



Emergency Bridge Housing Good Neighbor Policy

This Good Neighbor Policy is designed to pro-actively prevent issues that a cabin community might encounter when utilizing space in a residential neighborhood. Staff will communicate with all cabin guests (guests) entering the premises about the importance of following Good Neighbor principles. Signs will be posted on the property and in the office space reminding guests to be Good Neighbors.

Sacramento Housing and Redevelopment Agency (SHRA) is contracting with First Step Communities (FSC) to oversee operations at the cabin site. All community complaints and/or inquiries about the cabins, premises, and other guests should be submitted to SHRA.

SHRA will ask FSC 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.

1. Inherent Rights

This policy document is predicated on the assumption of certain basic rights. Guests, surrounding residents, agencies, property owners, and staff have a right to:

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

2. Access to the Cabins

- a. Cabin guests will be referred to the cabin premises via Sacramento Steps Forward (SSF).

Only individuals who have been referred and approved will have access to a vacant cabin. There will be no lining up or queueing outside/on the premises.

- b. The property will have controlled access.
- 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.

3. Description of Services at the Cabins

- 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 24/7.

4. Communication and Coordination with the Neighborhood

SHRA and FSC have committed to meeting with the neighbors and surrounding community to discuss any concerns.

5. Safety and Security

- a. Guests, surrounding residents, business 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 staff, 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. FSC will work closely with the police officers patrolling the immediate surrounding premises. Staff will coordinate closely with the police and SHRA to address any increased impacts related to the cabins.

6. Trash Remediation

- a. Guests will not litter or negatively impact the neighborhood.
- b. On-site staff will ensure that the area immediately around the cabin community is kept clean and attractive.

7. Sidewalk Etiquette

- a. Loitering is prohibited.
- b. Noise will be kept under control.
- c. Carts and belongings will not be left outside the property. Anything left unattended will be disposed of.
- d. Guests cannot smoke in their cabins. They will be redirected to designated smoking areas.
- e. Every effort will be made to ensure that guests are friendly and respectful.
- f. No visitors are permitted on the premises.
- g. Distribution of food and clothing 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

- a. The premises is open to guests to come and go until 9pm each evening.

All parties agree to:

- Participate in collaborative problem solving around issues that arise in the surrounding neighborhood.
- 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.

Signature

Printed Name

Address

Date