

## **Good Neighbor Agreement**

**Parties to the agreement:** Parties to this agreement include residential neighbors living around the REACH Center and as represented by their Neighborhood Associations and other key stakeholders:

- Downtown Neighborhood Association
- Washburn Neighborhood Association
- Couleecap
- Scenic Bluffs
- YWCA La Crosse

**Legal Status of Agreement:** Parties to this agreement are committed to maintaining safety and livability of the area; it is to this end they enter into this agreement. All participants understand this agreement is not a legally binding contract, nor is it intended to be. Further, all parties acknowledge that they have been advised and given time to review and present this document to independent counsel.

**Purpose, Assumptions, & Goals:** The purpose of this agreement is to identify ways for community stakeholders to work together to address potential impacts of the REACH Center as well as be good neighbors in support of clients and guests of the REACH Center and to formalize the goodwill and positive working relationships between stakeholders for the benefits of all neighbors. Discussion of this agreement can be a tool to clarify the best ways to address neighborhood concerns.

**Inherent in this agreement is the assumption that all parties have certain basic rights; these include:**

1. All neighbors have the right to feel safe and welcome.
2. All neighbors have the right to safe and quiet enjoyment of their properties and public spaces.
3. All neighbors have the right to access available community resources, services, and public facilities to meet their needs.

**Goals:**

1. Initiate and maintain open communications and understanding among all parties.
2. Encourage all parties to be proactive and ready to respond to concerns that may arise.
3. Develop procedures or protocols for resolving concerns and problems.
4. Enhance neighborhood safety while promoting access to services.
5. Reduce crime and fear of crime and nuisance complaints within the neighborhood.

**All parties agree to:**

1. Participate in this agreement.
2. Participate in collaborative problem solving around issues that arise within the boundaries of this agreement.
3. Develop, maintain, and enhance good working relationships between the above-named parties.

4. Use and promote direct, respectful, and civil communications while promoting responsiveness to community concerns by:
  - a. Resolving problems quickly and as directly as possible.
  - b. Encouraging first line communications occur one-one via in person, phone or video communication or email.
  - c. Providing participants in this agreement with updated contact information if there are key leadership changes.
  - d. Reserve email for productive purposes such as information, planning, logistics, reminders or confirming prior conversations.
  - e. Encourage neighbors or other community members to contact the REACH Center directly regarding questions or concerns as they relate to the building or the local Neighborhood Association.
5. Enhance neighborhood safety and livability and promote access to services by:
  - a. Fostering positive relationships between the REACH Center and neighbors.
  - b. Encouraging a sense of safety, welcome and investment in the neighborhood among all community members.
  - c. Reporting crime and suspicious activity in the neighborhood to law enforcement.

#### **REACH Center Agreements:**

1. Offer ongoing services that support clients in achieving long-term personal goals that contribute to their self-sufficiency.
2. Train staff to address client needs with a trauma-informed approach, motivational interviewing, de-escalation skills, and conflict resolution skills.
3. Encourage clients and staff to be good neighbors by not trespassing through neighboring properties or rights of way.
4. Livability:
  - a. Encourage clients and staff to reduce litter and provide opportunities for litter patrol.
  - b. Assign staff to pick up litter in the perimeter on a regular schedule.
  - c. Provide regular trash disposal.
  - d. Ensure that client belongings are not left on sidewalks.
  - e. Designate smoking space provided on REACH Center property.
  - f. Designate parking space provided on REACH Center property.
5. Encourage clients and staff to have a sense of ownership in the neighborhood.
6. Hold clients and staff responsible for their actions.
7. Collaborate with neighbors on neighborhood improvement projects, community engagement, and beautification efforts.
8. Communicate hours of operation to Neighborhood Associations and post on REACH website and social media.

#### **Neighborhood Association Agreements:**

1. Neighborhood Association Boards serve as a point of contact for residents of the neighborhood when they have questions and concerns that arise from the REACH Center.

2. Elevate neighbor concerns to the appropriate party in a timely manner.
3. Educate the neighborhood on the existence of this agreement and the best ways to positively resolve concerns.
4. Invite and welcome service providers to attend Neighborhood Association meetings and offer opportunities for regular updates on the successes of the REACH Center.
5. Engage in ongoing problem-solving with parties to this agreement to maintain clear lines of communication and an orientation to problem solving.

**Communication Protocol:**

1. Communicate directly and with respect and civility to the individual, client, or applicable association or service provider whenever possible.
2. Determine with neighbors a regular meeting schedule to review agreements, provide updates on REACH, receive neighbor feedback, and problem solve issues that may have arisen.
3. Create an opportunity for service providers to speak at upcoming Neighborhood Association meetings.
4. Livability issues should be addressed by associated parties to this agreement as soon as possible once notified via email, phone or in person communications.
5. When issues or concerns related to this agreement are not resolved, participants agree to seek mediation services with the support of the Neighborhood Association prior to pursuing other remedies.

**Signatories**