Good Neighbor Policy - SHELTER

*For all Shelter program sites (Shelter, Navigation Center, Safe Sleep, Drop In), does not include non-site based services.*

Good Neighbor Policy: Grantee shall maintain a good relationship with the neighborhood, including:

1. Grantee shall work with neighbors, Department of Homelessness and Supportive Housing (HSH), San Francisco Police Department (SFPD), Department of Public Works (DPW), Department of Public Health (DPH), Department of Emergency Management (DEM)/Healthy Streets Operations Center (HSOC), and other relevant city agencies to ensure that neighborhood concerns about the facility, site, and perimeter are heard and addressed.
2. Grantee shall work with neighbors, HSH, SFPD, Department of Public Works (DPW), Department of Public Health (DPH), and other relevant city agencies to ensure that neighborhood concerns about the facility are heard and addressed.
3. Grantee shall assign a director, manager, or representative to participate in and attend relevant neighborhood and community meetings.
4. Grantee shall provide a phone number to all interested neighbors that will be answered 24 hours a day by a representative, who will direct complaints and issues to a manager or other responsible person who has the authority to respond to complaints and issues at the site as they arise.
5. Grantee shall minimize the impact on the neighborhood of program guests entering, exiting, or waiting for services. Grantee will do this by limiting referrals to specified referral partners, not allowing walk-ins, and having 24/7 access to the site for registered guests. Walk-ins will only be allowed if this method is a part of the program’s executed scope of work, during a weather activation, or other exception, as directed by HSH.
6. Grantee shall actively discourage and address excessive noise from program participants. Grantee will coordinate with other service providers and City agencies, as necessary, to address excessive noise from program participants, including coordination to address excessive noise occurring outside and near the program site.
7. Grantee shall actively discourage loitering and public drug use in the area immediately surrounding the program. Grantee will coordinate with other service providers and City agencies, as necessary, to address this issue.
8. Grantee shall implement management practices necessary to ensure that staff and participants maintain the safety and cleanliness of the area immediately surrounding the facility and do not block driveways of neighboring residents or businesses.
9. Grantee shall take all reasonable measures to ensure the sidewalks adjacent to the facility are not blocked.
10. Grantee will conduct at minimum three daily perimeter inspections, collect litter and contact the appropriate city department for assistance when needed.
11. Grantee shall immediately report to SF Homeless Outreach Team (SFHOT) or HSOC if encampments emerge along the perimeter of the site or immediately across the street.
12. Grantee will actively discourage guests from keeping tents outside of the site on the sidewalk and will follow HSH protocols on the issue.
13. Grantee will abate any graffiti on the site within 24 hours, weather permitting.
14. Grantee will report graffiti in the immediate area to 311.

Select applicable Good Neighbor Policy for Housing program type per instructions below (Note Good Neighbor Policy is not applicable to Scattered Sites Subsidy Programs (EHV/RRH/FHSP):

Include for all PSH Property Management and CoC Funded PSH Master Lease (where funding is included for CoC Property Management):

1. Good Neighbor Policy: Grantee shall maintain a good relationship with the neighborhood, including:
2. Collaborating with neighbors and relevant city agencies to ensure that neighborhood concerns about the facility are heard and addressed;
3. Have a public phone line (and/or email) available for the community to report concerns;
4. Grantee management staff are available to respond to neighbors within two business days;
5. Have a representative of the Grantee attend neighborhood meetings focused on public safety, issues related to the housing program, street conditions or other topics that may be related to the impact of the project;
6. Participating in community/neighborhood events in partnership with the local community benefit district, if applicable (not all neighborhoods have CBDs)
7. Providing staff training in de-escalation and crisis response, including having written policies and protocols for contacting law enforcement, San Francisco Homeless Outreach Team (SFHOT), Healthy Streets Operation Center (HSOC), Department of Public Works (DPW), and/or crisis response teams as needed; and
8. Grantee shall create and offer a “good neighbor” onboarding orientation that outlines community resources, community norms, and expectations to tenants as they move in.

Include for all PSH and CoC Funded PSH Support Services:

1. Good Neighbor Policy: Grantee shall maintain a good relationship with the neighborhood, including:
2. In partnership with Property Management, collaborating with neighbors and relevant city agencies to ensure that neighborhood concerns about the facility are heard and addressed;
3. Have a representative of the Grantee attend neighborhood meetings focused on public safety, issues related to the housing program, street conditions or other topics that may be related to the impact of the project;
4. Providing staff training in de-escalation and crisis response, including having written policies and protocols for contacting law enforcement, San Francisco Homeless Outreach Team (SFHOT), Healthy Streets Operation Center (HSOC), Department of Public Works (DPW), and/or crisis response teams as needed; and
5. Grantee shall create and offer a “good neighbor” onboarding orientation that outlines community resources, community norms, and expectations to tenants as they move in.

Include for all CoC Funded PSH Rental Assistance:

1. Good Neighbor Policy: Grantee shall maintain a good relationship with the neighborhoods, including:
2. Collaborating with neighbors and relevant city agencies to ensure that neighborhood concerns are addressed;
3. Have a public phone line (and/or email) available for the community to report concerns;
4. Grantee management staff are available to respond to neighbors within two business days;
5. Participate in community, renter or apartment association events to improve relationships with neighborhood entities;
6. Providing staff training in de-escalation and crisis response, including having written policies and protocols for contacting law enforcement, San Francisco Homeless Outreach Team (SFHOT), Healthy Streets Operation Center (HSOC), Department of Public Works (DPW), and/or crisis response teams as needed; and
7. Grantee shall create and offer a “good neighbor” onboarding orientation that outlines community resources, community norms, and expectations to tenants as they move in.