

DELIBERATIVE DRAFT

DRAFT GOOD NEIGHBOR AGREEMENT

Between

**THE DISTRICT OF COLUMBIA GOVERNMENT, acting by and through its
Departments of Human Services and General Services;**

_____, acting by and through its responsibilities as the
contracted service provider for managing the operations of Ward 7's site for Short-term
Family Housing;

And

THE WARD 7 SHORT-TERM FAMILY HOUSING ADVISORY TEAM

For

**IMPROVING THE IMPACT OF AND COMMUNICATIONS REGARDING THE
SHORT-TERM FAMILY HOUSING FACILITY IN WARD 7**

ORIGINALLY SIGNED

_____, 20__

SIGNATURES

**Department of Human Services
Department of General Services
Contracted Service Provider
Advisory Team**

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GOOD NEIGHBOR AGREEMENT

PURPOSE

The purpose of this Good Neighbor Agreement (GNA) is to set an agreement between the Ward 7 Short-term Family Housing Advisory Team (Advisory Team) and the service provider, an agreement between the District and the Advisory Team on behalf of the community to set expectations and commitments regarding exterior and landscape maintenance, safety and security, mutual codes of conduct and respect, and clear and expedient processes for communication and problem solving. The GNA shall also set forth clear expectations for ongoing Advisory Team engagement and coordination throughout the existence of the Ward 7 Short-term Family Housing facility located in Marshall Heights, at 5004 D Street, SE.

DEFINITIONS, ROLES & RESPONSIBILITIES

1. **The Department of Human Services (DHS)**, oversees the District's Homeless Services System, and through contracts with providers, offers emergency shelter for families experiencing a housing crisis.
2. **The Department of General Services (DGS)** manages the District Government's real estate and is responsible for managing the construction and providing building management services for facilities owned or operated by the District.
3. **[Contracted Service Provider]** manages the daily operations of the Short-term Family Housing Program for families experiencing homelessness through a contract with DHS.
4. **The Advisory Team** consists of representatives from the community and Ward 7's Advisory Neighborhood Commission 7E, and is responsible for ensuring the community's voice is represented as the shelter is built and the program becomes operational.
5. **Client(s)** receive(s) services at or through the Short-term Family Housing building or program.
6. **Neighbor(s)** reside(s) in the community surrounding the Short-term Family Housing building; i.e., Marshall Heights.
7. **Immediate Area** refers to the blocks surrounding the Short-term Family Housing building. This area is defined as the 5000 blocks of Call Place and D Street, SE.

MAINTENANCE OF PROPERTY

Clean well-kept neighborhoods attract residents, increase property values, and manifest the level of care people hold for their community. Property owners and residents share the responsibility

of keeping their property well-maintained, presentable, and within the design standards of the community's homeowner associations.

1. [Contracted Service Provider] will:
 - a. Keep the immediate sidewalks and property grounds free of litter and other debris at all times. Ensure the immediate outside areas of the grounds, and parking lots are debris free.
 - b. Ensure when clients exit the program voluntarily or involuntarily, the Program will not place left behind property on the sidewalk.
 - c. Designate a "smoking area", a place outside of the facility yet on the property for clients to utilize for tobacco or nicotine products.
 - d. Repair any necessary nonstructural damages to the building as quickly as possible, addressing safety concerns resolving potential health and safety concerns within three days after they are reported or identified.
2. DGS will:
 - a. Ensure there are a sufficient number of rodent proof dumpsters for the program.
3. Community and/or Neighbors will:
 - a. Endeavor to keep their property and the surrounding areas clean and free of debris.
 - b. Report illegal dumping and/or other maintenance needs in the public space around their properties to 311.
 - c. Bundle their trash in rodent proof containers and only put them out the morning of trash collection.

Comment [S1]: The Department of Human Services recognizes this is important to the community and is still working on how to address this issue.

SAFETY AND SECURITY

Residents should feel and have the right to feel safe and secure in their homes. Property owners and residents are encouraged to work together to create a safe and secure community.

1. [Contracted Service Provider] will:
 - a. Ensure enough staff is present at all times to properly execute the program and to secure the building. This includes program and security staff.
 - b. Ensure sufficient lighting and digital state-of-the-art security cameras are present on all sides of the building to minimize blind spots. The amount of security cameras and their placement must be approved by Department of General Services.
 - c. Join the neighborhood listserv and XX in the Next Door App to alert the community if and when there are safety concerns that might impact the broader community. Create a page on the website to have contact information for the service provider.
 - d. Discourage people from assembling around the property.

- e. Develop and enforce rules that encourage respect inside the Short-term Family Housing program and in the surrounding neighborhood, quickly addressing rule violations.
 - f. Assign the appropriate staff to participate at the Police Service Area (PSA) and Neighborhood Watch meetings for the immediate area to collect and report information and updates.
 - g. Participate in the Safer Stronger DC programming or Summer Crime Initiatives as appropriate.
 - h. All deliveries to the facility must be made by utilizing the 40' designated loading zone located immediately in front of the main entrance. In the event that multiple delivery vehicles are present at the same time and the loading zone is already in use, the other delivery vehicles may use any parking space available, but only so long as to make their delivery. All delivery vehicles must adhere to DC Parking Regulation 2418.3 which spells out the rules governing idling vehicles..
2. Community and/or Neighbors will:
- a. Sponsor quarterly Neighborhood Watch training sessions through community organizations such as the Marshall Heights Civic Association.
 - b. Invite and encourage residents to attend the monthly PSA meetings, engaging in opportunities to partner with MPD to keep the neighborhood safe.
 - c. Encourage residents to report crime to MPD.
 - d. Encourage residents to use crime prevention recommendations; e.g., avoid leaving valuable items visible in parked cars and lock doors and windows.

CONDUCT AND BEHAVIOR

The general well-being of individuals and societies, outlining negative and positive features of life is quality of life. It observes life satisfaction, including everything from physical health, family, education, employment, wealth, religious beliefs, finance and the environment. Thus, it is logical the behavior of individuals with societies or communities contributes to the quality of life.

- 1. [Contracted Service Provider] will:
 - a. Develop and enforce rules that encourage respect inside the Short-term Family Housing program and in the surrounding neighborhood, quickly addressing rule violations.
- 2. Community and/or Neighbors will:
 - a. Invite the clients and staff of the program to attend and/or partner with the planning, execution and attendance of community events.

COMMUNICATION AND MUTUAL RESPECT

Communication between neighbors is extremely important in communities. Respect for property and privacy should be provided and expected.

1. [Contracted Service Provider] will:
 - a. Provide the appropriate staff to serve as the point(s)-of-contact for the Advisory Team.
 - b. Share information about community events and/or other service activities with clients.
 - c. Assign the appropriate staff to serve as point of contact in the community: ANC7E, the Marshall Heights Civic Association and other formal community groups within the neighborhood. **Attend the ANC 7E's monthly meeting.**
 - d. Provide notification to residents when programming may impact the neighborhood; e.g., parking and deliveries.
 - e. Ensure each family attend an orientation at the facility which covers the rules, policies and programs of the facility, provides the clients with information regarding the Marshall Heights community, which includes information regarding local businesses, schools, the ANC, the Civic Association, crime safety concerns, and transportation options.
 - f. Send employment opportunities to the Advisory Neighborhood Commission 7E and Ward 7 Civic Associations including:
2. DHS will:
 - a. Send the appropriate staff to provide a report on the program's performance as requested by the Advisory Team.
 - b. Provide the Advisory Team with a point of contact list that contains the titles, emails, phone numbers, and business address.
 - c. As an addendum to this Agreement, create a list of contacts at the provider, DHS, and DGS, with whom AT or community members may contact with comments or concerns. This will be called the Wheel of Responsibility.
3. Community and/or Neighbors will:
 - a. Provide information related to available housing, employment or other programs aimed to help assist the clients of the STFH to secure permanent housing.
 - b. Participate in housing seminars and job preparation workshops in the Marshall Heights for all Ward 7 residents.

Comment [S2]: The Department of Human Services understands that this is important to the Advisory Team, and will work with the provider who comes on board to understand what frequency of meetings it will be possible for the provider to attend.

WARD 7 SHORT-TERM FAMILY HOUSING ADVISORY TEAM

1. Should meet in-person as needed at least twice annually after construction has completed and the contracted service provider has been selected. Contracted service provider will take over the co-chair responsibilities on behalf of the government.
2. Should include representation from Advisory Neighborhood Commission 7E and impacted area civic association (at this time Marshall Heights Civic Association), MPD 6D (specifically PSA 604), a representative from DHS, DGS, the MOCRS, and a representative from the contracted service provider.
3. Post construction and operation, the Advisory Team will be co-led by a representative from the contracted service provider and the ANC.

End the agreement:

Agreed:

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