

City of Spokane Good Neighbor Agreement

Background: This Good Neighbor Agreement ("Agreement") was developed to provide a communications and remediation strategy to address neighborhood concerns that often arise when new resources to support those experiencing homelessness are developed or expanded within our Spokane community.

Parties to the Agreement: Parties to this agreement include the specific Neighborhood Council that represents the neighborhood the shelter is in as well as any Business Associations and businesses located within three blocks of a homeless service provider or shelter within the City of Spokane. Also included in the agreement is the City of Spokane and the Spokane Police Department. Representatives to any meetings regarding implementation of the Agreement are to include business owners, property owners, residents, Neighborhood Council Chair, service provider staff, district specific Spokane City Council Members and the Spokane Police Department Neighborhood Resource Officer for the specific location.

Boundaries of the Agreement: Three blocks from any homeless shelter within the City of Spokane.

Legal Status of the Agreement: Parties to this agreement are committed to maintaining safety and healthy, positive living conditions in the area; for this reason, they enter the agreement. All participants understand this agreement is **not** legally enforceable in court, nor is it intended to be.

Purpose, Assumptions, and Goals: The purpose of this agreement is to identify ways for the City of Spokane and community stakeholders and providers to communicate more effectively and work together to address potential impacts of homeless shelters 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.

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

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

Goals:

- Initiate and maintain open communications and mutual 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.
- Ensure the safety and cleanliness of the neighborhood and minimize nuisance complaints.

Expectations: Each party will be encouraged to agree and adhere to certain behaviors and procedures. The expectations will differ depending on the party and are as follows:

Service Provider:

- Encourage clients/residents to be good neighbors by abiding by the facility/shelter policies and procedures and discourage clients/residents from trespassing through neighboring properties or rights of way.
- Encourage clients/residents to reduce litter and provide opportunities for litter patrol.
- Assign staff or residents to pick up litter on sidewalk/curb of the shelter property on a regular schedule.
- Provide regular trash disposal.
- Ensure that client/resident belongings are never left on sidewalks immediately surround shelter property.
- Implement policies to deter loitering, camping, or illicit activities on the shelter property Report illegal activity to the Spokane PD.
- Designate smoking and outdoor space(s) on the property.
- Designate parking on facility/shelter property.
- Assign a specific by name and phone number staff person(s) to respond to law enforcement or neighborhood concerns within 24 hours.
- Address any issues brought forward by law enforcement or neighbors within 24 hours or as soon as possible. If additional time is necessary, communicate to the concerned party the amount of time required and what steps are being taken.
- Regularly participate in neighborhood council meetings.

Neighborhood Council:

- Neighborhood Council designates a representative (i.e., chair or other liaison) to serve 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 within 24 hours to the appropriate party such as Spokane Police Department, Office of Neighborhood Services, Code Enforcement, and the Spokane City Council.
- 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 council 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.
- Neighborhood Council is encouraged to have a meeting or community gathering once a year at shelter to help foster a connection.

Residential and Business Neighbors:

- If an individual believes they see illegal behavior, they should call Spokane Police Department via 911 or Crime Check.
- Maintain lines of open and respectful communication with parties to this agreement.
- Immediately and respectfully 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.
- Ensure immediate or timely direct communication with the shelter provider prior to contacting law enforcement unless in an emergency.

- When interacting with shelter, volunteers and clients, neighbors will speak with professionalism and respect, even in and especially in moments of concern. Angry, threatening, inappropriate or offensive verbal berating of staff over the phone, in email, text or in person is not acceptable.
- Assign staff or residents to pick up litter on sidewalk/curb immediately surrounding shelter property on a regular schedule.
- Provide regular trash disposal.
- Implement policies to deter loitering, camping, or illicit activities on the shelter property. Report illegal activity to the Spokane Police Department.

City of Spokane:

- Maintain open lines of communication with all parties in the agreement.
- Ensure that there are policies to prevent illegal camping around shelters.
- Provide education and direction as needed.
- Set meetings as needed to reevaluate the agreement.
- Have a district specific Council Member (or legislative staff) attend any future meetings regarding this agreement.
- Provide annual “welcome” mailing to nearby neighbors with updated shelter and City contact information with communication process.

Commitment of the Parties to Engage in Public Safety:

- The Parties agree, as part of this MOU, to maintain lines of communication with law enforcement concerning any matters that would call for enforcement as a means of supporting the terms of this agreement.
- Note: all emergencies should always be reported to 911 and non-emergency situations can be addressed by calling the non-emergency phone number: crime check at 509.456.2233.
- The Parties acknowledge that, while the police department cannot establish a special relationship to any entity regarding the enforcement of laws, it is the mission and purpose of law enforcement to enforce laws according to policies and resource availability and to provide education about the role of law enforcement as it relates to the homeless crisis.

Signatories of Parties: (Sign and Date)

_____ Executive Director _____

_____ Liaison to Chief Garry Park _____

_____ City Administrator _____

_____ City Attorney _____

Good Neighbor Agreement Map

TRAC Primary area defined, as well as a secondary influence or response area that engages a few community and residential areas that have raised concerns on representation and communication.

