



Good Neighbor Agreement

Instructions: This Good Neighbor Agreement is intended to be between the City of Kenmore, the owner/operator of a Transitional, Permanent Supportive, or Emergency Housing or Emergency Shelter, and any other related parties that are deemed appropriate. This document establishes an agreement between the identified parties, including roles and responsibilities for those identified, formal procedures for addressing concerns, and points of contact. The project team is working through enforcement responsibilities relating to this agreement and will report out when a conclusion is reached.

Emergency Shelter, Transitional, Emergency, and Permanent Supportive Housing (STEP)

Development Information

STEP Development Name:

STEP Development Address:

STEP Development Primary Point of Contact (Name/Email/Phone Number):

I. Parties to the Agreement

- *[STEP Housing Operator]*
- *City of Kenmore*
- *[Neighborhood Association, as applicable]*
- *[Businesses/Chamber of Commerce, as applicable]*

II. Geographic Boundaries of Agreement

- *[Written address and intersection]*
- *[Insert Map]*

III. Roles and Responsibilities

The following roles and responsibilities are to be carried out by the respective parties in pursuit of a welcoming, safe, and functional community environment for all parties.

[STEP housing developer/manager] will:

- Include this agreement as part of their operating and business plan.
- Maintain an ongoing positive working relationship with neighbors and residents in [neighborhood/area].
- Keep the immediate sidewalks and property grounds free of litter and other debris.



City of Kenmore

DRAFT Good Neighbor Agreement

- Provide on-site services only to those residing at [STEP housing development], unless otherwise negotiated in this agreement.
- Provide adequate on-site security to manage access and visitation as well as protect resident and community safety.
- Adequately provide staff at the development 24 hours a day/7 days a week.
- Develop and enforce rules that encourage respect inside [STEP housing development] and in the surrounding neighborhood.
- Quickly address rule violations whether brought forth by outside parties or residents of [STEP housing development].
- Work with the City of Kenmore to conduct community engagement as needed to inform residents of the on-going operations and any changes.

[Neighboring Parties] will:

- Contact appropriate personnel as defined under Section IV of this agreement with concerns regarding operation of the [STEP housing development] or residents deemed in violation of this agreement.
- Respect the rights of residents of [STEP housing development] to access services and live in the area without undue interruption or disturbance.
- Not attempt to handle disagreements or violations of the policies in this agreement without contacting the appropriate personnel.
- Be provided with contact information from all signatories of this agreement and associated points of contact.

[Both Parties]

- Resolve concerns as quickly and diplomatically as possible using the outlined procedures in Section IV.
- Attend a 90-day check-in after the opening of the development, with [City staff contact and STEP housing contact] to review adherence to the agreement and check-in on enforcement and communication effectiveness.
- Educate those with questions on the [STEP housing development] and its operation on the terms of this agreement and purpose of STEP housing.

IV. Procedure to Address Concerns

Should any concerns or violations occur, the following steps shall be taken:

City of Kenmore

DRAFT Good Neighbor Agreement



1. Prior to registering any official complaints, [all associated parties e.g. neighbors, businesses, neighborhood association] will contact the [STEP housing primary contact/on duty staff] to resolve any issues.
2. If determined necessary, the primary point of contact for [STEP housing development] shall contact the designated law enforcement contact for non-emergency concerns.
3. If the issue is not resolved during the previous step, the concern will be escalated to [STEP operator] management or with the designated City of Kenmore official.
4. If [STEP Housing] staff or another party suspects criminal or public nuisance acts are occurring or about to occur on the premises, local law enforcement shall be contacted.

V. Communication and Contacts

- The [STEP development operator] will provide [Neighborhood Association/Business Association/City of Kenmore] with the names, telephone numbers, and email addresses of the owners, managers, and operators of the business so that contact may be made by the corresponding entities if necessary.

Points of Contact

- [STEP Housing Development or Operator]
 - [Person A] - Primary
 - [Person B] – Emergency/Management
- [Neighborhood association/business association]
 - [Person C]
- City of Kenmore
 - [Person D] – Dedicated Neighborhood Relations
 - [Person E] – Law Enforcement Contact

Signatories:

STEP Owner/Operator Signature	Date

City of Kenmore Staff	Date

Neighboring Association/Business Staff	Date

