



Good Neighbor Agreement Template

Background: This Good Neighbor Agreement Template (referred to in this document as agreement) was developed by [Homeless Leadership Coalition](#) and community stakeholders to provide a strategy to address neighbor concerns that often arise when new resources to support those experiencing homelessness are developed or expanded within a community.

Parties to the agreement: Parties to this agreement include business and residential neighbors living around the *[named shelter/facility]* and as represented by their neighborhood association, business association and other key stakeholders.

- *NAME Neighborhood Association*
- *NAME Service Providers*
- *NAME area businesses or business associations or chambers of commerce*
- *NAME Other stakeholders such as schools, churches, Parks and Recreation etc*

Boundaries of this agreement:

[Describe area w/ geographic border, and/or attach map]

Legal Status of Agreement: Parties to this agreement are committed to maintaining safety and livability of the area; it is to this end they enter into this agreement. All participants understand this agreement is not a legally binding contract, nor is it intended to be. Further, all parties acknowledge that they have been advised and given time to review and present this document to independent counsel.

Purpose, Assumptions, & Goals: The purpose of this agreement is to identify ways for community stakeholders to work together to address potential impacts of *[named shelter/facility]* as well as be good neighbors in support of clients/residents/guests of the shelter/ facility and to formalize the goodwill and positive working relationships between stakeholders for the benefits of all neighbors. Discussion of this agreement can be a tool to clarify the best ways to address neighborhood concerns.

Inherent in this agreement is the assumption that all parties have certain basic rights; these include:

- All neighbors have the right to feel safe and welcome.
- All neighbors have the right to safe and quiet enjoyment of their properties and public spaces.
- All neighbors have the right to access available community resources, services and public facilities to meet their needs.

Goals:

- Initiate and maintain open communications and understanding among all parties
- Encourage all parties to be proactive and ready to respond to concerns that may arise
- Develop procedures or protocols for resolving concerns and problems
- Enhance neighborhood safety while promoting access to services
- Reduce crime and fear of crime and nuisance complaints within the neighborhood

All parties agree to:

- Participate in this agreement
- Participate in collaborative problem solving around issues that arise within the boundaries of this agreement
- Develop, maintain and enhance good working relationships between the above named parties
- Use and promote direct, respectful, and civil communications while promoting responsiveness to community concerns by
 - Resolving problems quickly and as directly as possible
 - Encouraging first line communications occur one-one via in person, phone or video communication or email.
 - Providing participants in this agreement with updated contact information if there are key leadership changes (Addendum contains contact list)
 - Reserve email for productive purposes such as information, planning, logistics, reminders or confirming prior conversations
 - Encourage neighbors or other community members to contact **(agency)** directly regarding questions or concerns as they relate to the shelter property or the local Neighborhood Association
- Enhance neighborhood safety and livability and promote access to services by
 - Fostering positive relationships between the shelter/facility and neighbors
 - Encouraging a sense of safety, welcome and investment in the neighborhood among all community members
 - Reporting crime and suspicious activity in the neighborhood to law enforcement

Service Provider Agreements **(would include named shelter/facility/group of providers):**

- Offer ongoing services that support clients/residents in achieving long-term personal goal that contribute to their self-sufficiency
- Train staff to address client needs with a trauma informed approach, motivational interviewing, de-escalation skills, conflict resolution skills
- Encourage clients/residents to be good neighbors by abiding by the facility/shelter code of conduct or trespassing through neighboring properties or rights of way
- Livability
 - Encourage clients/residents to reduce litter and provide opportunities for litter patrol
 - Assign staff or residents to pick up litter in the perimeter on a regular schedule
 - Provide regular trash disposal

- Ensure that client/resident belongings are not left on sidewalks
- Designate smoking and outdoor space provided on facility/shelter property
- Designate parking and outdoor space provided on facility/shelter property
- Encourage residents to have a sense of ownership in the neighborhood and pride in their residence
- Hold clients/residents responsible for their actions. *A code of conduct may be attached as an addendum to this agreement.*
- Prioritize outreach to individuals experiencing homelessness who are referred to the designated point of contact for the shelter/facility by signatories to this agreement

Neighborhood Association Agreements:

- Neighborhood Association board serves as a point of contact for residents of the neighborhood when they have questions and concerns that arise from the shelter/facility.
- Elevate neighbor concerns to the appropriate party in a timely manner
- Educate neighborhood on the existence of this agreement and the best ways to positively resolve concerns
- Invite and welcome service providers and shelter residents to attend neighborhood association meetings and offer opportunities for regular updates on the successes of the facility
- Engaging in ongoing problem solving with parties to this agreement to maintain clear lines of communication and an orientation to problem solving

Business/ Business Association Agreements:

- Maintain lines of open communication with parties to this agreement
- Communicate concerns of unneighborly behavior when they may relate to known clients/shelter guests
- Direct in an efficient and timely way questions/comments received by staff and customers to the shelter provider
- Immediately report to the shelter provider/facility any issues which arise relating to the physical or structural aspects of shared or adjacent spaces

Law Enforcement Agreements:

- Maintain lines of communication open with parties to this agreement
 - Note: Emergency situations should always be reported by calling 911 and Non-emergency situations can be addressed by calling the non-emergency phone number *(list for county)*
- Enforce laws according to policies and resources
- Provide education about the role of law enforcement as it relates to the homeless crisis

Communication Protocol:

1. Communicate directly and with respect and civility to the individual, shelter, business, or applicable association or service provider whenever possible

2. Meet approximately 90 days after shelter/facility opening to review agreements and problem solve issues that may have arisen
3. Create an opportunity for service providers and residents to speak at upcoming neighborhood association meeting
4. Livability issues should be addressed by associated parties to this agreement as soon as possible once notified via email, phone or in person communications
5. When issues or concerns related to this agreement are not resolved, participants agree to seek mediation services with the support of the **neighborhood association** prior to pursuing other remedies.

Signatories

Suggested Attachments

1. Contact Lists
2. Code of Conduct
3. Map
4. Glossary of terms

Glossary of Terms

Neighbor: residents, business owners, agencies and property owners, clients, residents and facility staff

Service Provider: an agency usually a nonprofit or government service that is provided for the health, well-being or self-sufficiency of an individual or group of individuals.