

# Elliott Street Supportive Housing Good Neighbor Agreement

---

## Elliott Street Supportive Housing

### GOOD NEIGHBOUR AGREEMENT

#### AMONGST:

**The following organizations must be apart of the agreement and participate in the functioning and maintenance of the agreement:**

- ELLIOTT STREET SUPPORTIVE HOUSING STAFF
- 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 Elliott Street 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.

#### Introduction

BC Housing is developing a Supportive Housing Facility on Elliott Street to provide supportive housing to individuals who are homeless or at risk of homelessness. The purpose built facility will provide a positive environment to assist individuals with various hardships to stabilize and move into independent housing. The facility is run by Elliott Street Supportive Housing which is governed by Quesnel Shelter

# Elliott Street Supportive Housing Good Neighbor Agreement

---

and Support Society. This Good Neighbour Agreement is intended to assist with the successful integration of this facility into the surrounding neighbourhood and community as a whole.

## ***Elliott Street Supportive Housing Goals:***

***To create a place of safety and support for individuals in our community that are homeless or at risk of homelessness, where they can receive housing units, nourishment and services which foster independence and success.***

Elliott Street Supportive Housing provides the following programs and services to residents:

- 30 units of Independent Supportive Housing.
- Onsite support and referral services to residents of the facility such as various health practitioners, support groups, harm reduction services, life skills, case planning, employment and volunteer opportunities, and referrals.

Elliott Street Supportive Housing recognizes the need to work together to foster positive relationships and good communication in the neighborhood with individuals and business owners. Elliott Street Supportive Housing will work with the community to have a positive impact on the neighbourhood and will contribute to improving the neighbourhood through joint neighborhood revitalization initiatives, crime prevention initiatives, community unity, promotion of ethical action and community education.

## **The Elliott Street Good Neighbour Agreement Committee**

The conditions of this agreement shall be overseen by the Elliott Street Good Neighbour Agreement Committee. Members of the Elliott Street Good Neighbour Agreement Committee may consist of any of the parties mentioned above and at a minimum will include **Quesnel Shelter and 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 Elliott Street Good Neighbour Agreement Committee (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.

# Elliott Street Supportive Housing Good Neighbor Agreement

---

## 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 Elliott Street 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

### ELLIOTT STREET 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.

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 Elliott Street 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, 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

# Elliott Street Supportive Housing Good Neighbor Agreement

---

## ***Safety***

Ensure an adequate level of exterior lighting in the vicinity of the Elliott Street 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)

### ***Communication***

Encourage regular and open communication between Elliott Street Supportive Housing and all residential, and business neighbours

Coordinate, provide a representative, and actively participate in Elliott Street Good Neighbour Agreement Committee meetings

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

Treat others with respect and dignity in the community and during all meetings of the Elliott Street Good Neighbour Agreement Committee.

Foul language and aggressive behaviours will not be tolerated.

# Elliott Street Supportive Housing Good Neighbor Agreement

---

**Changes to this agreement are subject to the agreement of the Elliott Street Good Neighbour Agreement Committee.**

**AGREED:**

**Quesnel Shelter and Support Society**

Name: Melanie MacDonald

Title: Executive Director, Elliott Street Supportive Housing

Signature:

Date:

**City of Quesnel Representative**

Name: Byron Johnson

Title: Chief Administrative Officer

Signature

Date:

**Quesnel RCMP Representative**

Name: Staff Sargent Andrew Burton

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 staff 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.