

Good Neighbor Agreement

NLNA and Avivo Village

****Legal Status of Agreement (not a legally binding contract): 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. All participants understand that this Agreement is NOT a legally binding contract and is not intended to be by the participants.***

1. Background

- This Good Neighbor Agreement was developed in partnership with the following stakeholders (participants): Avivo Village and the North Loop Neighborhood Association (NLNA).
- Avivo Village is a key component of our region's response to unsheltered homelessness.
- Avivo Village has been developed with input and advice from many stakeholders including community members who have experienced unsheltered homelessness, local and state elected officials, members and representatives of Tribal Nations, community advocates, and service providers. Services at this facility will include low barrier, trauma-informed shelter and transitional housing that is COVID-19 aware for people experiencing homelessness with wrap around, on-site services designed to help transition guests to permanent housing and to address other needs such as mental and chemical health.
- Participants in this Agreement include businesses and residential neighbors living around Avivo Village (as represented by NLNA) (neighbors); Avivo Village guests (guests who are also neighbors); and Avivo Village staff.
- Participants in this Agreement may experience unintended impacts due to this facility. The purpose of this Agreement is to identify ways for community stakeholders to work together to address those impacts as well as to be good neighbors in support of all neighbors, both residents and guests. However, this agreement is not expected to resolve all issues facing the local community.
- Inherent in this Agreement is the assumption of certain basic rights. These include:
 - All residents, businesses, agencies, and property owners within the Good Neighbor Area (neighbors), guests, and facility staff have a right to personal safety and dignity.
 - All neighbors and facility staff have a right to safe and quiet enjoyment of their properties and public spaces.

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- Participants in this agreement specifically support the rights and success of guests to be safe, welcomed, to access services, and to meet their basic needs.

2. Goals

Participants hope to work together toward the following goals:

- Initiate and maintain open and transparent communications and understanding among the parties to be proactive and ready to respond if concerns arise.
- Develop clear expectations and procedures for resolving problems.
- Enhance neighborhood safety and livability and promote access to services.
- Foster positive relationships between the guests of Avivo Village and other community members.
- Reduce livability concerns and the fear of livability concerns in the neighborhood.

3. All-Party Agreements

- Participate in the agreement
- Participate in collaborative problem-solving around issues that arise in the Good Neighbor Area.
- Create, maintain, and enhance a good working relationship that already exists between Avivo Village and the North Loop Community, NLNA, and community members.
- Use and promote direct, respectful, and civil communication.
- Encourage a sense of safety, welcome, and investment in the neighborhood.
- Agree upon a process to address concerning and suspicious activity.
- Jointly and directly resolve problems as quickly as possible. The first line of communication will be one-to-one via in-person conversation, telephone call, or email.
- Provide participants in this agreement with updated contact information if there are any changes to key staff or organizational leadership in either NLNA or Avivo Village.

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4. Avivo Village agreements

- Provide adequate services and staffing support 24/7 for guests of the shelter.
- Establish and maintain a 24/7 contact phone number which community members can use to directly communicate questions and/or concerns relating to Avivo Village.
- Establish clear expectations and rules for Avivo Village guests and clear expectations of how other community members can support its work and mission.
- Promote safety and community for all community members.
- Hold Avivo Village guests responsible for their part in being Good Neighbors.
- Avivo Village will encourage guests to be good neighbors by introducing them to neighborhood amenities and resources such as transit, retail, and other services. Clearly engage guests in participating as neighbors in the North Loop community.
- Provide opportunities for guests to take on leadership roles related to being good neighbors. Roles may include reducing litter around the perimeter of the shelter, which includes the sidewalk around the building, enhancing the greenspace around the building, and being a resident liaison to the NLNA Board.
- Engage guests in conversation about maintaining good relationships with neighbors.
- Create a welcoming courtyard environment to encourage guests to utilize that space for smoking and socializing, rather than sidewalks or other public spaces.
- Minimize the impact on neighbors of smoking by guests, volunteers, and staff. Designate smoking area in the fenced area in the back of the building.
- Post opportunities to participate in NLNA activities and other community activities at the entrances and anywhere deemed appropriate, inviting guests to be actively engaged with the community.
- Prohibit smoking at business entrances. Stay in full compliance with all federal, state, and local laws and rules.
- Encourage guests to have a sense of ownership in the community:
 - Build the capacity of guests to engage with the neighborhood to share information about Avivo Village.
 - Encourage and support positive interactions between guests and other neighbors.

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- Invite community members to build connections and working relationships with the facility.
- Attend the monthly meetings of the North Loop Neighborhood Association meetings and meetings of community groups of interest related to the North Loop Community. Host meetings (post-pandemic) at the Avivo Village facility when appropriate. Provide regular updates to neighbors on Avivo Village successes, status, and volunteer opportunities.
 - Accommodate to the best of their ability the participation of guests in NLNA and other community discussions.
 - For the first 12 months after the opening of the shelter, host at least one meeting every quarter that is open to all members of the community to share information on the status of Avivo Village, successes and challenges faced, and provide an opportunity for members of the community to share questions and concerns.
 - Host occasional neighborhood events, such as an open house, workshops and gatherings virtually during the pandemic and perhaps in person post pandemic.

5. NLNA agreements

- Serve as an “umbrella” organization for all community members, business owners, and residents within its jurisdiction that are not separate signatories to this Good Neighbor Agreement.
- Provide community members with a publicly accessible avenue for sharing questions and/or concerns that arise regarding Avivo Village.
- In an efficient and timely way, direct questions and/or comments received by community members to relevant parties associated with Avivo Village and ensure responses to those questions/comments are in a timely manner.
- Serve as the main point of contact for residents of the North Loop Neighborhood for questions and concerns that arise about Avivo Village.
- In an efficient and timely way, direct questions and/or comments received by community members to relevant parties and ensure responses to those questions/comments in a timely manner.
- Welcome representatives of Avivo Village including its guests to its monthly NLNA meetings.

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- Immediately report to the Avivo Village team any urgent issues which arise relating to the shelter.
- Immediately report any issues to Avivo Village staff which arise relating to the physical and/or structural aspects of the shared building and/or the immediate surrounding areas.
- Immediately report any issues arising from known guests of the shelter to the Avivo Village staff.

6. Communication structure

- Strive to ensure that any issues, questions, or concerns regarding Avivo Village shall first be addressed via one-to-one communication (telephone, email, or in-person) between the reporting entity and Avivo Village staff.
- Any issue, question, or concern which cannot be addressed or resolved within two (2) weeks shall be brought to the attention of Avivo Village leadership.
- After the notification, if any issue, question, or concern cannot be addressed or resolved within two (2) weeks, it shall be brought to the attention of the office of the Minneapolis City Council Member for the area.
- If issues remain unresolved after addressing them with the Council Member, arrangements for third-party mediation will be arranged until the issue, question, or concern is resolved.

7. Administration

- The two, original and signed Good Neighbor Agreements will be kept by the North Loop Neighborhood Association and by Avivo.
- For the first quarter of 2021, NLNA and Avivo will participate in a monthly working group discussion. All stakeholders in the neighborhood are welcome to participate in these discussions.
- Changes to this Good Neighbor Agreement may be made by consensus of all interested participants.
- Avivo Village shall maintain an up-to-date contact list and provide it to the North Loop Neighborhood Association.
- This Good Neighbor Agreement will begin upon the official opening of Avivo Village and will remain in effect until the closure of the shelter or until all participants reach consensus to dissolve this Good Neighbor Agreement.