

HOUSING NAME Supportive Housing Good Neighbour Agreement

HOUSING NAME Supportive Housing

GOOD NEIGHBOUR AGREEMENT

AMONGST:

The following organizations must be a part of the agreement and participate in the functioning and maintenance of the agreement:

- HOUSING NAME SUPPORTIVE HOUSING STAFF
- MUNICIPALITY
- LOCAL ROYAL CANADIAN MOUNTED POLICE
- LOCAL HEALTH AUTHORITY

The following organizations and individuals may choose to be engaged in the process:

- LOCAL SCHOOL DISTRICT
- IMMEDIATE COMMERCIAL OR ORGANIZATIONAL NEIGHBOURS
- LOCAL BUSINESS ASSOCIATION
- LOCAL COMMUNITY ASSOCIATION
- COMMUNITY RESIDENTS

Vision:

That all neighbours of the NEIGHBOURHOOD area (residents, businesses, seniors, children, students, social services, schools, and residents of HOUSING NAME Supportive Housing) will be welcome and may enjoy comfort and safety in their neighbourhood.

Goals of the Agreement:

To provide a means for all community members to work effectively together to achieve the vision.

Parties entering into this agreement share a common desire to:

- Create a peaceful, safe, and beautiful neighborhood
- Work together on neighborhood revitalization initiatives;
- Support diversity and inclusion;
- Share respectful, open and honest communication; and
- Help each other address concerns and solve problems.

Introduction

BC Housing is developing a supportive housing at LOCATION ADDRESS to meet the need for housing with supports for people experiencing and at risk of homelessness in MUNICIPALITY. The housing will provide a positive environment to assist individuals with various hardships stabilize and move into independent housing. The housing is run by HOUSING NAME Supportive Housing which is governed by OPERATOR. This Good Neighbour Agreement is intended to assist with the successful integration

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of this housing into the surrounding neighbourhood and community as a whole.

OPERATOR Mission:

PLACEHOLDER <To create a place of safety and support for individuals in our community that are homeless or at risk of homelessness, where they can receive shelter, nourishment and services which foster independence and success.>

HOUSING NAME Supportive Housing provides the following programs and services to residents:

- XX units of Independent Supportive Housing
- Access to rental subsidies (when available) through the Homelessness Prevention Program (HPP)
- Onsite support and referrals to services such as various health practitioners, support groups, harm reduction services, life skills, case planning, employment and volunteer opportunities, and referrals

HOUSING NAME Supportive Housing recognizes the need to work together to foster positive relationships and good communication in the neighborhood with individuals and business owners. HOUSING NAME Supportive Housing will work with the community to have a positive impact on the neighbourhood and will contribute to improving the neighbourhood through joint neighborhood revitalization initiatives, crime prevention initiatives, community unity, promotion of ethical action and community education.

The Community Advisory Committee

The conditions of this agreement shall be overseen by a Community Advisory Committee. Members of the Community Advisory Committee may consist of any of the parties mentioned above and at a minimum will include **OPERATOR Staff, MUNICIPALITY, RCMP, LOCAL HEALTH AUTHORITY and COMMUNITY MEMBERS AT LARGE**. Should other parties wish to sign onto the agreement they will be encouraged to do so.

The Committee shall meet once a month initially, with a review at the six month period as to frequency of ongoing meetings, with the overarching objective of maintaining regular communication to discuss emergent and ongoing issues.

Responsibilities of the Committee

The Community Advisory Committee is responsible for:

- Communicating proactively with each other in order to develop solutions to issues;
- Identifying and working together on revitalization initiatives and/or neighborhood events;

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- Identifying and working together on crime prevention initiatives, including the formation of a block watch program;
- Reviewing the Good Neighbor Agreement annually, or on an as needed basis to ensure success of the agreement; and
- Making this information accessible to the public or to other housing providers looking to undertake similar agreements.

Areas of Focus

Property: It is desirable for property owners and residents to show pride in the community by caring for their property and public spaces in order to maintain the property at the highest possible values.

Safety: Safety and security are essential for citizens to live peacefully and free from harm, and for neighbourhoods to remain desirable and attractive. Property owners and residents share the responsibility of creating and maintaining a safe and secure neighbourhood.

Conduct and behavior: Conduct and behavior that is respectful of others contributes to the peaceful enjoyment of life in the community. Individuals have the freedom to act as they please, so long as those actions are lawful, and do not harm others or infringe upon their rights. Co-operation and respect between citizens are desirable qualities, and will be actively promoted in the neighbourhood.

Communication: Communication between HOUSING NAME Supportive Housing and the NEIGHBOURHOOD surrounding area community is important to develop and maintain positive relationships. Methods will be established to ensure routine communication, feedback, and monitoring of this agreement's commitments.

Commitments of Represented Organizations

HOUSING NAME SUPPORTIVE HOUSING

Have staff available 24/7 to answer and respond to calls from concerned community members. Staff are trained in crisis intervention. Contact information for complaints will be readily available.

Management will take appropriate and timely action to respond to complaints or reported concerns related to the facility or tenants. All complaints and resolutions from public regarding the facility will be recorded and reported out to the Community Advisory Committee.

Staff will do a daily clean up and sweep around our housing and immediate area to clean up any garbage or debris. If there is a mess that needs to be cleaned up in the outlying areas, neighbours can call and staff, or a member of the Green Team, can attend within the hour.

Encourage and support Residents to contribute to the neighbourhood in meaningful ways, through volunteer and employment opportunities, including as part of the "Green Team" initiatives.

LOCAL RCMP

Safety

Respond promptly to requests for assistance to deal with illegal activities or disruptive behavior.

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Increase (to the best of their ability) the visible presence of police, including drive-by and foot or bike patrols.

Provide crime prevention information and advice to any person, organization, or business in the neighbourhood if requested and as resources allow.

THE MUNICIPALITY

Safety

Ensure an adequate level of exterior lighting in the vicinity of the HOUSING NAME Supportive Housing property

Provide crime prevention information and advice to any of the signatories who requests it.

Communication

Through their committee advisory member, invite residential and business neighbours to proactively address any issues that may arise and make themselves available in a regular and accessible manner to neighbours.

Property Enhancement

The MUNICIPALITY will encourage through its partnerships, planning, development processes and regulatory abilities an increased focus improving the beautification of this area.

ALL REPRESENTED PARTIES AGREE TO:

Property

Maintain their buildings and grounds in good condition and promptly make any repairs needed

Keep buildings and grounds clean of litter and neat in appearance

Safety

Take appropriate measures to ensure the safety and proper maintenance of their private properties

Recognize, identify and plan with the committee regarding areas of concern in order to encourage a healthy and crime free neighborhood

Report any acts of vandalism or crime to the appropriate authorities (RCMP)

Communication

Encourage regular and open communication between HOUSING NAME Supportive Housing and all residential, and business neighbours

Coordinate, provide a representative, and actively participate in Community Advisory Committee meetings

Conduct and Behavior

Treat others with respect and dignity in the community and during all meetings of the Community Advisory Committee.

Foul language and aggressive behaviours will not be tolerated.

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AGREED:

OPERATOR

Name:

Title:

Signature:

Date:

MUNICIPALITY Representative

Name:

Title:

Signature

Date:

RCMP Representative Name:

Title:

Signature:

Date:

Health Authority Representative:

Name:

Title:

Signature:

Date:

Appendix A:

Complaint Resolution Process

1. Complaints from the General Public will be addressed with the Executive Director. Where possible a request that the complaint be submitted in writing would be preferable. The Executive Director is responsible, none the less to address a verbal complaint. In this case, the Executive Director will document the verbal complaint.
2. The Executive Director will inform the board of the complaint.
3. The Executive Director, or a designate, will meet with the complainant within a week of receiving the complaint and will work cooperatively towards a solution that is satisfactory to all involved.
4. A member of the General Public, who believes the Executive Directors response to the complaint violates organization policies, may submit their complaint to the Complaints Committee of the Board of Directors (currently the Executive Committee. All relevant paperwork must be included as well as a letter indicating where policies have been violated by the Executive Directors response. (Where the Executive Directors decision does not violate policy, her/his decision is final).
- 5 The complainant will be notified by a letter regarding the Board of Directors' response to their complaint.
6. All documented staff complaints, including their resolutions, are to be kept in a locked filing cabinet.
7. Summary reports of all complaints will be provided to BC Housing and the Good Neighbour Agreement Committee.
8. Individuals will be notified of the Good Neighbour Agreement meetings where they are able to bring concerns that have not been addressed to their satisfaction following the above process.