



CLT Community Resources

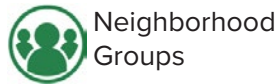
 CITY OF
CHARLOTTE

CHARLOTTE COMMUNITY RESOURCES

This guide is a reference for residents and communities looking for assistance and resources to help Charlotte neighborhoods thrive. This is not a complete directory of all resources that may be available. Please visit charlottenc.gov/hns or contact your Service Area Liaison for additional neighborhood resources.

Icon Key

Resources without an icon are open to any entity residing or doing business within the City of Charlotte, North Carolina. Other programs have eligibility requirements as indicated.



* - Denotes that resource is administered by a Community Partner



AFFORDABLE HOUSING & HOUSING ASSISTANCE

HOUSECHARLOTTE PROGRAM - This assistance program offers up to \$30,000 for eligible low and moderate income homebuyers to purchase a home within the Charlotte's city limits. Contact DreamKey Partners at (704) 705-3999 or visit <https://charlottenc.gov/HNS/Housing/Homeowners/Pages/House-Charlotte.aspx>*

HOUSING REHABILITATION PROGRAMS - The City provides several housing repair programs for low-income city residents. In addition, the City partners with nonprofit organizations offering home repair programs to the Charlotte community. Improvements may include code violation repairs, accessibility modifications and energy efficient retrofits. Contact (704) 336-3311 or visit <https://charlottenc.gov/HNS/Housing/Homeowners/Pages/Rehabilitation.aspx>

LEAD HAZARD CONTROL - The City works to mitigate lead paint hazards for families living in homes and rental properties built before 1978. Contact (704) 336-3311 or visit <https://charlottenc.gov/HNS/Housing/Homeowners/Pages/LeadPaint.aspx>

HOUSING EDUCATION & COUNSELING - Classes on financial empowerment, pre-homeownership counseling and foreclosure prevention are available for current and prospective homeowners. Contact Community Link at (800) 977-1969, DreamKey Partners at 704-342-0933, the NC Housing Finance Agency at (888) 442-8188 or visit <https://charlottenc.gov/HNS/Housing/Homeowners/Pages/Counseling.aspx>*



FAIR HOUSING PROTECTION - The Fair Housing Act protects people from discrimination because of race, color, national origin, religion, sex, familial status or disability when they are renting, buying, or securing financing for any housing. Charlotte-Mecklenburg Community Relations accepts and investigates formal complaints from persons who feel they have been discriminated against and enforces fair housing laws locally. Contact (704) 336-5160 or visit <https://charlottenc.gov/crc/ServicesPrograms/Pages/FairHousing.aspx>

LANDLORD-TENANT MEDIATION - Charlotte-Mecklenburg Community Relation's Dispute Settlement Program offers opportunities for tenants and landlords to eliminate communication barriers and work together to solve problems involving damaged property, security deposits, living conditions, financial assistance for repairs or miscellaneous conflicts stemming from the landlord-tenant relationship. Contact (704) 336-5160, or visit <https://charlottenc.gov/crc/ServicesPrograms/Pages/DisputeSettlement.aspx>

HOMELESSNESS ASSISTANCE/EMERGENCY HOUSING

The City participates in a network of nonprofits, governments, and organizations working to end and prevent homelessness. Assistance related to homelessness is provided through a coordinated entry process. Call the Coordinated Entry hotline at (704) 284-9665 to begin process or visit <https://charlottenc.gov/HNS/Housing/Emergency/Pages/default.aspx> *

RENTAL ASSISTANCE - The City partners with various agencies to provide temporary rental assistance for families working to become self-sufficient. Call United Way NC at 2-1-1 for available programs or visit <https://crisisassistance.org/programs/basic-needs/emergency-financial-assistance>*

CRITICAL HOME REPAIR PROGRAM - This program provides major repairs at a deeply discounted rates to keep homeowners safe and warm, and from being displaced from their homes. Contact (704) 716-5639 or visit <https://habitatcltregion.org/services/critical-home-repair>*

WEATHERIZATION ASSISTANCE PROGRAM - Blue Ridge Community Action provides free weatherization and energy efficiency programs to reduce energy costs by making homes more energy efficient. Contact (828) 438-6225 or visit <https://www.brcainc.org/weatherization>*

PROPERTY TAX RELIEF PROGRAMS - The Mecklenburg County Office of the Tax Collector offers several programs to provide grants or tax exclusions for qualified applicants including seniors, disabled veterans, persons meeting income thresholds, historic structures and certain land uses. Programs include Homestead Exemption, Brownfields, and the HOMES program. For eligibility requirements and information, contact (704) 336-7600 or visit <https://www.mecknc.gov/AssessorsOffice/Pages/Tax-Exclusions-Deferrals.aspx>*

UTILITY SUPPORT

WATER & SEWER LEAK BILL ADJUSTMENTS - Charlotte Water offers consideration for bill adjustments for residential, commercial, multi-family, and irrigation accounts for leaks that are private responsibility because they occur beyond the meter outlet. Contact (704) 336-7600 or visit <https://charlottenc.gov/Water/customercenter/Pages/CLTWCares.aspx>



WATER EXTENSION CONNECTION ASSISTANCE

Residential customers lacking direct access to public water and/or sewer access may qualify for connection assistance through one of Charlotte Water's line extension programs.

Contact (704) 432-2854, email NewServiceRequests@charlottenc.gov, or visit <https://charlottenc.gov/Water/customercenter/Pages/CLTWCares.aspx>

LOW INCOME ENERGY ASSISTANCE PROGRAM (LIEAP)

This federal program administered by Mecklenburg County Department of Social Services (DSS) provides a one-time payment of up to \$500 for home heating needs for low-income households during winter months. Contact DSS at (704) 336-3000 or visit <https://www.mecknc.gov/dss/esd/Pages/Energy.aspx>*

COMMUNITY BUILDING

COMMUNITY ENGAGEMENT STAFF LIAISONS - City staff can provide assistance with organizing and advocacy, problem-solving, and connection to resources to support your neighborhood's success. Meet your liaison at <https://charlottenc.gov/HNS/CE/ServiceAreas/Pages/default.aspx> or contact (704) 336-3380.

CIVIC LEADERSHIP ACADEMY - This free, 13-session course is designed for residents who are ready to take the next step in community leadership. Participants will grow in their leadership, analyze issues using data, connect with decision makers and other Charlotte leaders, and make a difference in their communities. Contact (704) 336-3380 or visit <https://www.charlottenc.gov/HNS/CE/CommunityInfo/Pages/Civic-Leadership-Academy.aspx>

2040 PLANNING ACADEMY - This five-week course covers community planning, transportation, zoning, the development process, historic preservation, and urban design. The goal of the program is to equip residents with a better understanding of community planning so they can effectively engage in planning efforts both in their neighborhood and the city. Email PDDinfo@charlottenc.gov, contact (704) 336-2205, or visit <https://charlottenc.gov/planning/AreaPlanning/CommunityPlanningAcademy>

CONFLICT RESOLUTION TRAINING - Charlotte-Mecklenburg Community Relations offers free conflict resolution training for youth, adults, groups, and organizations. Participants will learn the five conflict resolution styles, benefits of active listening, and tools to de-escalate difficult situations. Contact (704) 336-7600 or visit <https://charlottenc.gov/crc/Pages/default.aspx>

NEIGHBORHOOD BOARD RETREAT - This twice-annual event offers neighborhood and merchant groups the opportunity to work with a trained facilitator to identify and prioritize goals and create community action plans. Contact (704) 336-3380 or visit <https://charlottenc.gov/neighborhoodtraining>

NEIGHBORHOOD LEADERSHIP AND COMMUNITY TRAINING - Workshops are available for residents and neighborhood leaders to strengthen leadership capacity, learn technical skills, and enhance neighborhood quality of life. Live and on-demand opportunities can be found by visiting <https://charlottenc.gov/neighborhoodtraining> or contacting (704) 336-3380.





NEIGHBORHOOD MATCHING GRANTS - Eligible neighborhood-based organizations can receive up to \$25,000 for different projects to incentivize relationship and capacity building to include art, safety, signage, community gardens, festivals, and more. Contact (704) 336-3380 or visit <https://charlottenc.gov/nmg>

CHARLOTTE PLACEMAKING HUB - This one-stop-shop showcases how neighborhoods can accomplish community gardens, murals, signal cabinet wraps, temporary events, parklets, and other enhancements within city-maintained properties and right-of-way. Contact (704) 336-3380 or visit <https://charlottenc.gov/placemakinghub>

NEIGHBORHOOD ORGANIZATION CONTACT LIST

This contact list allows neighbors & others to register and receive important information, including grant opportunities, rezoning notifications, trainings, and special event information that may impact or benefit neighborhoods. Neighborhoods may designate a primary contact on NOCL for neighborhood leadership identification. Register at <https://charlottenc.gov/nocl> or contact (704) 336-3380.

CHARMECK 311 - CharMeck311 serves as the customer contact center, providing information and services for customers in Charlotte and Mecklenburg County. In addition to reporting code violations, storm water problems and other issues, customers can schedule bulky item pickups, make park shelter reservations, get directory assistance to City and County offices, learn the schedules for City and County government meetings, and more. Call 311 or visit <https://charlottenc.gov/HNS/CharMeck311/Pages/default.aspx>

NEED A SPEAKER PROGRAM - This program provides City of Charlotte or Mecklenburg County experts to talk on various neighborhood topics, including community safety, environment, transportation, zoning, and more. Contact (704) 336-3380, email NeedASpeaker@charlottenc.gov, or visit <https://charlottenc.gov/HNS/CE/CommunityInfo/Pages/NeedASpeaker.aspx>

QUALITY OF LIFE EXPLORER - This online tool helps users explore neighborhoods throughout Mecklenburg County to review data including housing, education, economics, demographics, environment, health, transportation, safety and more. Get the facts at <https://mcmap.org/qol> or call (704) 336-3380.



CHARLOTTE COMMUNITY TOOLBANK - This nonprofit tool lending program provides neighborhood and nonprofit organizations with year-round access to an inventory of power and hand tools and special event supplies tools for use in volunteer projects, facility and grounds maintenance, community meetings, festivals and more. Contact (704) 469-5800 or visit <https://charlotte.toolbank.org>*



YOUTH & FAMILY PROGRAMS



MAYOR'S YOUTH EMPLOYMENT PROGRAM (MYEP) - This program partners with local employers to provide paid work experiences to help high-school aged teens to develop career goals, stay in school, achieve academically, and develop social skills needed to succeed in work and life. Contact (704) 336-3380 or visit <https://charlottenc.gov/myep>



Age-Restricted



Businesses



Developers



Homeowners



Income-Restricted



Landlords



Neighborhood Groups



Nonprofits



Renters

JOB AND CAREER READINESS TRAINING - This training provides local high school students with essential skills training and a certification that prepares and strengthens them for the workforce. Contact (704) 336-3380 or visit <https://charlottenc.gov/HNS/CE/Youth/Pages/Job-Career-Readiness.aspx>



CHARLOTTE MECKLENBURG YOUTH COUNCIL

This organization helps local teens take an active and ongoing role in learning how to solve challenges impacting Charlotte and Mecklenburg County. Contact (704) 343-6999 or visit <https://cltmeckeyouth.org>*



MAYOR'S MENTORING ALLIANCE - This network connects Charlotte's mentoring community and promotes mentoring best practices. Find a mentoring agency for your child, become a mentor, or learn more at <https://charlottenc.gov/mma>, or contact (704) 336-3380.

CHARLOTTE MECKLENBURG LIBRARY - The library system provides access to resources and services including workshops and classes, digital resources, book club kits, resume and job search assistance, history and genealogy resources, guidance on applying for food and financial assistance, online tutoring sessions, grant seeking and other resources for nonprofits, meeting space, and much more. Contact (704) 461-0100 or visit <https://cmlibrary.org>



SAFE & HEALTHY NEIGHBORHOODS

CITY OF CHARLOTTE CODE ENFORCEMENT - Code Enforcement works to improve the appearance of communities and maintain safe standards of living, helping to reduce the risk of declining property values and failing community pride. Contact (704) 336-3380 or visit <https://charlottenc.gov/codeenforcement>

CHARLOTTE-MECKLENBURG POLICE DEPARTMENT - CMPD takes a problem-solving approach to policing to prevent the next crime and increase community safety. This includes outreach through a variety of services and programs for youth and adults including but not limited to Neighborhood Watch, National Night Out, Ride-Along Program, COPS & Barbers, COPS & Kids, Juvenile Diversion Program, Right Moves for Youth, and more. Visit <https://charlottenc.gov/CMPD/Safety> or contact (704) 336-2310 for more information.

CHARLOTTE FIRE DEPARTMENT - In addition to fire prevention and emergency services, Charlotte Fire connects with the community through its fire safety and education programs, fire career awareness for youth, and participation in community service events. Contact (704) 336-4174 or visit <https://charlottenc.gov/Fire/Pages/default.aspx>

CHARLOTTE DEPARTMENT OF TRANSPORTATION is committed to enhancing the driving, bicycling and walking experiences for residents and visitors. Programs include Neighborhood Traffic Calming, Street Lighting, Pedestrian & Sidewalk Safety and more. Requests may be submitted by calling 311, using the Charlotte+ app, or visiting <https://charlottenc.gov/Transportation/Programs/Pages/default.aspx>

MECKLENBURG COUNTY COMMUNITY SUPPORT SERVICES

The County provides services for military veterans, people experiencing homelessness, people seeking substance abuse treatment, and people needing prevention and intervention for community or domestic violence. Contact (704) 432-7233 or visit <https://mecknc.gov/CommunitySupportServices/Pages/Home.aspx>*

MECKLENBURG COUNTY DEPARTMENT OF SOCIAL SERVICES

The County provides programs and services for families and adults, including Food and Nutrition, Healthcare Assistance (Medicaid), Community Social Work, Child and Adult Protective Services, Transportation Assistance, and Financial Stabilization Assistance. Contact (704) 336-3000 or visit <https://mecknc.gov/dss/Pages/home.aspx>

ECONOMIC OPPORTUNITY

FINANCIAL NAVIGATORS - Financial Navigators provide financial guidance that connect residents with available services including prioritizing living expenses, maximizing income, managing credit card debt, avoiding predatory scams, budgeting for future loss of income, and more. Call 311 or visit <https://finnav.org/clt>

RENEW TRAINING PROGRAM - This program provides paid training in the HVAC and electrical trades. These 13-week classes will teach basic skills for the industry and work to place graduates in successful full-time employment opportunities. Contact (704) 432-1397 or visit <https://charlottenc.gov/ED/Pages/RENEW.aspx>

CHARLOTTEOPENFORBUSINESS.COM - This one-stop shop website helps to foster business success in Charlotte, from helping entrepreneurs get started to relocating multinational corporations. Visit <https://charlotteopenforbusiness.com> for more information.

CHARLOTTE BUSINESS INCLUSION (CBI) - This program assists certified Small Business Enterprises with growing, enhancing, and developing their business. CBI offers development programs that support small businesses in organizational training, strategic development, and networking opportunities. Learn more at <https://charlottenc.gov/GS/procurement/cbi/Pages/business-resources.aspx>

CHARLOTTE COMMUNITY CAPITAL FUND - This small business loan program provides access to capital. While the Fund is not itself a lender, it provides financial assistance by guaranteeing up to 85% of the loan amount. Bank of America, Wells Fargo, PNC Bank, Foundation for the Carolinas, and others have joined the City in contributing to the Fund. Self-Help Credit Union (SHCU) administers and also services as a third-party lender, along with Carolina Small Business Development Fund (CSBDF). Learn more at <https://charlottenc.gov/GS/procurement/cbi/Pages/cccf.aspx>*

BUSINESS MATCHING GRANTS - Small businesses, property owners and developers located in the City of Charlotte's Business Corridor Revitalization Geography can apply for Business Matching Grants, which assist owners with the cost of improving their properties. More information is available at <https://charlottenc.gov/ED/Development/Pages/Corridor.aspx>



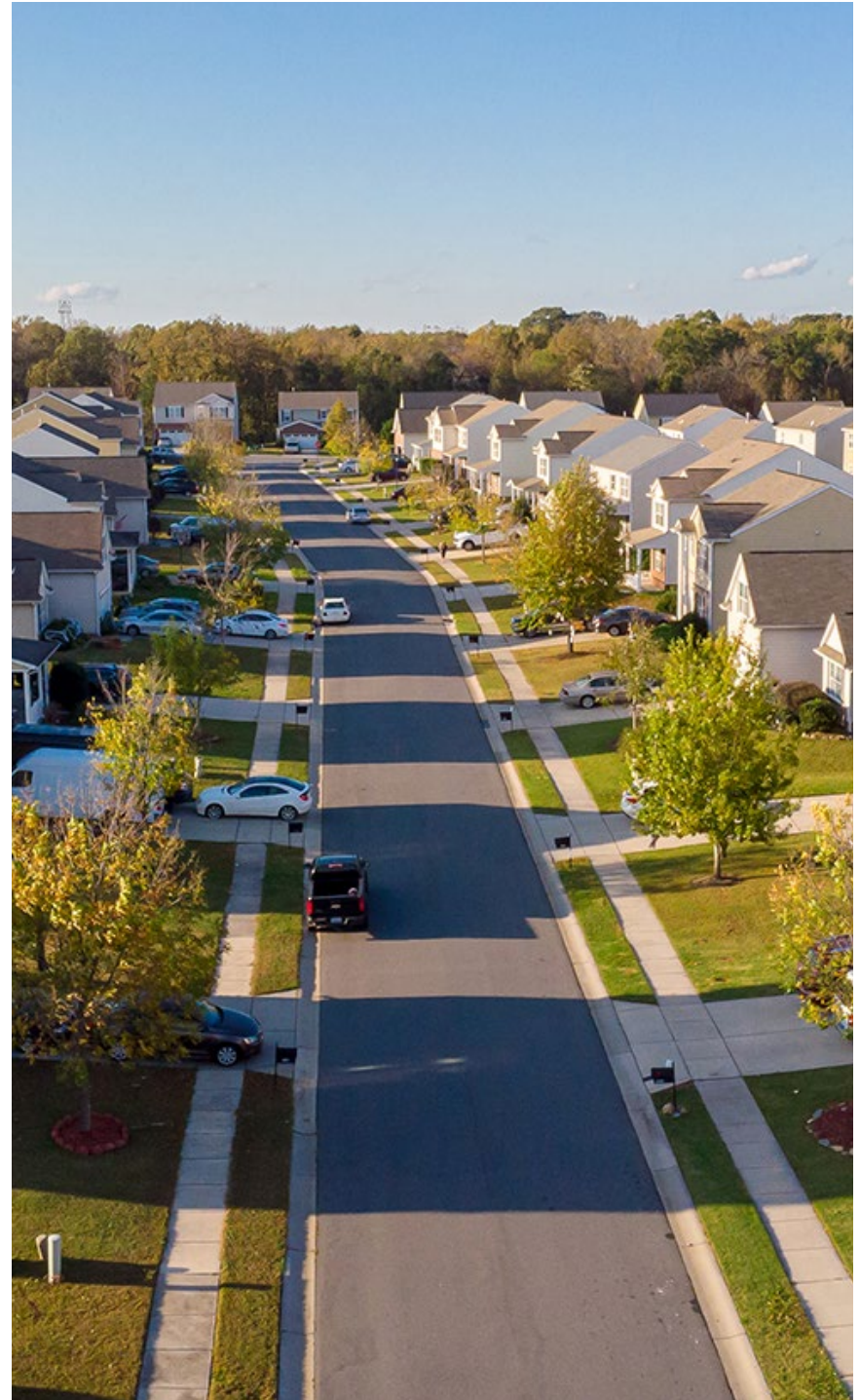
ENVIRONMENT & SUSTAINABILITY

KEEP CHARLOTTE BEAUTIFUL - Provides safety vests, litter pickers, and trash & recycle bags for cleanup events citywide. Individuals and groups may also adopt streets for free. A minimum of one mile cleaned at least three times per year is required. An annual beautification grant is offered. Contact (704) 336-3380 or visit <https://charlottenc.gov/kcb>

TREE CARE MATCHING GRANTS - Grants of up to \$3,000 are available to neighborhoods citywide for tree care initiatives including canopy assessment, ivy removal, small tree/sapling pruning, and tree focused education and community events. Contact (704) 336-3380 or visit <https://charlottenc.gov/HNS/CE/Environment/Pages/TreeCare.aspx>

WASTE WIZARD - Solid Waste Services has developed a game for Charlotte residents to learn how to dispose or recycle common household items. Play at <https://charlottenc.gov/SWS/Pages/WasteWizard.aspx>

GREEN CROWN PROGRAM - This voluntary and free program recognizes those in the restaurant industry that actively minimize waste and maximize sustainability. Establishments earn points for one, two, or three crowns by practicing environmentally sustainable business efforts. Learn more at <https://charlottenc.gov/greencrown/Pages/Home.aspx>





CITY OF
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HOUSING & NEIGHBORHOOD SERVICES

charlottenc.gov/hns

CLT RESOURCE DIRECTORY

