



Capitol Park Hotel Good Neighbor Policy

This Good Neighbor Policy is designed to pro-actively prevent issues that a temporary homeless shelter might encounter when utilizing space in a business district. Hotel staff will communicate with all guests entering the facility about the importance of following Good Neighbor principles. Signs will be posted at each exit, elevators, and stairs reminding guests to be Good Neighbors.

Sacramento Housing and Redevelopment Agency (SHRA) is contracting with Volunteers of America (VOA) to oversee operations at the Hotel. All community complaints and/or inquiries about the Hotel should be submitted to SHRA by calling (916) 440-1393. When appropriate, SHRA will ask VOA to complete a prompt investigation and response. SHRA is fully committed to an expeditious response and will consider the resolution of community complaints a high priority. With this in mind, SHRA will respond to the reporting party within two business days of receiving the complaint.

1. Inherent Rights

This policy document is predicated on the assumption of certain basic rights.

Residents, businesses, agencies, property owners, guests, and staff have a right to;

- a. Be treated with respect;
- b. Personal safety;
- c. Safe and quiet enjoyment of their properties and public spaces; and
- d. Receive services to meet their basic needs.

2. Access to the Shelter

- a. Guests will be referred to the Shelter via Sacramento Steps Forward (SSF).
Only individuals who have been referred and approved will be able to enter the Hotel. There will be no lining up or queue outside the Hotel.
- b. The Hotel will have a controlled access. Only registered guests will be able to enter.
- c. Guests' belongings may be searched before they are allowed entry.
- d. Guests will not be allowed entry, and/or will be asked to leave, if they present a danger to themselves or others.
- e. The Hotel entrance will be open 7 days/week from 6am until 9pm.



3. Description of Services at the Hotel

- a. On-site services designed to help transition guests to permanent housing will be available Monday through Friday.
- b. Case workers and community service providers will be available weekdays to meet with guests to assist with their housing search and/or assist them to apply for benefits or employment.
- c. Guests can remain on the premises of the Hotel 24/7 as the shelter will remain open and staffed 24 hours/ day. There will be community space for recreation.

4. Communication and Coordination with the Neighborhood

SHRA and VOA have committed to meeting with the neighbors and surrounding community including the Downtown Sacramento Partnership to discuss any concerns.

5. Safety and Security

- a. Guests, business owners and the general public have a reasonable expectation of safety at all times. Anyone feeling that their safety has been compromised is urged to call 911.
- b. Anyone threatening the safety of the Hotel staff or guests or the public may be asked to leave. Law enforcement will be called if necessary.
- c. Crime Prevention Through Environmental Design (CPTED) will be utilized to identify and remedy areas that are dark or secluded or otherwise places of vulnerability.
- d. The City has provided resources for additional police officers dedicated to the areas immediately surrounding the Hotel. These additional resources will coordinate closely with the Hotel and SHRA to address any increased impacts related to the Hotel.

6. Trash Remediation

- a. Guests will not litter or negatively impact the neighborhood.
- b. The Hotel's janitorial staff will ensure that the area immediately around the Hotel is kept clean and attractive.
- c. Guests will be encouraged to join the Downtown Streets Team to pick up litter and generally clean up the downtown area.

7. Sidewalk Etiquette

- a. Loitering is prohibited.
- b. Noise will be kept under control.
- c. Carts and belongings will not be left outside the building. Anything left unattended will be disposed of.
- d. Guests and others associated with the Hotel smoking outside on the Hotel property will be redirected to designated smoking areas inside.
- e. Every effort will be made to ensure that guests are friendly and respectful.
- f. Visitors are not allowed into the Hotel building. Guests are responsible for communicating this to others. They may spend time with non-Hotel guests at the park or library or wherever there are public benches.
- g. Distribution of food and clothing, etc on the street will be discouraged. Faith communities will be encouraged to participate to support guests in ways that don't negatively impact the neighborhood.

8. Curfew

The Hotel is open to guests to come and go until 9pm each evening. Quiet times are from 9pm to 8am.

All parties agree to:

- Participate in collaborative problem solving around issues that arise in the Downtown area.
- Use and promote direct, respectful and civil communication.
- Encourage a sense of safety, welcome, and investment in the neighborhood
- Report crime and suspicious activity in the neighborhood to the police.
- Jointly and directly resolve problems as quickly as possible. The first line of communication will be a one-on-one via in-person conversation, telephone call or email with the parties involved before contacting SHRA at (916) 440-1393.