

Good Neighbor Protocols for Short-term Family Housing The Kennedy – 5505 5th Street, NW

Background

On February 11, 2016, after more than a year of careful work and planning, Mayor Muriel Bowser unveiled an all 8 Ward strategy to close and replace DC General before the end 2018. Since then residents across the District have signed a pledge reaffirming their belief that every neighborhood, and every resident, has a stake in preventing homelessness and supporting people who experience homelessness. In that pledge, residents expressed their support for smaller, more dignified emergency housing for families across the District.

Purpose

The purpose of this Good Neighbor Protocol is to outline the commitment and shared responsibilities of National Center for Children and Families (NCCF), the Department of Human Services (DHS), the Department of General Services (DGS) and the neighbors in establishing and maintaining positive relationships. We agree that our community is stronger when we support one another.

Roles and Responsibilities/Definitions

- **The Department of Human Services (DHS)**, through contracts with providers, offers emergency shelter for families experiencing a housing crisis. DHS is responsible for oversight of contracted providers who provide this emergency shelter.
- **The Department of General Services (DGS)** is the real estate arm of the District government responsible for managing the construction at 5505 5th Street, NW and provides building management services for facilities owned or operated by the District.
- **NCCF** is the organization who operates the short-term family housing program for families experiencing homelessness at 5505 5th Street, NW through a contract with DHS.
- **The Advisory Team** is made up of community and ANC representatives and is responsible for ensuring the community's voice is represented as the building is developed and the program becomes operational.
- **Client** means an individual or family receiving services at DHS at 5505 5th Street NW.
- **Neighbor** means an individual who lives in the community surrounding 5505 5th Street NW.



1. Maintenance of Property

Clean, well-kept neighborhoods attract residents, increase property values and give the impression that people care about their community. Property owners and residents share the responsibility for keeping their property well-maintained, presentable and within the design standards of the community. To maintain the property,

NCCF:

- a) Keeps the sidewalks, tree boxes, curbs and alleys adjacent to the property free of litter and other debris;
- b) Acknowledges neighborhood concerns related to the property within one business day and shares a response about how the concern may be remediated within three business days; and
- c) Designates a smoking area for the site, which is outlined in the Program Rules for the site.

DGS:

- a) Maintains facilities, grounds and parking lots to ensure they are well-lit and in good condition;
- b) Maintains building management systems;
- c) Makes any necessary repairs to the building as quickly as possible, providing a timeline for repairs when something is not able to be repaired within three business days; and
- d) Develops a routine schedule for pest control and trash removal.

As a neighbor, I:

- a) Keep the sidewalks, tree boxes, curbs and alleys adjacent to my property free of litter and other debris;
- b) Provide a response within two business days to any neighborhood concerns related to my property that outlines how issues will be remediated;
- c) Maintain my property and parking areas to ensure they are well-lit and in good condition; and
- d) Make any necessary non-structural repairs to my property as quickly as possible, addressing safety concerns within three business days after they are reported or identified.

2. Safety and Security

All residents should feel safe and secure in their homes. Property owners and residents are encouraged to work together to create a safe and secure community. In order to promote safety and security,

NCCF:

- a) Provides contracted security on-site 24 hours a day, 7 days a week and ensures that security walks the perimeter of the building in the property line;
- b) Provides secure criminal background checks for individuals and unsupervised volunteers, employees, and applicants for employment in compliance with the contract with DHS; and
- c) Investigates and responds within three business days to any client-related concerns reported by neighbors when possible without breaking client confidentiality.



DGS:

- a) Ensures sufficient signage and lighting on the grounds of the property;
- b) Installs exterior cameras which are monitored by on-site security; and
- c) Through its Protective Services Division, assists the contracted on site security as needed during emergencies.

As a neighbor, I:

- a) Stay observant about activities happening at or around the program, as I would in any other part of the neighborhood, and alert District agencies of activities as appropriate.

3. Conduct and Behavior

Respectful behavior is the standard for the quality of life in a community. In order to promote good conduct and respectful behavior,

NCCF:

- a) Develops and enforces rules that encourage respect inside the short-term family housing program and in the surrounding neighborhood, and quickly addresses rule violations when they occur. These rules are shared with the Advisory Team;
- b) Prohibits loud music, threatening language and behavior, and weapons in and on the property; and
- c) Enforces leash laws and ensures pet waste is disposed of appropriately on the property when clients have service animals.

As a neighbor, I:

- a) Am friendly with, and courteous to, all neighbors by refraining from playing loud music and using threatening language and behavior in the community; and
- b) Abide by leash laws and ensure pet waste is disposed of appropriately.

4. Communication and Mutual Respect

Communication between neighbors is extremely important in communities. In the spirit of mutual respect, if a concern arises, we ask that you let us know promptly and directly. We ask that you welcome clients as you would any other, and also understand the need for privacy and confidentiality with personal information.

NCCF:

- a) Keeps the lines of communication open and provides a clear point of contact to respond to community;

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- b) Takes an active role in the community by participating in meetings of Advisory Neighborhood Commission 4D, Civic Associations or other formal and informal neighborhood groups when the community group has a planned agenda that addresses the Short-term Family Housing program;
- c) Provides notification to neighbors when programming might have an impact on the surrounding neighborhood which at a minimum includes notification by email to ANC 4D; the Brightwood DC, MPD-4D, Kennedy Street, 4D Neighbors and Manor Park Yahoo Groups; the New Brightwoodian, Petworth News, Prince of Petworth, DCist and Greater, Greater Washington Blogs; and flyering adjacent properties;
- d) Provides opportunities for neighbors to volunteer;
- e) Meets with the Advisory Team in-person at least two times annually; and
- f) Reviews and updates Good Neighbor Protocols with the Advisory Team annually.

As a neighbor, I:

- a) Participate in volunteer opportunities offered by the provider, which requires going through the Chapter 5, Title 27 DCMR process for background checks; and
- b) Notify the provider of community events in which the provider and residents may wish to participate.

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