

Introduction

This Arbor Lodge Shelter Good Neighbor Agreement (GNA) is intended as an expression of commitment by the parties to work collaboratively for the success of the Arbor Lodge Shelter while enhancing the quality of life of all residents and visitors to the Good Neighbor Agreement Area (see Appendix A for map of GNA area).

The purpose of this Agreement is to identify ways for parties to work together to address impacts as well as to be good neighbors in support of residents and guests. However, this agreement is not expected to resolve all issues facing the local community.

A successful shelter is designed to provide an opportunity for people experiencing homelessness to receive the services they need to return to permanent housing. It will reduce the number of people who would otherwise be living unsheltered in the community, and it will be a good neighbor to adjacent residences and businesses. The GNA is not legally enforceable, but by their signatures the parties express their commitment to honoring the agreements made herein.

1. Background

- a. This Good Neighbor Agreement (GNA or Agreement) was developed with the following stakeholders (participants): Joint Office of Homeless Services (JOHS), Do Good Multnomah, and the Arbor Lodge Neighborhood Association (ALNA).
- b. The Good Neighbor area is an area around the Arbor Lodge Shelter site on Denver and Lombard (indicated on included map in this agreement.) The Arbor Lodge Shelter is a key component of the *A Home for Everyone* Strategy adopted by the Multnomah County Board of Commissioners & the City of Portland and implemented by the Joint Office of Homeless Services, with the goal of reducing homelessness in Multnomah County.
- c. Services at this facility will include: Shelter for people experiencing homelessness with on-site services designed to help transition guests to permanent housing.
- d. Participants in this Agreement include, but are not limited to: businesses and residential neighbors living around the shelter site {as represented by their neighborhood association, business association, neighborhood coalition, or other specified representative} (neighbors); JOHS (funder); participants of the shelter (participants); and staff of the facility (Do Good Multnomah).
- e. Participants in this Agreement may experience unintended impacts due to this program. The purpose of this Agreement is to identify ways for community stakeholders to work together to address those impacts as well as to be good neighbors in support of residents and participants. However, this agreement is not expected to resolve all issues facing the local community.
- f. Inherent in this Agreement is the assumption of certain basic rights. These include:
 - i. All residents, businesses, agencies, and property owners within the Good Neighbor Area (neighbors), participants, and facility staff have a right to personal safety.

- ii. All neighbors, participants, and facility staff have a right to safe and quiet enjoyment of their properties and public spaces.
 - iii. Participants in this agreement specifically support the rights and success of participants to be safe, to access services, and to meet their basic needs.
- g. Legal status of agreement
 - i. All participants are committed to maintaining the safety and livability of the area. It is to this end that all participants signing below enter into this Good Neighbor Agreement. All participants understand that this Agreement is NOT a legally binding contract and is not intended to be by the participants. Furthermore, all participants of this Agreement acknowledge that they have been advised and given time to present this document to independent counsel for review.

2. Goals

- a. Participants hope to work together toward the following goals:
 - i. Initiate and maintain open, productive and transparent communications and understanding among the parties in order to be proactive and ready to respond if concerns arise.
 - ii. Develop clear expectations and procedures for resolving problems.
 - iii. Enhance neighborhood safety and livability and promote access to services.
 - iv. Foster positive relationships between the shelter and neighbors.
 - v. Reduce crime and the fear of crime in the neighborhood.

3. All-party agreements

- a. Participate in the agreement.
- b. Participate in collaborative problem solving around issues that arise in the Good Neighbor Area.
- c. Maintain and enhance the good working relationships that already exist between the JOHS, Do Good Multnomah, and community members.
- d. Use and promote direct, respectful, and civil communication.
- e. Encourage a sense of safety, welcome, and investment in the neighborhood.
- f. Report crime and suspicious activity in the neighborhood to the police.
- g. Jointly and directly resolve problems as quickly as possible. The first line of communication will be one-on-one via in-person conversation, telephone call, or email.
 - i. Provide participants in this agreement with updated contact information if there are any changes to key staff or organizational leadership.
 - ii. Use the communication procedures outlined in Section 7 whenever further planning, problem solving, or conflict resolution are necessary.

4. Do Good agreements

- a. Provide appropriate services and staffing support for participants of the shelter.
- b. Establish and maintain a shelter phone number which community members can use to directly communicate questions and/or concerns relating to the shelter.
- c. Establish clear expectations and rules for shelter participants.
- d. Promote guest and resident safety.

- i. Hold shelter participants responsible for their actions, including exclusion from services. In some cases, depending on the severity of the situation, a person could get excluded from multiple programs or from the entire shelter for up to six months.
 - ii. Encourage participants to be good neighbors by not trespassing on or through neighborhood property or rights of way. Provide rules against trespassing.
- e. Encourage participants to be good neighbors by reducing litter.
 - i. Provide rules against littering.
 - ii. Provide opportunities (voluntary litter patrols) for participants to assist in reducing litter around the perimeter of the shelter, which includes the sidewalk around the building.
 - iii. Assign staff to pick up litter around the perimeter of the shelter.
 - iv. Provide secure trash disposal on-site as needed.
- f. Discourage large groups from gathering in public areas.
 - i. Share with participants the potential for large groups to be disruptive in the neighborhood, and encourage them to be good neighbors.
 - ii. Maximize participants' use of the courtyard space.
- g. Minimize the impact on neighbors of smoking by participants, volunteers, and staff.
 - i. Designate smoking areas in the courtyard that will have the least impact on participants and neighbors.
 - ii. Post a sign at the exit(s) reminding participants to be good neighbors.
- h. Encourage participants to have a sense of ownership in the community.
 - i. Encourage participants to reach out to people on the sidewalk and other neighbors to share information about the shelter system.
 - ii. Encourage and support positive interactions between participants and other neighbors.
 - iii. Provide information to participants to help them understand potential and unintended impacts of the shelter on the surrounding neighborhood (with the understanding that participants, like any community members, also have the right to use public spaces).
- i. Invite neighbors to build connections and working relationships with the facility.
 - i. Attend the monthly meetings of the Arbor Lodge Neighborhood Association (ALNA).
- j. Provide regular updates to neighbors on shelter success, status, and volunteer opportunities.

5. JOHS agreements

- a. Ensure the shelter is run in full accordance with all relevant federal, state, and local laws, regulations, and policies.
- b. Ensure Do Good is held to the standards outlined in its contract with the Joint Office of Homeless Services and has the appropriate resources to do so.
- c. Provide mediation resources when necessary in accordance with Section 7 of this agreement.

6. ALNA agreement

- a. Serve as a point of contact for residents of the Arbor Lodge neighborhood for questions and/or concerns that arise regarding the Arbor Lodge Shelter, and relay those questions and/ or concerns directly to Do Good Multnomah.
- b. Direct in an efficient and timely way the questions and/or comments received by community members to relevant parties and ensure those questions/comments are followed-up upon in a timely manner.
- c. Welcome representatives of the shelter to its monthly neighborhood association meetings.

7. Communication structure

- a. Any issues, questions, or concerns arising from the Arbor Lodge Shelter shall first be addressed via one-on-one communication (telephone, email, or in-person) between the reporting entity and the Arbor Lodge Shelter program manager. (See contact information in section 9).
- b. Any issue, question, or concern which cannot be addressed or resolved within two (2) weeks shall be brought to the attention of the Assistant Director for Do Good Multnomah.
- c. After the notification outlined in Section 7 (b), if any issue, question, or concern cannot be addressed or resolved within two (2) weeks, it shall be brought to the attention of the contract manager at the Joint Office of Homeless Services by the Senior Director of Programs.
- d. After the notification outlined in Section 7 (c) if any issue, question, or concern cannot be addressed or resolved within two (2) weeks, the JOHS shall make arrangements for a third-party mediation program and sustain that program until the issue, question, or concern is resolved.

8. Administration

- a. The original signed Good Neighbor Agreement will be kept by the Joint Office of Homeless Services.
- b. Changes to this Good Neighbor Agreement may be made by consensus of all interested participants.
 - i. The JOHS shall ensure that all signatories to this GNA are provided with up-to-date copies of the GNA.
- c. Any change in Shelter service provider shall necessitate a review and/or renewal of this GNA.
- d. The JOHS shall maintain up-to-date contact information for all signatories of this GNA.
 - i. All signatories of this GNA shall be responsible for ensuring the JOHS is informed of any changes to leadership or contact information in their organization.
- e. This Good Neighbor Agreement will begin upon signing and will remain in effect until the closure of the Arbor Lodge Shelter or until all participants reach consensus to dissolve this Good Neighbor Agreement.

9. **Contact Information for Party Representatives:**

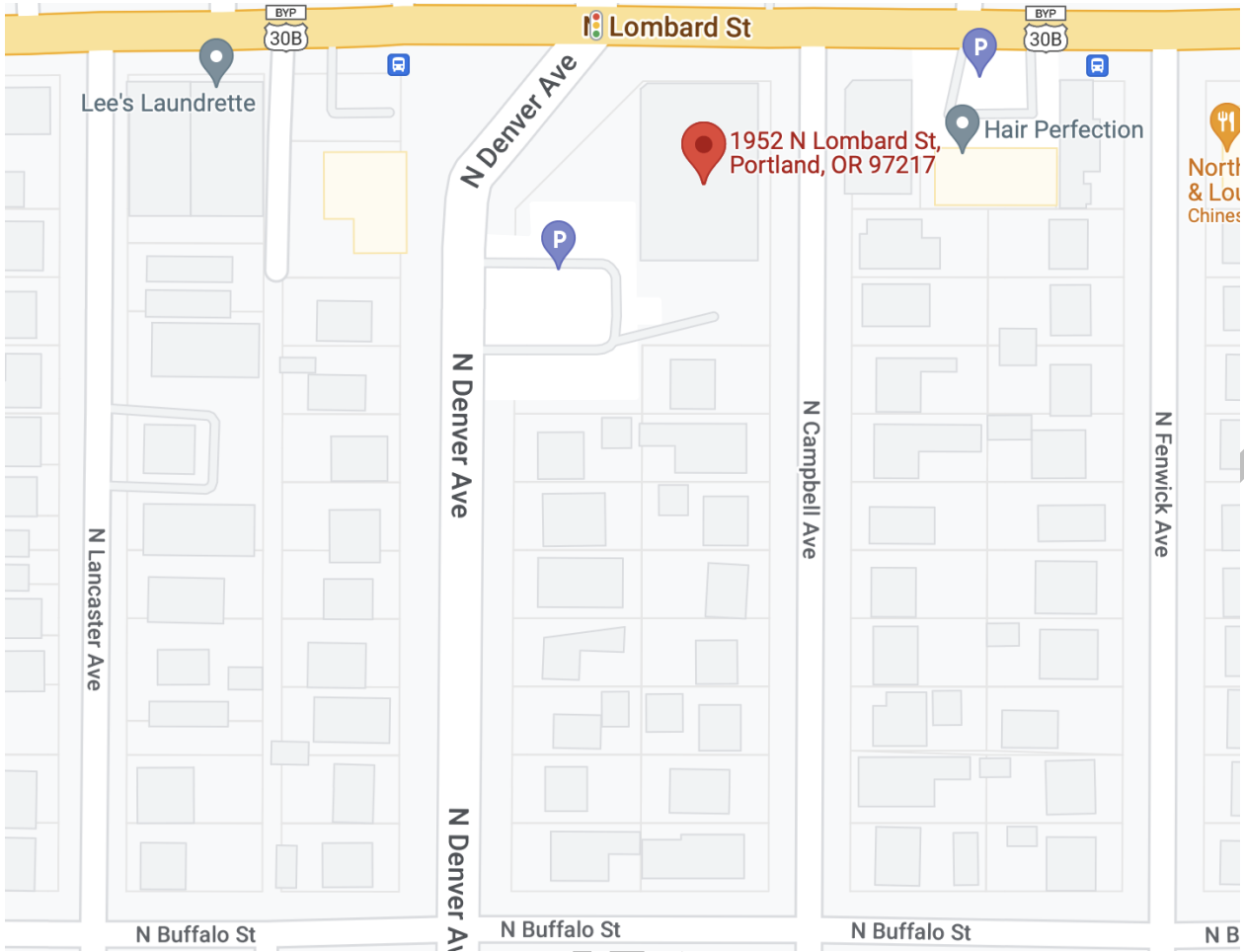
Organization	Name	Email	Phone Number
Do Good Multnomah	Daniel Hovanas	dhovanas@dogoodmultnomah.org	(503) 593.5887

ALNA

JOHS

Good Neighbor Area:

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