



March, 2015

Leadership matters: When members disagree

Neighborhood associations, like any group of people, can develop problems with personality conflicts, burnout, leadership issues, and other controversial topics. There is no easy way out, but if tackled early on leaders can possibly turn a disagreement among association members into an opportunity for growth, change and new understanding. When problems occur, encourage open and respectful discussion among association members. Use these tips as a general guide for working with members who disagree:

Tips for Handling Disagreements



- Seek to fully understand opposing viewpoints.
- Resist an immediate response.
- Don't strike out immediately to oppose or take sides
- Take a break when conflict becomes intense and emotions strong
- Define and agree on the problem
- Focus on the most significant issues of the conflict
- Focus on issues, not people
- Find "common ground" the those involved can agree on

Leadership matters:

Neighborhood Presidents and Chairpersons have a special role in the neighborhood organization. Most often the spirit and strength of the organization will be a reflection of the president/chair's abilities as a communicator and administrator. Some people try to avoid dealing with conflict because it makes them uncomfortable and some people try to approach conflict as if they were in a battle and determined to win. It is in the best interest of your neighborhood organization to work towards resolving conflicts immediately. The approach will require a delicate balance of understanding the nature of the issue and understanding the position of those involved.

Personality conflicts – If the disagreement is centered on personality conflicts, try your best to address those issues outside of the formal neighborhood meeting. Always work to maintain a positive reputation of the association. Members will avoid neighborhood meetings if the meeting consists of constant infighting or personal attacks. Hold a few small group meetings with those involved and try to work towards a solution. Boards should have a culture of reasonableness and understanding. If a dispute appears to be escalating and appear impossible to resolve, the board should consider changing the individual board member(s) involved to try to defuse what oftentimes is largely a personality clash.

Hot topic issues - If the disagreement is about a "hot topic", first do your research - make sure you fully understand the issue. Once you have a sound understanding of the topic, work quickly to create a well thought out communication plan that includes an open meeting. When members feel aware of what is going on and have had a chance to participate in the decision-making process, they are less likely to take personal offense at a decision with which they disagree. An open meeting helps to establish a transparent process for everyone to be heard and in some cases "hear from the horse's mouth". Controversy is a regular part of civic life and the neighborhood meetings is an appropriate place for the community to dialogue, debate, and struggle with tough issues. It's possible to disagree, even vehemently, with respect.

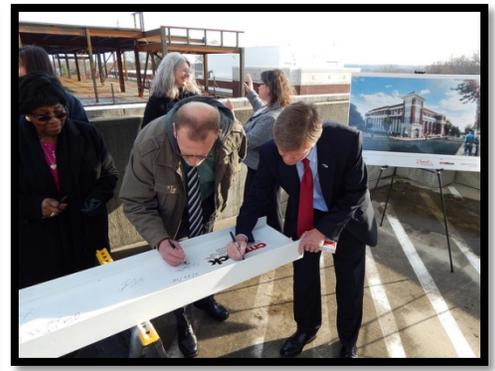


March, 2015

Neighborhood groups who cannot resolve serious disagreements on their own may need help from a trained mediator. A mediator is neutral people who will help neighbors in conflict create their own solution to the problem. Email jzarc@concordnc.gov for more information on this topic.

City Hall Construction Update

On Monday, February 23, 2015 Mayor Padgett, City Council Members, City Manager, City Attorney, Assistant City Manager, Engineering Director, Finance Director, and representatives from ADW Architects and CM Black signed a piece of steel to be included in the structure of the new City Hall building. Construction crews are now working to enclose the building. Visit concordnc.gov/newcityhall for project details, photo updates, and more. Click on the image below to view the City's Flickr Photostream.



SAVE THE DATE

April 25th - Great Neighborhood Earth Day Challenge

We are encouraging neighborhood groups to join together with neighbors and friends on Saturday April 25, 2015 to work on a beautification or enhancement project. **Great Neighborhood Earth Day Challenge** projects should be held on Saturday, April 25, 2015. The volunteer project organizer can determine the starting and ending time, as well as the scope of the project. However projects should be organized around the following goals: building community, improving the overall appearance of the neighborhood, and articulate the unique identity of the neighborhood. The winning neighborhood earns bragging rights and the privilege of displaying the "Great Neighborhood Earth Day Challenge Sign" for the entire calendar.

Sign-up information will be emailed to neighborhood leaders. Call 704-920.5298 or email jzarc@concordnc.gov if you have questions.



March, 2015

Concord Mobile Care App for Citizens



Concord Mobile Care is a free mobile app for the citizens of Concord. Citizens can create an account, log in, and report issues to the City. They can attach photos and notes right from their mobile devices. Issues are automatically converted to work requests and routed to the appropriate City departments for handling. Users can track the status of their issues and view notes entered by City employees responding to their requests. Concord Mobile Care App is available for Android phones and tablets on [Google Play](#). An IOS version is currently in beta testing. IOS users can still access the mobile web portal at <http://concord.mobile311.com>. You can also access this web portal on your computer through your internet web browser. Visit concordnc.gov/ConcordMobileCare for a list of issue types than can be reported using the app.

Community Rooms available for neighborhood meetings

Did you know that the City’s Community Rooms at Fire Stations #7, 8 and #9 are available for use at no cost for recognized neighborhood and homeowner association meetings? Reservations are required. You will not need a key. The facility will be available at your designated time of use. All fire station community rooms have computer access/wireless internet and projection screens. [Click here](#) for more information or call 704-920-5600 to make a reservation.



New Code Enforcement Manager



[Robert Watson](#) was recently named Concord Code Enforcement Manager. He has taken over the duties of David Barnhardt who retired at the end of December 2014.

The [Code Enforcement Division](#) of the Police Department performs a very important function for the City of Concord. The division is responsible for responding to blight issues within neighborhoods; improving the city’s overall appearance; protecting and maintaining property values; enhancing public health, safety and welfare and ensuring quality housing for residents.

The City has 5 full-time Code Enforcement Officers who are assigned to work in different geographic areas of the City. These officers receive and investigate minimum housing and zoning related complaints. Code Enforcement is also responsible for enforcing ordinances relating to nuisances. To report a code violation, you can call the Customer Care Center at 704-920-5555. Visit concordnc.gov for more info.



March, 2015

Fire Prevention Tip: Change your clock, change your battery

Daylight-saving time, which begins on Sunday, March 8 at 12:00 a.m., which is when we spring forward one hour for the purpose of making better use of daylight. As we set our clocks ahead, the [National Fire Protection Association](#) (NFPA) recommends testing your smoke alarms.

Roughly two-thirds of home fire deaths occur in homes with no smoke alarms or working smoke alarms. When smoke alarms should have worked but failed to operate, it is usually because batteries were missing, disconnected, or dead. NFPA provides the following guidelines around smoke alarms:

- Test smoke alarms at least once a month using the test button.
- Make sure everyone in the home understands the sound of the smoke alarm and knows how to respond.
- Replace all smoke alarms when they are 10 years old.
- Replace the smoke alarm immediately if it doesn't respond properly when tested.
- Smoke alarms with nonreplaceable (long-life) batteries are designed to remain effective for up to 10 years. If the alarm chirps, a warning that the battery is low, replace the entire smoke alarm right away.
- For smoke alarms with any other type of battery, replace batteries at least once a year.



For more on smoke alarm safety, check out NFPA's [smoke alarm safety tip sheet](#).

Good Neighbor Tip: Make a difference in your neighborhood today!

Apart of being a good neighbor may include taking action when you observe nuisances or noncriminal problems occurring in the neighborhood. Examples: Cars without license plates, parking on front lawns, dimmed street lights, abandoned autos in the street, furniture or debris left to rot in the backyard, or garbage dumped illegally. When you find yourself thinking, "someone ought to do something," do something. Call the **Customer Care Center at (704) 920-5555** or make a report through the Mobile Care App. Always discuss these issues at your neighborhood meetings so that your neighbors are aware and remember to follow-up to ensure that the issue has been resolved. Being a good neighbor and ensuring that our neighborhoods are desired places to live clean is something all Concord residents should strive to achieve.





March, 2015

Crime Prevention Tip:

Your tip could lead to an arrest & a cash reward.

Do you have information about a crime that has occurred in Cabarrus County? Perhaps you want to give information but want to remain anonymous. Call **704-93-CRIME**. You may be eligible for a cash reward up to \$1,000 if your tip leads to an arrest or the recovery of property. Concord Police need help solving area crimes including:



- Assistance locating runaways [Brianna Burris](#), [Quiahna "Ki Ki" Murphy](#)
- Help finding a felon with arrest warrants – [Lamar Reshard Carson](#)
- [Arson Investigation](#)
- Assistance identifying a [Credit Card Thief](#)
- Information about the [armed robberies of Harris Teeter Grocery Stores](#)

Crime Stoppers is a program designed to elicit information from the public that would otherwise not be revealed to police. If you have information about a crime or know the location of a wanted person and want to remain anonymous, call Crime Stoppers at **704-93-CRIME** or text **93CRIME**. Cash awards up to \$1,000 may be given. You do not reveal your identity and you do not have to come to court. To learn more go to www.cabarruscrimestoppers.com.

Remember, if you are a victim of crime, contact the Concord Police Department as soon as possible – call 911 for emergencies and (704) 920-5000 for non-emergency information, or to meet the officers assigned to your district.

[March 2015 Neighborhood Meeting Calendar](#)

Click the above header to view the neighborhood organization meeting calendar.

The calendar includes meeting dates, times and locations for neighborhood meetings, City Council Meetings, Planning and Zoning Commission Meetings and other city events. Please note that meetings date and times are subject to change without notice. This is a live calendar so changes are made immediately after they are reported. For a full schedule of all recognized organization meetings, visit the program's website concordnc.gov/neighborhoods.

Neighborhood News is published monthly and information from neighborhood associations and others are welcome. Please share this newsletter by forwarding it to your neighbors - post an excerpt in your community's newsletter, post a copy on your community bulletin board, or on your Facebook Page.