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Community Resources



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.



Age-Restricted



Businesses



Developers



Homeowners



Income-Restricted



Landlords



Neighborhood Groups



Nonprofits



Renters

*** - Denotes that resource is administered by a Community Partner**

To learn more information about all of the programs and services in this guide please scan the QR Code or visit:

charlottenc.gov/communityresources



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 city limits. Call 704-705-3999.*



ACQUISITION, REHABILITATION AND RESELL PROGRAM

is a city program where homes are purchased, rehabilitated, and then resold at affordable prices, below market rate, to homeowners in the House Charlotte program and/or those working with our nonprofit partners.



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, or the NC Housing Finance Agency at (888) 442-8188.*



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 repairs to meet Minimum Housing Standards, accessibility modifications, and energy efficient retrofits. Contact 704-336-3311.



LEAD HAZARD CONTROL

The City of Charlotte works to mitigate lead paint hazards for families living in homes and rental properties built before 1978. Contact 704-336-3311.



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.



LANDLORD-TENANT MEDIATION - Charlotte-Mecklenburg Community Relations 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.



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 the process.*





RENTAL ASSISTANCE - The City partners with various agencies to provide temporary rental assistance for families working to become self-sufficient. Call United Way NC 2-1-1 for available programs.*




CRITICAL HOME REPAIR PROGRAM - This program provides major repairs at deeply discounted rates to keep homeowners safe and warm, and from being displaced from their homes. Contact 704-716-5639.*




 **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.*

 **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 Elderly, Disabled or Veteran Homestead Exemption, Circuit Breaker, and the HOMES Program. For eligibility requirements and information, contact 704-336-7600.*

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.

 **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 or email NewServiceRequests@charlottenc.gov.



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.*



HIGH ENERGY USAGE ASSISTANCE PROGRAM offers free energy improvements for eligible households, in partnership with Duke Energy, that can help lower energy use and monthly energy bills. Upgrades can include air sealing, HVAC, refrigerator or water heater replacement, free lightbulbs, and more. For questions or to apply, call 877-403-0384.



COMMUNITY BUILDING


COMMUNITY ENGAGEMENT STAFF LIAISONS - City staff can provide assistance with organizing and advocacy, problem-solving, and connections to City Departments and resources to support your neighborhood's success. Meet your liaison by contacting 704-336-3380.

CIVIC LEADERSHIP ACADEMY - This free 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.



2040 PLANNING ACADEMY - This five-week course covers community planning, transportation, zoning, and 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. Contact 704-336-2205 or email PDDinfo@charlottenc.gov.




 **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 704-335-0450.



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.



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 contacting 704-336-3380.



NEIGHBORHOOD MATCHING GRANTS - Eligible neighborhood-based organizations can receive up to \$25,000 for different projects – including art, safety, signage, gardens, festivals, and more – to incentivize relationship and capacity building within the community. Contact 704-336-3380.





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.



NEIGHBORHOOD ORGANIZATION CONTACT LIST (NOCL)
This contact list allows neighbors & others to register and receive important information, including grant opportunities, rezoning notification, trainings, and special event information that may impact or benefit neighborhoods. Neighborhoods may designate a primary contact on NOCL for neighborhood leadership identification. To register 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 for more information.



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 or email NeedASpeaker@charlottenc.gov.



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. For more information call 704-336-3380.

DEVELOPMENT NEAR ME – This application provides a valuable tool to residents who are looking for information on what types of development are being completed near them. This interactive web map viewer includes information on residential and non-residential development, mixed-use and other projects requiring permitting, grading permits, rezonings, and Capital Improvement Projects (CIP).

CHARLOTTE COMMUNITY TOOLBANK - This nonprofit tool lending program provides neighborhood and non-profit 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.*



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.



JOB AND CAREER READINESS TRAINING (JCRT) - 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.



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.*



CHARLOTTE MECKLENBURG POLICE YOUTH

ENGAGEMENT DIVISION - CMPD's youth engagement division offers a continuum of services for youth and young adults who are at risk of or involved in delinquent or criminal activity. These opportunities are designed to increase program opportunities for youth and reduce the number of youth referred to the criminal justice system. Activities include summer camps, programs to help students to graduate high school with a plan, gang prevention programming for middle schoolers, employment opportunities, and much more.

COMMUNITY RELATIONS PEER MEDIATION - Charlotte-Mecklenburg Community Relations offers both the Peer Club Program and Peer Mediation Program. These programs offer young people the platform to learn and express themselves in safe and open conversational-style sessions. Both programs provide youth with conflict resolution skills to navigate challenging situations and focus on building their communication skills, leadership skills and overall civic engagement.

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.








DIGITAL NAVIGATORS help community members navigate to and through signing up for affordable home broadband internet service, purchasing affordable technology, basic device and connectivity issues, and learning new digital skills. Residents should call 311 to get connected.*

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.

CHARLOTTE-MECKLENBURG POLICE DEPARTMENT - CMPD takes a problem-solving approach to policing to prevent the next crime and increase community safety. The focus 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. Contact 704-336-2310 for more information.

CHARLOTTE FIRE DEPARTMENT - In addition to fire prevention and emergency services, CFD 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.

 **CHARLOTTE DEPARTMENT OF TRANSPORTATION** - CDOT 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 or by using the Charlotte+ app. 

SAFE CHARLOTTE - This program offers up to \$1 million for Charlotte-based, grassroots organizations working to reduce violence. This grant is administered by the United Way of Greater Charlotte.*

ALTERNATIVES TO VIOLENCE - This program works to stop shootings and killings in targeted areas of the city using a public health model to detect and interrupt conflicts, identify and treat individuals at high risk of involvement in violence, and change social norms. Trained violence interrupters and outreach workers engage high-risk individuals, talk to them about the costs of violence, and assist them in accessing services and support, including employment. It is currently administered by Youth Advocate Programs and The Urban League of Central Carolinas.*



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.*



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.



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.



RENEWABLE ENERGY AND EFFICIENCY WORKFORCE (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.



CHARLOTTEEDO.COM - Charlotte Economic Development is a one-stop shop website that helps foster business success in Charlotte, from helping entrepreneurs get started to relocating multinational corporations. Visit charlotteedo.com for more information.



CHARLOTTE BUSINESS INCLUSION (CBI) - This program assists certified Minority, Women and Small Business Enterprises (SBEs) with growing, enhancing, and developing their business. CBI offers development programs that support small businesses in organizational training, strategic development, and networking opportunities. For more information please email charlottebusinessinclusion@charlottenc.gov or call 704.336.4137.



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.



AMP UP CHARLOTTE - This seven-month program takes businesses to the next level by helping business owners create a customized, three-year strategic growth plan. It helps small business owners increase their revenues, create jobs, and prepares them for growth and expansion through business development services, mentoring, targeted training, and access to large corporations for contract and procurement opportunities.

HIRE CHARLOTTE - This accessible, streamlined process helps job seekers with career opportunities and training, and works to develop a highly skilled and sustainable talent pipeline for Charlotte's employers. Employers will post job opportunities on the community website. The site also shares training opportunities, seminars, recruitment events, etc. Job seekers will be able to find available positions and resources that will assist them in moving upward in their career journeys. Job seekers have access to resources, and employers have access to talent.

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.

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.



WASTE WIZARD - Solid Waste Services has developed a game for Charlotte residents to learn how to dispose or recycle common household items.



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.



POWER DOWN THE CROWN - This voluntary building energy performance benchmarking program encourages building owners reduce their energy use and help Charlotte become a low-carbon city by 2050. The goal is to reduce energy use per square foot by 10% by 2030. In return, the city will celebrate partner successes, offer opportunities to share and learn energy efficiency best practices, and provide benchmarking technical assistance.





CITY OF
CHARLOTTE

HOUSING & NEIGHBORHOOD SERVICES

charlottenc.gov/hns

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scanning this QR Code!

CLT Community Resource Directory

