



*City of Charleston*

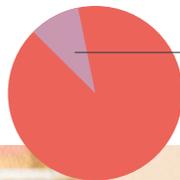
South Carolina

Department of Planning, Preservation and Sustainability  
Neighborhood Services

# NEIGHBORHOOD TOOLKIT

Welcome to the City of Charleston Neighborhood Toolkit prepared in partnership with Enough Pie, a local non-profit using creativity to connect and empower our community. The goal of this toolkit is to provide support and sample materials for our neighborhood associations to have the most effective and connected communities we can. We recognize the voluntary nature of your service, and hope to offer this toolkit to support your efforts.

**Thank you for all that you do for your community!**



**ENOUGH PIE**

PLENTY FOR EVERYONE



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**To find this complete toolkit online, visit:**  
**<http://www.charleston-sc.gov/index.aspx?nid=280>**  
**or individual PDFs at [www.enoughpie.org](http://www.enoughpie.org).**



# Welcome Letter

## from Mayor John J. Tecklenburg

March 11, 2017

Dear Neighborhood Representatives,

Thank you for your commitment and service to your neighborhood and to Charleston. Your hard work, civic engagement, and leadership help strengthen and support the City of Charleston and our mission to improve the quality of life for all of our residents. The Mayor's Office, the Business & Neighborhoods Services Division, other City staffers, and your City Council members are here to work with you to create a more livable, lovable, and hospitable city for everyone.

Neighborhood associations are an important part of the fabric of Charleston's community. They help identify and address issues and provide opportunities for fellowship. However, neighborhoods are only as strong as the bonds among their residents. As leaders of your neighborhood associations, you have taken on the responsibility of fostering those relationships and advocating for the betterment of your community.

To support you in those endeavors, we are pleased to present Charleston's new Neighborhood Toolkit, a guide and resource for those in the City of Charleston's Neighborhood Council. The goal is to provide introductions to the Neighborhood Services team and ways they support your efforts, along with ideas for organizing neighborhood meetings and gatherings, fundraising tips, templates for meeting materials, new ways to communicate, and more. We hope this is a useful tool for you and your association. We plan to add to this resource over time, so feedback is always welcome.

I am proud to be available at annual Neighborhood Services meetings, Mayor's Night In and Coffee with the Mayor, all discussed in the Neighborhood Toolkit. I look forward to working with you, and thank you for all you do to keep our neighborhoods connected and active!

Most Sincerely Yours,

A handwritten signature in blue ink, reading "John J. Tecklenburg". The signature is fluid and cursive, with a long horizontal stroke at the end.

**Mayor John J. Tecklenburg**  
Mayor, City of Charleston



# MEET YOUR CITY SUPPORT TEAM



## **Mike Whack, Special Assistant for Quality of Life**

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Mike Whack is a graduate of the Maxwell School of Citizenship and Public Affairs, Syracuse University. As Special Assistant to the Mayor, Mike works closely with City staff, elected officials and the community-at-large in developing efforts that improve the City's quality of life efforts and City-wide programming. He provides leadership in the development of outreach, community events, and educational programs and cultivates strategic partnerships with industry, schools and organizations. Mike chaired the City of Charleston-Trident United Way 2016 Campaign raising \$92,263 or 111% of goal, and is currently assisting the Mayor's efforts to establish a summer program for at-risk peninsula students. Mike maintains personal contact with residents and organizations to promote civic engagement programs, internships for college students, aid to persons in need of social and human services, and supervises a community resources specialist staff-person. He staffs Mayor's Night In and Coffee with the Mayor, and ensures staff responsiveness to inquiries or complaints from residents, departments and community groups.



## **Brian Sheehan, Ombudsman**

City of Charleston | Department of Budget, Finance, and Revenue  
Collections, Process and Service Improvement  
2 George Street Charleston, SC 29401  
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sheehanb@charleston-sc.gov | www.charleston-sc.gov

The primary function of the Ombudsman is to respond to questions, concerns or complaints about city services or requests for services. Additionally, the office acts as an information and referral service to other government and non-profit agencies. The Ombudsman's Office also acts as a point of contact for citizens and provides the city with a management tool for the assessment of strengths and weaknesses in the existing systems. The office coordinates Mayor's Night In and Coffee with the Mayor programs for Mayor John Tecklenburg. Additionally, the office provides support to the office of Neighborhood Services at meetings between the Mayor and neighborhood associations, working together on solutions for issues brought to the Mayor.



## **Su Griffin, Neighborhood Services Manager**

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A 40 year resident of Charleston, Susan (Su) Griffin is a manager in the Division of Business & Neighborhood Services for the City of Charleston. This division is part of the Department of Planning, Preservation & Sustainability. Su represents 112 neighborhoods in the City of Charleston Neighborhood Council and is the direct contact for neighborhood association presidents and board members. Su also plans and facilitates meetings between the Mayor and groups of neighborhood presidents in which requests for information and service are handled in the meeting or sent to department directors for responses. Su works with departments like the Executive, Traffic & Transportation and Public Service helping them with critical communications outreach to neighborhoods and businesses. She also represents neighborhood interests on the Special Events Committee and is in charge of the Alternate Side & Signed Complete Streetsweeping Program for downtown neighborhoods.



## **Meg Thompson, Project Assistant**

City of Charleston | Department of Planning, Preservation, & Sustainability, Business and Neighborhood Services Division  
2 George Street, Suite 3600 | Charleston, SC 29401  
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Meg came to Charleston in 2013 as part of AmeriCorps VISTA. She produces the monthly King Street Report, quarterly West Ashley Retail Report, and West Ashley Farmers Market. She also works closely with members of the Neighborhood Council to address their concerns and compiles the weekly NAP (Neighborhood Association Presidents) News, an electronic neighborhood newsletter that comes out every Friday. Please forward and share this newsletter widely!



# COMMUNITY RESOURCES FOR NEIGHBORHOOD ASSOCIATIONS

To utilize, contact Meg Thompson at [neighborhoods@charleston-sc.gov](mailto:neighborhoods@charleston-sc.gov)

**1. Lamination** – Lamination is available on a limited basis in the Neighborhood Services Office. There is a small, cold laminator that can do 8.5x11 and 8.5x14 sheets, with a maximum of 15 sheets per user.

**2. Printing** – The Neighborhood Services Office offers free printing services to neighborhood associations. This can be used for flyers, newsletters, and other neighborhood communication. Associations are asked to provide their own paper. Printing requests, along with the number of copies needed and date of pick-up, should be emailed to Meg Thompson.

**3. Newsletter** – The Neighborhood Services Office distributes a weekly electronic newsletter (NAP) containing events and updates from the City of Charleston, as well as other agencies and nonprofits. To include something in the newsletter, please submit no later than Wednesday prior to be included in that week's newsletter to: [neighborhoods@charleston-sc.gov](mailto:neighborhoods@charleston-sc.gov)

- **City Events & Resources:** to stay current on meetings (including City Council, Technical Review, Design Review, Board of Architectural Review, Planning Commission, Police Neighborhood Forums and more, visit our calendar online at <http://www.charleston-sc.gov/calendar.aspx> or email Genita Hanna, Department Assistant for Planning, Preservation & Sustainability at [hannag@charleston-sc.gov](mailto:hannag@charleston-sc.gov). For the City of Charleston's Citizen Services Desk, visit: <http://www.charleston-sc.gov/index.aspx?NID=879&ART=2422&ADMIN=1>

**4. To learn about** – City Council Meeting Schedule, Boards and Commissions Meeting Schedule, Fire Department codes & standards, Community Assistance & Accommodations Tax Grants, recent City press releases, Traffic and Transportation Parking Programs and more, visit: <http://www.charleston-sc.gov/quicklinks.aspx>

## City of Charleston Neighborhood News

February 17, 2017

### Events & Updates

*Click the buttons below to find out more information!*

City Weekly Meetings

PRESS RELEASE: City of Charleston Inclusion in the Workplace Summit

President's Day Garbage/Trash Schedule

Active Shooter Preparedness Presentation

Port of Charleston Cruise Ship March 2017 Calendar

LDC February Newsletter

TEDxCharleston Idea Maker Meetup

City Contact: Elizabeth Brisbane  
T: 843-805-3226 Email: brisbanee@charleston-sc.gov

**List of responsibilities:** <http://www.charleston-sc.gov/index.aspx?NID=275>

**How to file a complaint:** <http://www.charleston-sc.gov/index.aspx?NID=276>

## What We Do

- Investigate nuisance complaints where a neighbor's yard is overgrown or has litter and other types of unsightly debris on the property
- Investigate complaints of unregistered and inoperable vehicles on private property
- Enforce nuisance codes regarding the standards for vacant structures
- Respond to graffiti complaints and removes graffiti from public property
- Respond to trash dump outs and illegal dumping violations
- Enforce garbage can regulations
- Enforce tourism regulations

## Garbage Regulations

- Cans cannot be placed curbside before 6 p.m. the day before pickup
- Cans must be placed by 6:30 a.m. on day of pickup
- Containers must be removed by 6 p.m. on day of pickup

## Other City Services:

- Respond to and issue violation summons for complaints regarding animals or loud noise - *Call the Police / Animal Services at 843-577-7434*
- Inspections or issue permits for new or existing construction projects - *Call Building Inspections / Permits at 843-724-7320*
- Respond to Zoning complaints - *Call Zoning at 843-724-3755*
- Enforce parking violations - *Call Parking Enforcement at 843-577-3098*
- To report speeding in your neighborhood or the removal of dead animals or other hazards or debris - *Call Traffic Services at 843-965-4084*



# HOW TO BE A BETTER NEIGHBOR

**Neighbor: Noun -- a person living near or next door to the speaker or person referred to; a person or place in relation to others near or next to it; any person in need of one's help or kindness.**

We've all experienced the challenges of moving, but sometimes settling into a new home is easier than building trust with folks in your community. These people are your neighbors. And whether you are new to the area or a long-time resident, here are some tips for how to be a better neighbor.

- 1. Welcome New Neighbors:** Say “hello” to your new neighbors, and lend a helping hand if you can. It may feel old-fashioned, but drop off a pie or a plant to say “hello” to your new neighbor, or the association could have a welcoming committee or appoint a Block Captain to bring a packet of neighborhood materials and a special welcome gift.
- 2. Communicate:** Voice your concerns in a respectful manner, and listen to your neighbors' concerns in return.
- 3. Share:** Remember the good ol' days when it was perfectly normal to have someone knock on your door to borrow sugar or eggs? Let's go back to that! When you have plenty to go around, take matters into your own hands by offering extras to your neighbors.
- 4. Adopt-A-Senior or Vulnerable Neighbor:** Take personal responsibility for the elders and vulnerable in your community! Adopt a neighbor and check on them during emergencies or holidays. Another job Block Captains could take responsibility for.
- 5. Take action:** Is your neighborhood missing something? Identify what needs to be done, create a plan, and propose it at your next neighborhood association meeting. You will meet folks to help you make it happen and improve your neighborhood!
- 6. Buy local:** Support business and organizations that support your neighborhood. Learn what businesses your neighbors own and try to support them.
- 7. Keep it clean:** Make sure your yard and shared spaces remain tidy, and if you see litter around your neighborhood when you are walking, please pick it up. Clean neighborhoods display an image of caring and safety.
- 8. Attend neighborhood meetings:** Stay up-to-date with the neighborhood by attending meetings. Help spread the word and coordinate events. Being good neighbors is a team effort, and the more you give, the more you get.

**9. Be present:** Put your phone down, and pay attention to your surroundings. When you're fully present, you can alert your neighbors of any unusual activities when necessary.

**10. Know and respect boundaries:** The golden rule is to always treat others the way you want to be treated.





# HOW TO RUN AN EFFECTIVE NEIGHBORHOOD ASSOCIATION

A successful neighborhood association is connected, honest, fosters trust, and works to get to know and care about one another. They work together for a thriving and healthy community. Volunteer leaders work together and share responsibilities; and the neighborhood supports projects and efforts so no one person bears all the responsibility.

- 1. CREATE A MISSION STATEMENT:** While it seems simple, creating a mission statement for the neighborhood association can unify and clarify the goals of the community. The mission statement should be on all agendas and on any communication materials. An example is: The mission of the ABC Neighborhood Association is to enhance the quality of life in the neighborhood by providing a forum for sharing information, connecting neighbors, promoting activities, and fostering civic involvement. We affirm our intent to build active consensus, broaden participation, act collectively, capitalize on opportunities, and manage problems.
- 2. SECURE OFFICERS, BLOCK CAPTAINS AND COMMITTEES:** An association must have officers (President, Vice-President, Secretary and Treasurer) whose responsibilities and terms are identified in the by-laws. Additionally, issues-driven committees or block captains (to go door-to-door) are also helpful.
- 3. CREATE & CONFIRM BY-LAWS:** By-laws are the terms of governance for a neighborhood. An example of by-laws are provided in the Neighborhood Toolkit on page 29.
- 4. SET REGULAR MEETINGS:** Depending on the size and participation of the neighborhood, meetings could be monthly or quarterly, ideally on the same day, time and location to ensure consistency. Plan for these meetings – be prompt, be professional, be courteous. Take your participation (and that of your neighbors) seriously.
- 5. DETERMINE COMMUNICATION & OUTREACH:** The best neighborhood associations have a thriving shared communication platform – whether on on-line or through a printed newsletter. The more people that commit and use a communication platform, the better. See E-Connect and templates in this Neighborhood Toolkit for more information.
- 6. COLLECT DUES:** Funds will ensure that the neighborhood can tackle community projects, gatherings or events together to foster a more connected community. A range of \$15-\$75 annually with a sliding scale for seniors, students or renters as necessary.
- 7. HAVE FUN:** While neighborhood associations can mean work, they can also mean fun – potlucks, fundraisers, or shared yard sales are more meaningful in groups than solo. Try to foster a sense of connection and fun with your neighborhood. It matters!



# BUILD AND MAINTAIN MEMBERSHIP

Recruiting members is important for the association's longevity. Here are some methods to build consistent and engaged membership:

1. Have members (potentially block captains) go door-to-door with membership information and materials to encourage residents to get involved, such as a letter from the president or a calendar of events. This can be done over a week or in a single day. You could have a membership drive and then a party for those volunteers.
2. Designate block captains per street if you have a large community to pass out information to prospective members, welcome new residents, advocate for a block's specific issues, and organize volunteers for activities.
3. Organizing large neighborhood gatherings are a great way to recruit new members.

Keeping members involved is important! Here are some ideas to keep members active and invested:

1. Many new members will offer to help without knowing how. Keep a list of activities and issues the neighborhood would like address have those interested sign up. This will be a great start for your new members as well as ensuring longer term members can stay active.
2. Officers and other members should watch for and welcome new faces at meetings. New or potential members should be introduced to a neighbor. It might be helpful to designate an official "greeter" to facilitate this process.
3. Avoid cliques. New people who see the same members running everything will feel excluded and will not return. A wide range of people should be appointed to leadership positions. Ideally new leadership will be voted in by members on a regular basis to ensure active participation from all.
4. Encourage ideas and input at all levels. New perspectives can benefit the whole group.
5. All meetings should be as organized as possible to avoid frustration and ensure effectiveness. Busy people will not attend things they consider a waste of time.
6. Maintain current membership records, including members' contact information, family members, occupations, special talents, areas of interest, etc.
7. Being part of a neighborhood association should not be all work. Remember to have fun! Host celebrations to get to know your neighbors better. These events should appeal to everyone and be family friendly to foster a strong sense of community spirit.



# HOLDING ELECTIONS

There is no one way to hold elections, but some tips for officer elections include:

- Nominations maybe taken from the floor & approved by the Board OR submitted and vetted by the Nominating Committee (if you have one).
- Candidates may have up to one month to campaign.
- Votes are taken via a secret ballot typically in collections box.
- Votes should be counted by 3 people from outside the association before a winner is announced. For example, you could invite Su Griffin, and two neighbors from the adjoining neighborhood to act in this capacity.



## CREATING BY-LAWS

### SAMPLE BY-LAWS

PAGES 29 - 33

By-laws explain clearly how neighborhood associations will operate. They establish the rules for and provide the legal requirements for the group as well as the roles and responsibilities of the officers. Further, by-laws maintain order and add credibility to the organization. While the process of creating bylaws maybe difficult, it is important for a neighborhood association to have and operate by accepted by-laws.

Generic By-laws (from Taking Action! A Manual for Neighborhood Associations)

## ARTICLE I. PURPOSE

### Section 1. Name

The name of the neighborhood association shall be \_\_\_\_\_.

### Section 2. Purpose

The purpose of the neighborhood association shall be to promote a better neighborhood and community through group action.

## ARTICLE II. MEMBERSHIP

Any person residing on \_\_\_\_\_ between \_\_\_\_\_ and \_\_\_\_\_ is eligible for membership.

## ARTICLE III. DUES

Dues shall be \$\_\_\_\_\_ per year. Dues are often required to vote.

## ARTICLE IV. MEETINGS

### Section 1. General Membership Meetings

Regular meetings will be held on the \_\_\_\_\_ of each month, or more or less often as deemed necessary.

### Section 2. Quorum

At least ten percent of the membership must be present to conduct official business. A quorum for voting on a motion should be established.

## ARTICLE V. OFFICERS

### Section I. Number and Election of Positions

The officers shall be a President, Vice President, Secretary, and Treasurer, who shall be elected in \_\_\_\_\_ of each year. The term of office shall be \_\_\_\_ year(s).

## ARTICLE VI. COMMITTEES AND/OR BLOCK CAPTAINS

The membership may establish necessary committees at any meeting. The President may also establish such committees. The President shall appoint committee chairpersons.

## ARTICLE VII. AMENDMENTS

The bylaws may be amended at any regular meeting. Two-thirds (2/3) of those members in attendance must approve the amendment.

# LIABILITY

A provision can be placed in the bylaws to indemnify board members in the unlikely event that they are sued as a result of their service. Indemnification promises that the corporation will repay defense and/or judgment costs. However, this is irrelevant if the organization does not have adequate funds. Therefore, larger organizations or associations who become non-profits usually carry directors' and officers' liability insurance.

To protect board members from potential personal liability:

- Hold regular meetings and keep members well informed.
- Use a dependable system for keeping detailed minutes that records which members attend and the nature of their discussions.
- Obtain adequate insurance coverage for all activities sponsored by your organization. For an additional fee, several individual homeowners' policies can provide coverage for the policyholder's volunteer activities. Check with your insurance agent to see what is available.



# FUNDRAISING & HOW TO COLLECT CONTRIBUTIONS

Finances are important to ensuring a neighborhood has resources to take collective action. It is helpful for neighborhood associations to have a treasury for incidental expenses and long-term projects for the neighborhood to undertake. The treasury must be transparent to the members and facilitated by an elected Treasurer, who gives a report showing materials from the bank every time a full membership meeting occurs.

Typically dues are collected annually and range from \$25-\$75. Sometimes they are membership dues required for voting rights in association elections depending on by-laws, and sometimes they are simply donations.

Collecting money is the job of the Treasurer, who attends the meeting and is introduced by the President generally with a reminder to submit your dues. There can also be a letter drive inviting members to mail their dues to the Treasurer. Grants of up to \$3,000 are available for community improvement projects in low to moderate neighborhoods through the N.E.W. Fund at the Coastal Community Foundation (<http://coastalcommunityfoundation.org/>).

## **Common Questions:**

### **What do my contributions go towards?**

Dues go towards a shared neighborhood improvement project, maintenance of spaces that are neither private land nor tended by the city (like certain medians), producing a print newsletter, signage, or holding events.

### **How do I know what my dues supported each year?**

We recommend the Treasurer present an annual report that shares exactly how dues have been spent, ideally sharing the current account value and any expenses at every meeting.

### **I pay my neighborhood dues every year, but my neighbors don't. Should I keep paying?**

We recommend paying your dues every year if you are able. It is an important gesture to participate in your community, and ensures funds for your neighborhood that help it run smoothly. If you are financially unable to make your annual contributions, consider helping in other ways, like taking on more responsibility from which your neighborhood would benefit.

### **My neighborhood would like to become a not-for-profit.**

The process of becoming a not-for-profit is more complex and requires funding and legal expertise. If your neighborhood association is interested in this avenue, visit: [http://www.sos.sc.gov/Public\\_Charities](http://www.sos.sc.gov/Public_Charities) to learn more.

### **How do we accept electronic payment of dues?**

VENMO is an easy way to accept payment. Neighbors will need the VENMO app and the treasurer will need to set up a VENMO account linked to the neighborhood's bank account. Further information about how organizations can use VENMO is found at: [help.venmo.com](http://help.venmo.com).



# BOOKKEEPING

The bookkeeping of a neighborhood association is the responsibility of the Treasurer. Funds should be kept in a bank account for the group. Research into the best bank for the neighborhood, ideally local, is the first step.

Keep clear track of the money that comes into and goes out of the organization. Some groups like to have an accountant or professional bookkeeper help them get started, perhaps a volunteer from the neighborhood. The Treasurer takes on the bookkeeping responsibilities ideally using a simple, easy-to-understand bookkeeping system.

This system should record all money received, paid out, and the purpose it was used for. Cash receipts and disbursements should be recorded in a journal, including contributions, grants, and outgoing expenses. If bookkeeping is complex, you may consider using a general ledger, especially if your neighborhood receives grants or other large funds. If this is the case, a trained accountant is important to ensure accuracy.

Regularly, the Treasurer should prepare a financial report, including the results of the period of activities, cash available at the beginning of the period, total receipts and disbursement during the period (with breakdown by type like postage, printing, supplies) and cash available at the end of the period.

For organizations wanting to accept funds electronically, VENMO is an easy way to accept payment. Neighbors will need the VENMO app and the treasurer will need to set up a VENMO account linked to the neighborhood's bank account. Further information about how organizations can use VENMO is found at: [help.venmo.com](https://help.venmo.com).





# RUNNING A SUCCESFUL MEETING

Regular meetings are important to keep members informed and discuss neighborhood goals and concerns. Here are some key things to keep in mind to make your meetings as effective as possible.

- 1.** Agendas should be short and concise (please see the sample agenda provided on page 26). Have copies of the agenda available when members arrive so they can familiarize themselves with the topics and structure while waiting to begin.
- 2.** Sometimes a regular meeting will be scheduled without pressing issues to discuss. Don't cancel! It is important for groups to have consistent contact. This is an opportunity to bring in a guest speaker, have a neighborhood roundtable discussion, organize a neighborhood tour, or have a potluck. Get creative!
- 3.** Choose a central location that is familiar to the neighbors. Try to estimate the number of attendees so you can choose a space that is comfortable but not so big that people feel lost.
- 4.** The space should be arranged to encourage participation. Avoid having all the chairs face the speaker, like in a traditional classroom. Instead, place chairs in a semi- or full circle. Do not use tables unless absolutely necessary, since they can inhibit communication. However, sitting everyone around a large table can be useful if they need to write.
- 5.** Meetings should be orderly, democratic, and efficient. Your association should set some ground rules so meetings run smoothly. These could be included in the bylaws so all members are aware of them, such as one person speaks at a time (no cross-talk) and avoid all derogatory remarks. Many groups choose to use Robert's Rules of Order (see the cheat sheet on page 18), but use whatever method works best for your group.
- 6.** To prevent burnout, ideally meetings should not be longer than an hour.
- 7.** Offering cookies, coffee, or other snacks is a friendly way to have a more enjoyable meeting. Neighbors can take turns bringing in goodies, or if your budget allows, consider setting aside \$10 per meeting for refreshments.
- 8.** It isn't always necessary to gather the full group for minor decisions. In these cases, the executive committee or board is better. A scheduled, monthly board meeting is a great way to address these types of issues.



# HOW TO CHAIR A MEETING

- 1.** Start with introducing the officers, including you. Don't assume everyone knows each other. If the group isn't too big, you could even have the attendees introduce themselves and share one thing they love about the neighborhood and one thing they would like to see improved.
- 2.** Take a moment to review the agenda and remind everyone of the ground rules.
- 3.** Remember that it is your job to direct the discussion and keep it on topic. If the discussion digresses, remind members that there will be a chance to bring up new business at the end.
- 4.** If it's time to reach a decision, call for a motion and take a vote. Never assume there is agreement on an issue before a vote.
- 5.** Remember that as chairperson, you should be neutral and fair. If you must voice your personal opinion, briefly step out of your role as the Chair. Do not abuse your power by monopolizing the floor and ignoring those who wish to speak.
- 6.** Disagreement among members is inevitable. When it happens, mediate arguments in an impartial and fair manner. Give everyone the chance to express their point of view.
- 7.** Be sure to review all discussions and outcomes. Members should have a clear understanding of the decisions made and tasks assigned.
- 8.** Be as organized as possible. Follow the agenda and be mindful of the time.
- 9.** Do not be afraid to delegate. Remember, you cannot do everything yourself.
- 10.** It's a good idea to follow-up on assignments after the meeting. Sometimes members need to be encouraged to get things done. Stay on top of things to ensure success.
- 11.** Always adjourn the meeting on a positive note. Thank everyone for their interest and participation.



# TIPS TO FOSTER PARTICIPATION AT MEETINGS

- 1. SMILE!** No matter how serious the purpose of the meeting, remember the meeting itself is a positive event. Neighbors are coming together to solve problems.
- 2. Make everyone feel welcome.** Personally greet as many people as possible.
- 3. Encourage everyone to fill out and wear nametags.**
- 4. Keep the meeting moving.** As soon as you can wrap up one Agenda item, move immediately to the next.
- 5. Encourage participants to speak their minds freely, but stay on schedule.** Be polite, but firm. (for example: “Basically, then, what you are saying is...” Or “So, you think we should....”)
- 6. When a speaker begins getting off the subject, gently but firmly return their focus.** (for example: “That’s a subject we could talk about another time, but right now we need to resolve (this issue) first.” Then call on someone else.)
- 7. Treat everyone with respect.** Don’t belittle or criticize any participant.
- 8. Accept all ideas equally, even those with whom you disagree.** Use the discussion period to voice your preferences, but be willing to accept the majority opinion gracefully, even if you do not agree with it.
- 9. Don’t let disagreements between participants become personal arguments.** Try to stop arguments before they get started. (for example, “Okay, that’s good. We have two completely opposite ideas on this subject. Let’s hear some other ideas now.” Or, “Would someone else like to comment on these ideas?”)
- 10. Never complain about members.** Praise the people who came to the meeting instead of complaining about those who didn’t. Praise those who volunteer to help. Never complain about those who don’t.
- 11. Keep the meeting upbeat.** Generate enthusiasm and hope. People with positive attitudes can accomplish almost anything.



# CHECK LIST FOR NEIGHBORHOOD MEETING

## TIMELINE FOR PUBLICIZING MEETING

- Set a repeated date for meeting (example: 2nd Saturday of every month at set time) if possible
- Begin to publicize meeting date/time/locations 3 weeks prior
- Create fliers (see template on page 25), share on social media, ask Block Captains to let their immediate block know, and hang signs

## IMPORTANT MATERIALS FOR MEETING:

- Copies of Agenda
- Copies of By-Laws
- Sign-In Sheet
- Clipboard
- Pens
- Laptop for Notetaker (for public meeting notes – typically Secretary)
- Envelope for Collecting Dues

## HELPFUL MATERIALS FOR MEETING:

- Nametags
- Large Flip Chart (if taking public notes)
- Sharpie Pens
- Copies of NEIGHBORHOOD TOOLKIT documents for dissemination
- Food or Drink





# ROBERT'S RULES CHEAT SHEET

from Robert's Rules for Dummies, 3rd Edition by C. Alan Jennings, PRP

This is a very basic overview and does not cover every circumstance. If you plan on using Robert's Rules of Order, it is recommended that you obtain a comprehensive guide. This sheet also presents the most formal version. Many organizations set an informal tone, but still follow the general procedure. If your association does decide to follow these rules, it should be voted on to demonstrate consensus. It is the chair's responsibility to enforce these procedures and facilitate a productive conversation.

Robert's Rules provides rules and procedures that allow a deliberative assembly to make its decisions efficiently, but with all due regard for the rights of the minority. Following the rules ensures more a fair and more achievable outcome without wasting time, but remembering all the details of parliamentary procedure can be a tall order. Keeping some quick reference material on hand when you enter a meeting will ensure you have the important information you need to effectively and democratically achieve the business of the assembly.

## FOLLOWING THE STANDARD ORDER OF BUSINESS

An easy way to remember the Robert's Rules standard order of business is with the mnemonic 3R-SUN — you can see it clearly in the following list. This list is a quick reference to make it easy for you to set up a basic agenda for your meeting.

- Reading and approval of minutes
- Reports of officers, boards, and standing committees
- Reports of special (select and ad hoc) committees
- Special orders
- Unfinished business and general orders
- New business

## MAKING AND HANDLING MOTIONS FOLLOWING ROBERT'S RULES

In an organization that is following Robert's Rules, when that light bulb goes off in your head and you have a great idea, you make a motion to get your idea discussed and a decision made. Here are the eight steps required from start to finish to make a motion and get the decision of the assembly. Each step is a required part of the process.

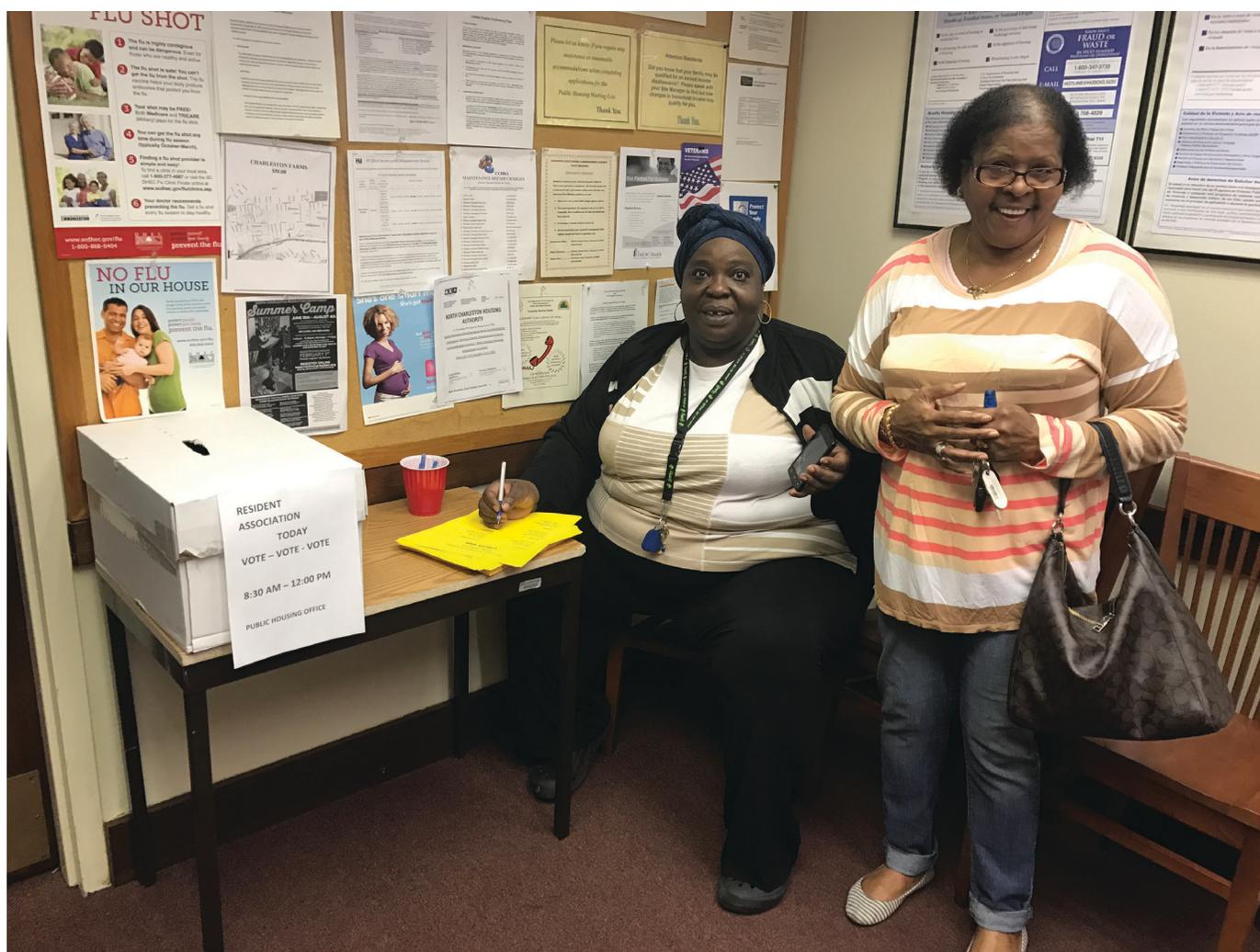
### What to say:

1. The member rises and addresses the chair "Mr. /Madam Chairman."
2. The chair recognizes the member. "The chair recognizes Ms. Gliggenschlapp."
3. The member makes a motion. "I move to purchase a copy of Robert's Rules For Dummies for our president."

4. Another member seconds the motion. “Second.”
5. The chair states the motion. “It is moved and seconded to purchase a copy of Robert’s Rules For Dummies for your president. Are you ready for the question?”
6. The members debate the motion. “The chair recognizes Ms. Gliggenschlapp to speak to her motion.”
7. The chair puts the question, and the members vote. “Those in favor of adopting the motion to buy a copy of Robert’s Rules For Dummies for your president, say ‘Aye.’ [pause] Those opposed, say ‘No.’”
8. The chair announces the result of the vote. “The ayes have it, and the motion carries. A copy of Robert’s Rules For Dummies will be purchased for your president.”

For an example script, visit:

<http://www.dummies.com/careers/business-skills/roberts-rules-for-dummies-cheat-sheet/>





# FUN (FUNDRAISING) NEIGHBORHOOD IDEAS

Neighborhood associations are not simply for neighborhood business – they can also act as the community driver for connecting, getting to know your neighbors and fundraising! They are a good opportunity to collectively raise funds for the neighborhood association for projects like neighborhood beautification, holding special events, or publicizing neighborhood activities.

Please note! If a private party has more than 250 people, serves alcohol, has amplified music, and/or impacts parking on residential streets, they need to contact the Special Events Committee at the City of Charleston for a permit at least one month prior. Ideally share your idea with Special Events Chair Stella Fruit prior to making a formal application at: [fruits@charleston-sc.gov](mailto:fruits@charleston-sc.gov).

- 1. NEIGHBORHOOD CLEAN UP:** Keeping your neighborhood clean and safe is paramount. Get together to pick up litter, pruning overgrowth in any rights of way, and planting flower beds in shared spaces are good ideas. Keep Charleston Beautiful is good resource and offers neighborhood associations tools for neighborhood clean ups, helpful brochures and information on how to acquire waste stations.
- 2. NEIGHBORHOOD YARD SALE:** A great way for a community to come together is a group yard sale. This helps folks unload their “trash” and allows them opportunities to find “treasures” among their neighbor’s stuff. If there is a shared space, participants can bring their items to the shared area with tables and chairs and sell together, or neighbors can tie red balloons on their mailboxes to show where a yard sale is happening. Establish a short-term committee for organizing and promoting (submitting to newspapers, hanging YARD SALE signs on legal encroachments or private property, procuring balloons, etc). It’s a great way to spend a Saturday morning, earn some money, and collectively get shoppers out and into your neighborhood.
- 3. POTLUCK OR OYSTER ROAST:** Coming together over food is a wonderful way to foster connections. A neighbor can host in their home, or it could happen in a community center or cul-de-sac where the neighbors closest to the cul-de-sac provide tables/chairs and folks eat and drink outside (weather permitting). If alcohol is a component of the event, it may only be consumed on private property, not on sidewalks or in the street.
- 4. SKILLS SHARE:** Neighbors who have specific skills that they are willing share could exchange services with the neighborhood association or another neighbor. Services could be offered from a lawyer, an accountant, a roofer, an electrician, a dancer, a potter, a graphic designer, a teacher, etc. Barter agreement should include a clear plan of what is being bartered for what (in writing) to ensure the arrangement is clear with a deadline and deliverables. The City of Charleston is not responsible for any agreements tendered between neighbors.

**5. COOKIE SWAP:** This is especially good for the holidays! Everyone is invited to bring a batch of cookies to a neighbor's home or community center, and then everyone takes several cookies from each batch, leaving with a multitude of cookies for the season. The neighborhood would provide takeaway containers for folks to use to take cookies. Only participants who bring cookies could take a to-go container.

**6. MAILBOX MAKEOVER / GARDEN OF THE MONTH:** It's always fun to celebrate beautiful yards and nice looking mailboxes, so creating an award or a month where neighbors are encouraged to take steps to beautify their front yards and mailboxes is a good way to foster neighborhood team spirit.

**7. COMMUNITY GARDEN:** If there is land and a collective willingness, a community vegetable and herb garden is a powerful way to get to know your neighbors and share both the burden and the bounty of a productive garden. A neighbor could offer a plot of land on their private land, or perhaps there is a communal area where the garden could grow. This would need a committee to orchestrate but the long-time benefits would be delicious!

**8. NEIGHBORHOOD WALK/RUN:** Getting together to move and exercise is a great way for neighbors to come together and potentially raise money for their association.





# COMMUNICATIONS & OUTREACH

Clear communication is key for good neighborhood associations. This is one reason Block Captains can be very helpful – they can go door-to-door, collect contact information (phone and/or email), note preferred method of communication, and help spread the word. Don't assume everyone is on your neighborhood Facebook page. It is important to have 3 forms of outreach for every gathering: fliers around the neighborhood, calling people who do not use computers, and an email or social media blast.

## GATHER COMMUNITY CONTACT INFO

This is challenging but so important. Divide and conquer using a list of your entire neighborhood. Knock on doors and ask for contact information (phone and email) and determine best method of contact. While face-to-face, consider asking participatory questions like, "What would you like to see our neighborhood association do?" or "What would make you interested in attending our meetings?" You could also see if monthly meeting time works for their schedule. It is very helpful to have a complete contact list of phone numbers and email addresses of your neighborhood.

## POSSIBLE SCRIPT FOR COLLECTING INFORMATION & INVITING YOUR NEIGHBORS TO A MEETING

Hi. My name is \_\_\_\_\_ and I'm one of your neighbors on (your name) \_\_\_\_\_ . I want to invite you to an important community meeting (street) on \_\_\_\_\_ at \_\_\_\_\_ at \_\_\_\_\_. (date) (time) (place) [hand the neighbor a flyer] Many of the neighbors are concerned about \_\_\_\_\_ in (problems) our neighborhood. We believe that by working together we can \_\_\_\_\_. (solution to the problems) This meeting will be an opportunity for you to state your concerns about the neighborhood and your ideas for improving it. \_\_\_\_\_ will (guests) be there to share ideas and also answer any questions you may have. I hope you will be able to attend. We need your ideas and support. Also, will you provide your preferred method for being contacted? Your phone number and/or email address? And, if there is anything you would like to share about the neighborhood, we're here to listen and work together to improve our community -- thank you!

## CREATE FLIER

Anyone with a computer and access to a printer can design and print their own simple flier. The larger the better (11x17 is a standard size, US LEGAL, and is good for visibility) though 8 ½ x 11 paper works fine too. Neighborhood Services will print for your association for free but you are required to provide the paper. A template for the flier is on page 25.

### Simple Design Guidelines:

- Center text.
- Keep text simple and make the text AS LARGE as possible for legibility from distances.
- BOLD all key information.
- Less is more.
- Create event on Facebook with all the details and provide link to your FB page or event on the flier.

## **E-CONNECT: FREE ON-LINE PLATFORMS FOR NEIGHBORHOODS**

### **NEXT DOOR ([www.nextdoor.com](http://www.nextdoor.com))**

Nextdoor is a free private social networking service for neighbors that acts as an online catalyst to connect neighborhoods. There is a vetting process to join, and then you can tailor communication (daily or weekly). It is a strong resource for events, safety, pet needs, shared resources and services, and building community.

#### **PROS:**

- There are already a large number of Charleston residents registered.
- Nextdoor restricts communication to only those people who live close to one another.
- Nextdoor provides tools like postcards to get your neighbors to join.
- Users are required to verify their identity and home address when signing up.
- Works with government agencies to send out citywide alert like utility shutdowns, etc.

#### **CONS:**

- You must be on-line and a registered member to participate.
- Membership is by invitation only (to protect from scams).

### **FACEBOOK ([www.facebook.com](http://www.facebook.com))**

Neighborhood Facebook Pages or Groups are a popular way to stay connected. Pages have a FB administrator (someone from the neighborhood) who monitors the posts and ensures neighborly communication methods. Groups are open forum. Neighborhoods need to decide if they want an administrator or an open Group. More information is located in the HELP section of Facebook.

#### **PROS:**

- Many people are already on Facebook so it is relatively easy to get a sizeable neighborhood group active.
- Free and easy-to-use and post.

#### **CONS:**

- You must be on Facebook to participate.
- It is difficult to keep a topic, event or committee in communication on FB.
- These are closed groups so members must be “accepted” by administration.

### **SLACK ([www.slack.com](http://www.slack.com))**

Slack is an on-line messaging and communications platform to organize team conversations. You can create channels for different topics and teams so everyone has a transparent view of what is going on. You can also direct message people. It is a good tool for organizing an event.

#### **PROS:**

- Streamlines texting and communications to one platform.
- You can share files, documents, photos, etc and search for them with ease.

#### **CONS:**

- Less familiar to many - some online savvy required to get started and navigate.



# TALK TO US: YOUR CITY OF CHARLESTON ELECTED OFFICIALS

To be in communication with your Mayor and City Council representative are good ways to share the hopes, dreams, and needs of your neighborhood. There are several ways to be in touch, including:

- **Annual Meetings with the Mayor:** Members of the Neighborhood Council meet annually with the Mayor to express their concerns and hopes for their neighborhoods. The six annual meetings are done by geographical area and facilitated by the Neighborhood Services Office.
- **Mayor's Night In** is held the first Monday (4:30-6:30 PM at Charleston City Hall) of each month and is a chance for citizens to meet with the Mayor one-on-one for five minutes about any topic.
- **Coffee with the Mayor** is open to the public. Drop by on the third Wednesday of each month from 7:30 – 8:30 AM for an opportunity to speak individually with Mayor Tecklenburg. The event is held at different business around the city. Food and drinks are available for purchase.
- **Your City Council Representative** will often be available for your feedback and/or attend your neighborhood association meeting when invited. To find their contact information, please visit: <http://www.charleston-sc.gov/index.aspx?NID=180>
- **City Events & Resources:** To stay current on meetings (including City Council, Technical Review, Design Review, Board of Architectural Review, Planning Commission, Police Neighborhood Forums and more, visit our calendar online at <http://www.charleston-sc.gov/calendar.aspx>. To learn about the City Council Meeting Schedule as well as the Boards and Commissions Meeting Schedule, along with Fire Department codes & standards, Community Assistance & Accommodations Tax Grants, recent City press releases, Traffic and Transportation Parking Programs and more, visit: <http://www.charleston-sc.gov/quicklinks.aspx>



# NEIGHBORHOOD ASSOCIATION MEETING

DAY OF THE WEEK, DATE  
TIME (AM/PM)

NAME OF LOCATION  
LOCATION ADDRESS

SPECIAL INSTRUCTIONS  
AND/OR LIST OF KEY TOPICS DISCUSSED

**Facebook Link:** INSERT HERE

**Email:** NEIGHBORHOOD ASSOCIATION@gmail.com

**ALL ARE WELCOME -- BRING A NEWCOMER!  
MEET YOUR NEIGHBORS.**

# TEMPLATES / SAMPLE AGENDA

**INSERT NAME OF NEIGHBORHOOD ASSOCIATION**  
**NEIGHBORHOOD MEETING AGENDA**  
**DATE, 2016**

## **1. OPENING REFLECTION / SONG**

## **2. INTRODUCTIONS**

- a. Name, address & years residing in neighborhood
- b. What you LOVE about the neighborhood
- c. What you'd like to see IMPROVED in the neighborhood

## **3. OFFICER / COMMITTEE UPDATES**

### **TRAFFIC / INFRASTRUCTURE**

- Examples: Entry Sign Location, Traffic Signs, Crosswalks, Bike Lane, Shared Public Spaces, Sidewalk Issues

### **LIVABILITY**

- Examples: Noise Issues, Abandoned Cars, Litter Problems, Garbage Cans Left of Sidewalk

### **SAFETY**

- Examples: Bike / Car Theft, Weather Issues

### **CIVIC ENGAGEMENT**

- News on City Council, Recent Civic Meetings, Departments
- Developments / What's Changing
- Special Projects / Initiatives (ex. neighborhood garden)

### **COMMUNITY ENGAGEMENT**

- Examples: Neighborhood Block Party or Potluck or Senior Outreach

### **TREASURER UPDATE**

- Dues
- Membership Numbers
- Membership Drives

## **4. COMMITTEE UPDATES (if committees)**

## **5. OLD BUSINESS**

## **6. NEW BUSINESS**

## **8. ADJOURN (OPTIONAL REFRESHMENTS)**

# TEMPLATES / SAMPLE ORGANIZATIONAL CHART

All neighborhood associations must have officers, but not all neighborhood associations have Block Captains. Block Captains are helpful to be the unofficial connector on their street, often listening and connecting more closely than officers. Block Captains are on one street (typically the street where they live), attend the officer meetings and help spread the word on what comes out of that gathering. Committees are often formed and used for specific projects.

## NAME OF NEIGHBORHOOD ASSOCIATION / CLUB DATE

### OFFICERS

President:                      NAME [Spouse's First Name]                      Cell Phone  
Address    Email Address

Vice:                              NAME [Spouse's First Name]                      Cell Phone  
President                              Address                              Email Address

Secretary:

Treasurer:

### BLOCK CAPTAINS

1. NAME [Spouse's First Name]                      Cell Phone  
Address    Email Address

- 2.
- 3.
- 4.
- 5.
- 6.
- 7.
- 8.
- 9.
- 10.
- 11.

### COMMITTEES & ORGANIZING MEMBER

Traffic, Safety & Public Utility  
Beautification & Maintenance  
New Development  
Special Events  
Block Captain Working Groups

# TEMPLATES / NEIGHBORHOOD SURVEY

## TEMPLATES / NEIGHBORHOOD SURVEY

WHAT DO YOU LOVE ABOUT YOUR NEIGHBORHOOD?

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MY HOUSEHOLD WOULD PREFER TO PARTICIPATE IN:

A NEIGHBORHOOD  
YARD SALE

COMMUNITY  
POTLUCK

HAPPY HOUR

COOKOUT

I WOULD LIKE TO SEE

IN MY COMMUNITY.

IF I COULD FIX ONE THING IN MY NEIGHBORHOOD, IT WOULD BE:

---

NAME, STREET ADDRESS & EMAIL

---

---

*What is the best way to reach you?*    *EMAIL*    *FACEBOOK*    *TEXT*

*IF TEXT, PLEASE PROVIDE YOUR CELL:* \_\_\_\_\_

**THANK YOU FOR PARTICIPATING!**

# TEMPLATES / SAMPLE BY-LAWS

## **BY-LAWS OF THE CANNONBOROUGH-ELLIOTBOROUGH NEIGHBORHOOD ASSOCIATION**

Revised and approved September 19, 2016

### **Article I. NAME**

The organization shall be known as the Cannonborough-Elliottborough Neighborhood Association.

### **Article II. BOUNDARIES**

The areas of the Cannonborough-Elliottborough Neighborhood Association shall be bound on the north by the Septima P. Clark Parkway, on the south by Morris Street and Bee Street, on the east by Meeting Street, on the west by Lockwood Drive. A drawing of these boundaries is attached hereto as attachment A.

### **Article III. PURPOSE**

The Objectives of the Association are:

- A. To provide an officially recognized ongoing organization of citizens in this neighborhood to review and comment on neighborhood oriented matters.
- B. To effectively facilitate meaningful communication among citizen's elected officials, city government, schools, etc.
- C. To actively promote neighborliness and create a sense of community in this neighborhood.
- D. To promote the welfare of the community.
- E. To raise the standards of the community.
- F. To address crime prevention and safety concerns of the neighborhood.
- G. To promote the upkeep of properties in the neighborhood.
- H. To promote beautification of the neighborhood.
- I. To evaluate and, when appropriate, promote, development and redevelopment in the neighborhood to ensure that it is consistent with an integrated urban environment where all economic and social classes are comfortable living together.

### **Article IV. NATURE OF THE ASSOCIATION**

The association shall be non-commercial, non-sectarian and non-partisan. The name of the association, of the names and of any members in their official capacities shall not be used in connection with a commercial concern or with any partisan interest or for any purpose not appropriately related to promotion of the objective of the association.

### **Article V. MEMBERSHIP and DUES**

#### **A. Membership.**

Membership will consist of residents of the neighborhood, including renters and property owners within the designated area known as Cannonborough-Elliottborough. All members must be eighteen (18) years or older. Businesses, Organizations, and Churches located within the established boundaries will also be encouraged to become involved with the Neighborhood Association.

1. Property Owner Resident (R) will be allowed one (1) vote per resident of the household.
2. Business Owner/Operator (B) will be allowed one (1) vote only with a designated individual for that business or organization registered with the Treasurer. Partners, investors, agents, employees and/or those otherwise associated with the entity will not be eligible to vote unless

they meet the stated residency membership qualifications and are individually registered with the Treasurer.

3. Non-Resident Property Owner (NR) will be allowed one (1) vote only with a designated individual for specified property(s) registered with the Treasurer.

4. Residential Lessee/Renter (L) will be afforded (1) vote per resident of the unit provided each person has established proof of residency with the Neighborhood Association.

In any event, no single individual will be allowed more than one (1) vote. For example: No individual may be registered as both a resident and a designated individual for a business or organization. One person...One vote.

#### **B. Registration:**

- 1). The Membership Register will be updated on an annual basis, date to be determined by the Executive Committee.
- 2). Registration is a simple matter of providing proof of residency / operation of a business or organization within the boundaries of the neighborhood.
- 3). Proof of residency at the request of the Treasurer and/or Executive Committee may require one or more of the following:
  - a). Valid South Carolina Driver's License / ID.
  - b). Deed, or current rental agreement/lease - utility bill with matching address
  - c). Business license.
  - d). Or, other, as deemed acceptable and appropriate at the discretion of the Executive Committee.
- 4). Members may be removed from the Membership Register after a consecutive twelve (12) month absence or for failure to re-register.

Registration may be done anytime by requesting membership with the Treasurer, or thru any of the Executive Officers. Registration at regularly, scheduled monthly meetings must be done prior to the start of proceedings or after meeting has concluded.

#### **C. Dues:**

Members may make a voluntary monetary contribution at any regular monthly meetings, or elect to make an annual voluntary dues payment of \$15.00 per person. The funds collected will be used as a contribution to the places where the Cannonborough-Elliottborough Neighborhood Association meets and for other approved and/or administrative expenses of the Association.

#### **D. Eligibility:**

Only those individuals specified above in Section A, and meeting the requirements set forth in Section B will be allowed to hold an elected/appointed position on the Executive Committee.

Registered members will be eligible to vote in Neighborhood Association elections and on any issues put forth before the membership at regular meetings requiring a vote. Executives may request from Association members verification of residency from time-to-time. As such, it shall be incumbent upon each member to notify the Treasurer of any change of address, or other pertinent contact information.

## **Article VI. MEETINGS**

The meeting schedule shall be posted on the Neighborhood Association Facebook Page (Cannonborough Elliotborough Neighborhood Association) and emailed to our member list, signs shall be posted in the neighborhood (if volunteers can do this), and the officers and committee chairpersons shall make their best efforts to distribute flyers announcing scheduled meetings of the Neighborhood Association.

A quorum shall be defined as not less than ten (10) members of the Neighborhood Association, and quorum must be present in order to make binding decisions for the Neighborhood Association. However, a quorum is not necessary to conduct a neighborhood meeting.

A simple majority vote of the members present in any regular meeting of the Neighborhood Association shall rule. If a member is unable to attend the meeting, he or she may mail or deliver a vote to an officer or committee chairperson before, or at the time of the meeting. That vote is to be included in the simple majority vote and quorum. Additionally, a member may give a written proxy to another member to vote in his or her stead, if a copy of a written proxy containing the absentee voter's name, address, phone number, and signature is provided no less than 24 hours prior to the vote to a chairperson or officer of the Association.

There will be reserved time at each meeting for motions from the floor notwithstanding that the matter moved is not on the agenda.

Robert's Rules of Order shall prevail at all meetings.

## **Article VII. OFFICERS, TERMS OF OFFICE, AND DUTIES**

### **A. Officers.**

The elected officers of the Neighborhood Association shall consist of a President, Vice President, Secretary, and Treasurer.

- Officers must reside within the above stated geographical boundaries of the neighborhood or as set forth in Article V.
- They shall serve until their successors have been elected and installed. Officers shall assume their official duties following the close of the meeting after elections.

### **B. Term of Office.**

Officers shall serve for a term of two (2) years. No person shall be eligible to serve more than two (2) term(s) in the same office, except that a person may serve in the office of Secretary for so long as that person continues to be re-elected and fulfills the duties of the position.

### **C. Vacancies.**

A vacancy occurring in any office shall be filled for the unexpired term by a person elected by a majority vote of the remaining members of the Executive Committee, with the exception that in case a vacancy occurs in the office of President, Vice President shall serve.

### **D. Elections.**

Elections shall be held annually at the Annual Meeting held in June of each year.

### **E. Duties.**

The duties of the elected Officers is as follows:

## **Section 1 PRESIDENT**

### **Duties:**

- a. shall be the principal representative and spokesperson for the Association.
- b. shall in general supervise and control the business affairs of the Association.
- c. shall preside at all meetings of the association at which he/she may be present.
- d. shall perform other duties as may be prescribed in these by-laws or assigned to him/her by the association.
- e. shall coordinate the work of the officers and committees of the association in order that the objectives may be promoted, set regular meetings of the executive committee, and give monthly reports at the Neighborhood Association meetings and other meetings attended.
- f. shall in coordination with the executive committee determine the agenda of the meetings.
- g. shall appoint committee chairpersons with the advise and consent of the residents and board.
- h. shall act in the best interest of the NA and represent the membership based on the general objectives of the By-Laws (Article III, Purpose).

**DUTIES:** The President shall be the executive officer of the Neighborhood Association and shall in general supervise and control the business affairs of the Association. The President shall preside at all meetings of the association at which he/she may be present, shall perform other duties as may be prescribed in these by-laws or assigned to him/her by the association, shall coordinate the work of the officers and committees of the association in order that the objectives may be promoted, set regular meetings of the executive committee, and give monthly reports at the Neighborhood Association meetings and other meetings attended. The President, in coordination with the executive committee, will determine the agenda of the meetings and appoint committee chairpersons.

## **Section 2 VICE-PRESIDENT**

### **Duties:**

- a. shall assist the President in the duties of that office as requested by the President.
- b. shall perform the duties of the President in his/her absence.
- c. shall assist the Treasurer in keeping a membership sign-in sheet.
- d. shall keep a record of votes by members at regular monthly meetings.

## **Section 3 SECRETARY**

### **Duties:**

- a. shall record the minutes of all meetings of the association.
- b. shall be custodian of the Neighborhood Association records.
- c. shall perform such other duties as may be delegated from time to time.
- d. shall keep a register of the address, phone number, and email address of each member, as provided by the Treasurer.
- e. shall have available any official correspondence sent out by executive members the month prior to a regular monthly meeting.

## **Section 4 TREASURER**

### **Duties:**

- a. shall have custody of the funds of the association and shall keep a full account of incoming dues, expenditures including receipts, and shall make disbursements in accordance with the approved budget as authorized by the association.
- b. shall maintain an accurate and auditable set of accounting records.

- c. shall maintain and have available a financial statement at each and every regular monthly meeting of the association, at other times when requested, and shall make a full report at the Annual Meeting.
- d. shall reimburse Executive Officers for authorized expenses upon submission of valid receipts or invoices.
- e. Shall provide the Secretary with a signed copy of the Treasurer's report at each monthly Association meeting(s).
- f. shall keep a membership sign-in sheet of members at regular monthly meetings. Sign-in sheet and voting log to be maintained as an official record at the close of meeting(s).
- g. shall collect membership dues.

**F. Authority:**

The Association shall be governed by these By-laws. All officers shall perform the duties prescribed in the By-laws and those assigned to them from time-to-time. All [what is "All"?]

They shall also deliver to their successors all official materials not later than ten days following the election of their successor.

Meetings shall be open to the public, and all documents kept and maintained by the officers will be available to members upon request.

**Article VIII. EXECUTIVE COMMITTEE**

The executive committee will consist of the officers of the Association and the chairpersons of the Association committees. The meetings of the executive committee will be called by the President as needed.

**Article IX. COMMITTEES**

Each committee will have a chairperson appointed by the President, and each committee will be open at all times to participation by all members who are interested in volunteering to work with a committee.

The Neighborhood Association Committees are currently as follows:

- a. Crime Prevention and Safety Committee
- b. Traffic and Parking Committee
- c. Code Enforcement and Beautification Committee
- d. Design and Economic Development Committee

Committees may be created or change over time as seen fit by the officers of the Neighborhood Association.

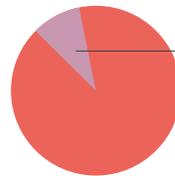
**Article X. AMENDMENTS**

These By-Laws may be amended at a regular meeting of the association by a two-third vote of at least 12 members, provided that each of the proposed amendments shall have been given at the previous meeting.

Special Thanks to the excellent Neighborhood Guide: TAKING ACTION, the City of College Station Neighborhood Services by Barbara Moore, Neighborhood Services Coordinator for contributing and inspiring sections of this toolkit. We are grateful to the Cannonborough-Elliottborough neighborhood for sharing their by-laws.



*City of Charleston*



**ENOUGH PIE**

PLENTY FOR EVERYONE

To find this complete toolkit online, visit:  
<http://www.charleston-sc.gov/index.aspx?nid=280>  
or individual PDFs at [www.enoughpie.org](http://www.enoughpie.org).

