

Good Neighbor Agreement

City Central Concern and Hazelwood Neighborhood Association

March 3, 2022

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Background

1. This Good Neighbor Agreement (GNA or Agreement) was developed by the Hazelwood Neighborhood Association (HNA) in partnership with Central City Concern (CCC) [as housing and services provider], with the assistance of the Office of Multnomah County Commissioner Jessica Vega Pederson.
2. This Agreement covers the following CCC properties listed below:
 - a. Blackburn Center - 12121 E Burnside St, Portland, OR 97216
 - b. Parking lot and Empty Lot at 12021 SE Ankeny St. Portland, OR 97216
 - c. 72 parking spaces leased by CCC from TriMet on the SE corner of SE 122nd and E. Burnside Street
 - d. A map of the GNA area is included at the end of this GNA.
3. Participants to this Agreement include: businesses and residential neighbors living around the boundaries as detailed in section 1.b [represented by the neighborhood association] and Central City Concern [Housing and services provider].
4. The Blackburn Center is not a shelter, it is a program that provides healthcare, supportive and market rate affordable housing, and employment services on a referral basis.
5. Inherent in this Agreement is the assumption of certain basic rights. These include:
 - a. All residents, businesses, agencies, and property owners within the Good Neighbor Area (neighbors), program participants, and facility staff have a right to personal safety.

- b. All neighbors, program participants, and facility staff have a right to safe and quiet enjoyment of their properties and public spaces.
- c. Participants in this agreement specifically support the rights and success of program participants to be safe, to access services, and to meet their basic needs.

6. LEGAL STATUS OF AGREEMENT

- a. All participants are committed to maintaining the safety and livability of the area. It is to this end that all participants signing below enter into this Good Neighbor Agreement.
- b. All participants understand that this Agreement is NOT a legally binding contract and is not intended to be by the participants.
- c. Further, all participants acknowledge that they have been advised and given time to present this document to independent counsel for review.

Goals

Participants hope to work together toward the following goals:

1. Initiate and maintain open and transparent communications and understanding among the parties in order to be proactive and ready to respond if concerns arise.
2. Develop clear expectations and procedures for resolving problems.
3. Improve neighborhood safety and livability.
4. Foster positive relationships between CCC and neighbors.
5. Reduce crime and help individuals experiencing homelessness in the immediate vicinity of the facility receive services.

All-Party Agreements

All participants agree to:

1. Participate in the agreement.
2. Participate in collaborative problem solving around issues that arise in the Good Neighbor Area.
3. Develop, maintain and enhance a good working relationship between the Multnomah

County, CCC and community members.

4. Use and promote direct, respectful, and civil communication.
5. Encourage a sense of safety, welcome, and investment in the neighborhood.
6. Report crime and suspicious activity in the neighborhood to the police.
7. Jointly and directly resolve problems as quickly as possible. The first line of communication will be one-on-one via in-person conversation, telephone call, or email.
8. Provide participants in this agreement with updated contact information if there are any changes to key staff or organizational leadership.
9. Use the communication procedures outlined in section 6 whenever further planning, problem solving, or conflict resolution are necessary.

CCC Agreements

CCC agrees to:

1. Provide On Site contact information which community members can use to directly communicate questions and/or concerns for the CCC locations/properties listed above.
2. Provide adequate services and staffing support 24/7 for residents and program participants using services of Blackburn and the CCC empty lots.
3. Field questions and concerns brought to CCC staff by neighbors, program participants, or other members of the public.
4. Establish clear expectations and rules for CCC residential program participants and guests.
 - a. A copy of CCC's code of conduct shall be attached as an addendum to this GNA.
 - b. Clearly articulate to CCC residents, guests and program participants that the surrounding buildings and parking are private property and that residents, guests, and program participants should not be on that property without permission.
 - c. Remind program participants of local regulations and policies regarding unsanctioned camping.

5. When an individual is excluded from a residential program, provide them with assistance to the fullest extent possible in locating other shelters and services, as well as provide the individual with a bus ticket to those services.
6. Encourage residential program participants and guests to be good neighbors by accessing the facilities via approved and legal crosswalks and sidewalks without jaywalking or trespassing on or through neighborhood property or rights of way. Provide visual aids as needed, such as a diagram of crosswalks. Provide rules against trespassing.
7. Provide information to residential program participants and guests to help them understand potential and unintended impacts of the facilities on the surrounding neighborhood (with the understanding that residential program participants and guests, like any community members, also have the right to use public spaces).
8. Encourage residential program participants and guests to be good neighbors by reducing litter and human waste.
 - a. Blackburn is to provide litter clean up as needed on the property and sidewalks immediately adjacent to property owned and operated by CCC. This may include cigarette butts, needles, shopping carts, dumped items such as wheelchairs, clothes, drug paraphernalia, etc.
 - b. Discourage littering.
 - c. Provide secure trash disposal on-site as needed.
9. Share with program participants the potential for large groups to be disruptive in the neighborhood, and encourage them to be good neighbors.
10. Discourage smoking at business entrances. Stay in full compliance with all federal, state, and local laws and rules.
11. Parking:
 - a. CCC to call Parking Enforcement to report illegally parked or dumped cars.
 - b. CCC to work with neighbors and businesses to solve parking issues involving CCC staff, program participants, and guests.
12. Graffiti:
 - a. CCC to remove graffiti from their building as soon as possible.

- b. CCC to work with neighboring businesses and homeowners to discourage graffiti vandalism.
13. Encourage residential program participants and guests to have a sense of ownership in the community.
- a. Encourage residents and staff to reach out to people on the sidewalk and other neighbors to share information about available resources and the shelter system.
 - b. Encourage and support positive interactions between residents, guests and program participants and other neighbors.
 - c. Invite neighbors to build connections and working relationships with the facility.
14. Attend the monthly meetings of the Hazelwood Neighborhood Association (HNA)
- a. Provide regular updates to neighbors on program success, status, and volunteer opportunities at the monthly HNA meetings. These updates will include: program status reports, addressing issues concerning the program or its residents that have arisen, and requests for community support at the facilities.
15. Promptly inform the Hazelwood Neighborhood Association when the CCC point of contact changes, and provide updated contact information.

HNA Agreements

The Hazelwood Neighborhood Association agrees to:

1. Serve as the main point of contact for residents of the Hazelwood neighborhood for all questions and concerns that arise from the CCC facilities.
2. Encourage businesses and neighbors to utilize the communications structure outlined in this agreement to raise and resolve concerns relating to the Blackburn center.
3. Direct in an efficient and timely way the questions and/or comments received by community members to the CCC point of contact and ensure those questions/comments are followed-up upon in a timely manner.
4. Welcome representatives of CCC to its monthly Neighborhood Association meetings and provide them with an opportunity to offer their regular update.

5. When necessary and appropriate, remind businesses in the area of their obligation to keep the area around their property clean and free of obstructions.

Communication structure

1. Any issues, questions, or concerns arising from the CCC facilities and properties shall first be addressed via one-on-one communication (telephone, email, or in-person) between the reporting entity and the CCC point of contact.
2. Any issue, question, or concern which is not addressed or resolved within one (1) week shall be brought to the attention of CCC's Senior Director of Programs.
3. After the notification outlined in section 13 (b), if any issue, question, or concern is not addressed or resolved within two (2) weeks, it shall be brought to the attention of the Executive Leadership Team at CCC.
4. The CCC primary facility point of contact.
 - a. Chris Colburn, Site Operations Manager chris.colburn@ccconcern.org.
5. CCC's Senior Director of Programs.
 - a. Scot Gudger, Sr. Director of Primary Care-Scot.Gudger@ccconcern.org.
6. Executive Leadership Team at CCC.
 - a. Sean Hubert, Vice President/Sr. Strategy Officer- sean.hubert@ccconcern.org
 - b. Juliana Lukasik, Sr. Director Public Affairs-juliana.lukasik@ccconcern.org.

Administration

1. The original signed Good Neighbor Agreement will be kept by CCC.
2. Changes to this Good Neighbor Agreement may be made by consensus of all interested participants.
3. CCC shall ensure that all signatories to this GNA are provided with up-to-date copies of the GNA.
4. Any change in program service provider shall necessitate a review and/or renewal of this GNA.
5. CCC shall maintain up-to-date contact information for all signatories of this GNA.

6. All signatories of this GNA shall be responsible for ensuring that CCC is informed of any changes to leadership or contact information in their organization.
7. This Good Neighbor Agreement will begin upon all parties receiving a fully executed version of the GNA.

Signatures

DocuSigned by:
Juliana Lukasik
9B4F9CD3B3AC4A9

Signature

Juliana Lukasik 3/4/2022

Name Date

Central City Concern

DocuSigned by:
Ann McMullen
AA9074E024A24E2...

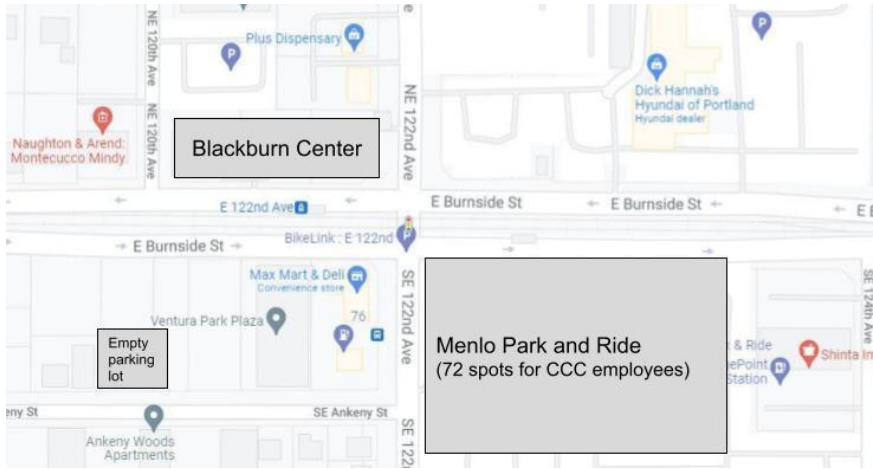
Signature

Ann McMullen 3/3/2022

Name Date

Hazelwood Neighborhood Association

Addendum 1: GNA Area



Addendum 2: Signatories Contact Information

Central City Concern

Chris Colburn, Blackburn Center Facilities Manager

Phone: 971.271.6262

Email: Chris.Colburn@ccconcern.org

Hazelwood Neighborhood Association

Ann McMullen, HNA Member

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Email: ann@mediasharkinc.com