

## **GOOD NEIGHBOR AGREEMENT**

**BETWEEN**

**THE COMMONS AT GRANT**

**AND**

**THE NEIGHBORHOOD ADVISORY COMMITTEE**

The Commons at Grant, which owns the property at 398 S. Grant Avenue, is a non-profit organization that provides housing and supportive services for low-income and formerly homeless residents of Columbus, Ohio.

The Neighborhood Advisory Committee to the Commons at Grant is a group of neighboring businesses and individuals whose mission is:

“To help and advise in the ongoing development of the Commons at Grant program and facility, and assist residents’ integration into the neighborhood.”

Both parties share a common desire to:

- Create a peaceful, safe, and beautiful neighborhood;
- Share open and honest communication;
- Help each other address concerns and solve problems;
- Offer public service for the benefit of the neighborhood.

In order to accomplish these goals, the two parties agree to commitments described in this agreement.

### **1. Property**

Property owners have a responsibility to keep their properties well-maintained and attractive. It is desirable for property owners and residents to show pride in the community by caring for public spaces, and by assisting the neighborhood’s service organizations, such as schools, charitable organizations, etc., with improving the landscape. In order to maintain property at the highest possible values,

The Commons at Grant will:

- A. Maintain the building and grounds in good condition, and promptly make any repairs needed;
- B. Keep the building and grounds clean and neat in appearance;
- C. Maintain a well-lighted facility and grounds;
- D. Install and maintain attractive lawns, trees, gardens, and other landscaping that contribute to the beauty of the neighborhood;
- E. Conceal graffiti within 48 hours;
- F. Encourage residents to become involved in volunteer efforts to help clean and improve the neighborhood’s public spaces and the grounds outside nearby service organizations.

- G. Consider renting excess capacity within the previously existing office building to appropriate businesses, including providers of goods and services, restaurant/coffee shop, office space for community groups or service organizations, etc.
- H. Make common space within the facility available, when not in use by the program, to neighborhood civic organizations, non-profit arts or community groups, and nearby charitable or educational organizations.

The Neighborhood Advisory Committee will:

- A. Make note of the condition of the building and grounds, and report to The Commons at Grant when property issues require attention;
- B. Help develop and participate in volunteer activities to create a more attractive neighborhood.

## **2. Safety**

Safety and security are essential for citizens to live peacefully and free from harm, and for neighborhoods to remain desirable and attractive. Property owners and residents share the responsibility of creating and maintaining a safe and secure neighborhood. In order to promote safety and security for all residents of the neighborhood,

The Commons at Grant will:

- A. Establish a block watch program in conjunction with Market Mohawk Apartments, the police department, and other neighboring businesses and residents;
- B. Prohibit and actively discourage loitering around The Commons at Grant and surrounding properties;
- C. Respond to all concerns that involve an emergency (defined as a grave or imminent risk to the health or safety of any person) immediately; as appropriate contact police or rescue squad and the supervisor on-call immediately.

The Neighborhood Advisory Committee will:

- A. Offer advice and support in developing a block watch program for the neighborhood;
- B. Review summary reports of program outcomes, incidents, and neighborhood concerns from The Commons at Grant;
- C. Provide comments and suggestions for improving safety at The Commons at Grant.

## **3. Conduct and Behavior**

Conduct and behavior that is respectful of others contributes to the peaceful enjoyment of life in the community. Individuals have the freedom to act as they please, so long as those actions are lawful, and do not harm others or infringe upon their rights. Cooperation and respect between citizens are desirable qualities, and will be actively promoted in the neighborhood. In order to promote good conduct and behavior,

The Commons at Grant will:

- A. Create and enforce house rules that encourage respect for others and prescribe lawful behavior for residents and guests;
- B. Prohibit loud music and loud or offensive language in public;
- C. Prohibit all firearms on the premises;
- D. Investigate and respond promptly as indicated above to all concerns about resident behavior expressed by neighbors or other community members.

The Neighborhood Advisory Committee will:

- A. Offer suggestions and advice in developing house rules that promote good behavior while respecting the individual rights and freedoms of residents;
- B. Offer suggestions and advice in developing effective methods of responding to behavioral issues.

#### **4. Communication**

Communication between The Commons at Grant and the neighboring community is important to develop and maintain positive relationships. Progress reports help make the community aware of positive developments and efforts to achieve success. Awareness of upcoming events offers the community ways to interact with residents and staff, and helps both parties become more integrated. Methods will be established to ensure routine communication, feedback, and monitoring of this agreement's commitments. In order to promote communication between the program and the neighborhood,

The Commons at Grant will:

- A. Provide notice of upcoming events, and invite the community when appropriate;
- B. Meet with the Neighborhood Advisory Committee quarterly to report as required by this agreement, and to review program and facility design, outcomes, policies, procedures, progress reports, and other relevant information;
- C. Document and report positive outcomes from the program, including employment, educational, volunteer, and accomplishments, in aggregate data;
- D. Respond promptly to all concerns expressed by neighbors or community members regarding residents, using the following procedure:
  - I. Staff taking such a call will determine if it is an emergency (defined as a grave or imminent threat to the health or safety of any person), in which case police or rescue squad will be contacted as appropriate, along with the supervisor on-call.
  - II. Staff will notify the caller of the initial plan for response and a suggested time frame for follow-up.
  - III. Staff will contact a supervisor within 24 hours to discuss the concern.
  - IV. The supervisor will review the issue, interview all persons involved, and gather additional information as needed to form a plan to resolve the concern within five business days.
  - V. The supervisor will make follow-up contact with the original caller and other parties involved as necessary within five business days (sooner if possible), and advise all parties of the plan and/or current status of investigation to resolve issue, within the boundaries of confidentiality.

- E. Provide written response regarding resolution of repeated issues, problems, or patterns of behavior that cause the community concern at quarterly meetings;
- F. Notify neighbors and others at least annually of procedures for raising issues and concerns which describe contact persons, resolution process, and time frames for resolution of issues;
- G. Document all complaints, and concerns, including responses to problems and outcomes to responses, and provide a summary report to the Neighborhood Advisory Committee, in aggregate data.
- H. Notify the Neighborhood Advisory Committee of major changes proposed to the program or facility, and seek advice with regard to implementation.

The Neighborhood Advisory Committee will:

- A. Encourage the community to attend events and programs to interact with residents and staff at The Commons at Grant when possible;
- B. Meet at least quarterly to monitor progress and commitments made within this agreement, and offer suggestions and advice to The Commons at Grant with regard to program and facilities;
- C. Serve as a vehicle for communication between neighbors and the community and The Commons at Grant, including sharing or information, appreciation, issues, and concerns;
- D. Notify The Commons at Grant of repeated issues, problems, or patterns of behavior that cause the community concern, and seek resolution;
- E. Seek resolution of community concerns with the Commons at Grant prior to notifying the media or outside entities, whenever possible and appropriate.

## **5. Changes to Agreement**

This agreement may be changed or modified from time to time upon mutual agreement of The Commons at Grant and The Neighborhood Advisory Committee.

**AGREED:**

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