

# Bridges Supportive Housing Good Neighbor Agreement

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## Bridges Supportive Housing

### GOOD NEIGHBOUR AGREEMENT

#### AMONGST:

The following organizations must be a part of the agreement and participate in the functioning and maintenance of the agreement:

- BRIDGES SUPPORTIVE HOUSING (Quesnel Shelter and Support Society)
- CITY OF QUESNEL
- QUESNEL ROYAL CANADIAN MOUNTED POLICE

The following organizations and individuals may choose to be engaged in the process:

- NORTHERN HEALTH
- SCHOOL DISTRICT 28
- QUESNEL TILlicum SOCIETY
- NORTH CARIBOO ABORIGINAL FAMILY PROGRAM SOCIETY
- WEST QUESNEL BUSINESS ASSOCIATION
- COMMUNITY RESIDENTS

#### Vision:

*That all neighbours of the Riverview area (residents, businesses, seniors, children, students, social services, schools, and tenants of Bridges Supportive Housing) will be welcome and may enjoy comfort and safety in their neighbourhood.*

#### Goals of the Agreement:

To provide a means for all community members to work effectively together to achieve the vision.

Parties entering into this agreement share a common desire to:

- Create a peaceful, safe, and beautiful neighborhood
- Work together on neighborhood revitalization initiatives;
- Support diversity and inclusion;
- Share respectful, open and honest communication; and
- Help each other address concerns and solve problems.

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## **The Bridges Supportive Housing Good Neighbour Agreement Committee**

The conditions of this agreement shall be overseen by a committee consisting of any of the parties mentioned above and at a minimum will include **Bridges Supportive Housing staff, City of Quesnel, and RCMP**. Should other parties wish to sign onto the agreement they will be encouraged to do so.

The Committee shall meet once a month initially, with a review at the six month period as to frequency of ongoing meetings, with the overarching objective of maintaining regular communication to discuss emergent and ongoing issues. The meetings will be open to the public.

## **Responsibilities of the Committee**

The Bridges Supportive Housing Good Neighbour Agreement Committee is responsible for:

- Communicating proactively with each other in order to develop solutions to issues;
- Identifying and working together on revitalization initiatives and/or neighborhood events;
- Identifying and working together on crime prevention initiatives;
- Reviewing the Good Neighbor Agreement annually, or on an as needed basis to ensure success of the agreement; and
- Making this information accessible to the public or to other housing providers looking to undertake similar agreements.

## **Areas of Focus**

**Property:** It is desirable for property owners and residents to show pride in the community by caring for their property and public spaces in order to maintain the property at the highest possible values.

**Safety:** Safety and security are essential for citizens to live peacefully and free from harm, and for neighbourhoods to remain desirable and attractive. Property owners and residents share the responsibility of creating and maintaining a safe and secure neighbourhood.

**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. Co-operation and respect between citizens are desirable qualities, and will be actively promoted in the neighbourhood.

**Communication:** Communication between Bridges Supportive Housing and the Riverview surrounding area community is important to develop and maintain positive relationships. Methods will be established to ensure routine communication, feedback, and monitoring of this agreement's commitments.

## **Commitments of Represented Organizations**

### Bridges Supportive Housing

Have staff available 24/7 to answer and respond to calls from concerned community members. Staff are trained in crisis intervention. Contact information for complaints will be readily available.

# Bridges Supportive Housing Good Neighbor Agreement

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Management will take appropriate and timely action to respond to complaints or reported concerns related to the facility or tenants. All complaints and resolutions from public regarding the facility will be recorded and reported out to the Bridges Supportive Housing Good Neighbour Agreement Committee.

Staff will do a daily clean up and sweep around our facility and immediate area to clean up any garbage or debris. If there is a mess that needs to be cleaned up in the immediate vicinity, neighbours can call and staff, a tenant, or a member of the Clean Team can attend within the hour.

Encourage and support tenants to contribute to the neighbourhood meaningful ways, through volunteer and employment opportunities, including as part of the "Clean Team" initiatives.

## QUESNEL RCMP

### ***Safety***

Respond promptly to requests for assistance to deal with illegal activities or disruptive behavior.

Increase (to the best of their ability) the visible presence of police, including drive-by and foot or bike patrols.

Provide crime prevention information and advice to any person, organization, or business in the neighbourhood if requested and as resources allow.

## THE CITY OF QUESNEL

### ***Safety***

Ensure an adequate level of exterior lighting in the vicinity of the Bridges Supportive Housing property.

Provide crime prevention information and advice to any of the signatories who requests it.

### ***Communication***

Through their committee liaison member, invite residential and business neighbours to proactively address any issues that may arise and make themselves available in a regular and accessible manner to neighbours.

### ***Property Enhancement***

The City of Quesnel will encourage through its partnerships, planning, development processes and regulatory abilities an increased focus on revitalization of this area.

## ALL REPRESENTED PARTIES AGREE TO:

### ***Property***

Maintain their buildings and grounds in good condition and promptly make any repairs needed.

Keep buildings and grounds clean of litter and neat in appearance.

### ***Safety***

Take appropriate measures to ensure the safety and proper maintenance of their private properties.

Recognize, identify and plan with the committee regarding areas of concern in order to encourage a healthy and crime free neighborhood.

Report any acts of vandalism or crime to the appropriate authorities (RCMP).

## Bridges Supportive Housing Good Neighbor Agreement

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### ***Communication***

Encourage regular and open communication between Bridges Supportive Housing and all residential, and business neighbours.

Coordinate, provide a representative, and actively participate in Bridges Supportive Housing Good Neighbour Agreement Committee meetings.

### ***Conduct and Behavior***

Treat others with respect and dignity in the community and during all meetings of the Bridges Supportive Housing Good Neighbour Agreement Committee.

Foul language and aggressive behaviours will not be tolerated.

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**Changes to this agreement are subject to the agreement of the Bridges Supportive Housing Good Neighbour Agreement Committee.**

**AGREED:**

**Quesnel Shelter and Support Society**

Name: Melanie MacDonald

Title: Executive Director, QSSS

Signature:

Date:

**City of Quesnel Representative**

Name: Byron Johnson

Title: Chief Administrative Officer

Signature

Date:

**Quesnel RCMP Representative**

Name: Staff Sargent Darren Dodge

Title: Detachment Commander

Signature:

Date:

## Appendix A:

### Complaint Resolution Process

1. Complaints from the General Public will be addressed with the Executive Director. Where possible a request that the complaint be submitted in writing would be preferable. The Executive Director is responsible, none the less to address a verbal complaint. In this case, the Executive Director will document the verbal complaint.
2. The Executive Director will inform the board of the complaint.
3. The Executive Director, or a designate, will meet with the complainant within a week of receiving the complaint and will work cooperatively towards a solution that is satisfactory to all involved.
4. A member of the General Public, who believes the Executive Directors response to the complaint violates organization policies, may submit their complaint to the Complaints Committee of the Board of Directors (currently the Executive Committee). All relevant paperwork must be included as well as a letter indicating where policies have been violated by the Executive Directors response. (Where the Executive Directors decision does not violate policy, her/his decision is final).
- 5 The complainant will be notified by a letter regarding the Board of Directors' response to their complaint.
6. All documented complaints, including their resolutions, are to be kept in a locked filing cabinet.
7. Summary reports of all complaints will be provided to BC Housing and the Good Neighbour Agreement Committee at Committee Meetings or as requested by Committee.
8. Individuals will be notified of the Good Neighbour Agreement meetings where they are able to bring concerns that have not been addressed to their satisfaction following the above process.