

Neighborhood Organization C o n t a c t L i s t

Frequently Asked Questions (FAQ)

October, 2010

Who can register with the Neighborhood Organization Contact List (NOCL)?

Anyone can be a member of the NOCL. However, the intent is to provide a list of those person(s) who serve in an official capacity for their Neighborhood Organization or Homeowners Association. The list also includes apartment complex representatives, media members, neighborhood residents, business contacts, and crime watch contacts.

Is the information I submit made available to the public?

It is required by law that the information contained in the NOCL be public information since it is collected by the City. More importantly, the purpose of the NOCL is to help facilitate community involvement. By requesting to be on this list, you are agreeing that your contact information can be made available to the public.

What is the difference between a Neighborhood Organization and a Homeowners Association (HOA)?

Typically, Neighborhood or Community Organizations are more issue oriented with respect to those that affect their neighborhoods like rezonings, public projects, and planning/policy initiatives proposed by local governments. These associations serve in an advocacy capacity on behalf of the residents and property owners in their neighborhood geographies. In comparison, Homeowners Associations typically have a legal responsibility to perform functions like maintaining common areas, clubhouses, pools, streetlights, etc. as well as ensuring the association by-laws (rules) are being adhered to by residents. In many cases, HOAs also operate in a similar capacity as neighborhood/community organizations (as described above).

How does the City delineate between neighborhood representatives and residents?

Generally, anyone who serves in an official capacity (e.g. officer, chairperson, etc.) for a neighborhood group or organization is considered a neighborhood representative. This would also include apartment managers. Any other contact (whether they are neighborhood, business, crime watch, or any other type) that has no official capacity would be considered a resident.

Can a neighborhood organization have multiple spokespersons?

A neighborhood organization can have multiple spokespersons. Many neighborhoods have multiple officers who may choose to represent them. Others have specialized geographies within a neighborhood which would include for example block associations. Furthermore, there are a number of “umbrella” organizations which might have contacts who represent the sentiment of a broader, more regional geography made up of many neighborhoods.

Does the City maintain official boundary information for all neighborhoods?

The Charlotte-Mecklenburg Planning Department and the City of Charlotte do not maintain official boundaries for neighborhoods. Rather, many departments use boundary information that may be representative of a neighborhood’s extents or maintain boundary information for statistical purposes which may or may not match actual neighborhood geographies.

There are many reasons why the City does not maintain official neighborhood boundaries. Some reasons include the divergent opinions about official boundaries; umbrella and regional organizations do not follow traditional neighborhood boundaries; and the difficulty in identifying boundaries for neighborhoods whose boundaries are not clearly delineated like newer subdivisions are.

Where do I seek resolution of issues with my HOA?

The City has no legal standing in issues with HOA’s unless they are in violation of city ordinances. However, the City’s Community Relations Committee (CRC) employs a Dispute Settlement Program (DSP) designed to provide mediation and conciliation services for Charlotte-Mecklenburg residents. Again, there is no legal requirement for the HOA to participate. It is a voluntary process and the HOA must be agreeable. Commonly mediated issues include neighborhood situations, consumer complaints, misdemeanor criminal charges, employee-employer disputes and landlord-tenant disagreements. To learn more, or to schedule a mediation session, call (704) 336-2903 or visit <http://charmeck.org/city/charlotte/CRC>.

Some management companies employed by HOA’s might also be a resource upon which residents may rely if there’s a dispute. All residents living in communities covered by HOA’s should obtain a copy of the by-laws of the HOA’s and read and understand the rules and responsibilities of all parties involved.