



Good Neighbor Agreement: Family Gateway

All adult family members at Family Gateway North are asked to sign this document attesting to the following Good Neighbor policies/practices:

- 1) Each family is asked to demonstrate respect for Family Gateway North and surrounding properties. This includes maintaining their sleeping room (as well as common area space) and keeping the facility free from debris and clutter that could attract insects/rodents. This also includes not trespassing or littering onto the neighboring businesses' private properties or acting in other disrespectful ways to neighboring properties.
- 2) Weapons, drugs and alcohol are strictly prohibited. Possession of these items is cause for an immediate transition from care.
- 3) Respectful discussion with staff and others is expected. No threatening physical or verbal behavior. Any violent behavior that results in a 911 call is cause for an immediate transition from care.
- 4) Panhandling is strictly prohibited.
- 5) Evening curfew of 8pm Sunday – Thursday & 10pm Friday & Saturday unless specifically approved by a case manager for evening/overnight work or other verifiable need.
- 6) Smoking in designated outdoor area only, with limited access during the pandemic to no more than 2 families at a time.
- 7) Quiet period (no outside noise disturbance) between sunset and 8 am, except when Family Gateway hosts an outdoor event and provides appropriate notice to neighboring businesses.
- 8) Children's playgrounds will be installed, and children are free to play under adult supervision until sunset.
- 9) Children may not be left unattended by parents unless checked into a staff- or partner-supervised activity (after school program, etc.).

I have read and understand that my stay at Family Gateway North is not guaranteed and that failure to follow these policies/practices may result in a termination of care for me and my family.

Guest

Date

Proactive steps by Family Gateway Staff to educate guests about Good Neighbor Policy:

- Upon check in, all members of the family will be educated about expectations outlined in the agreement, and each adult in the family will be asked to sign the Good Neighbor Agreement
- At each “house meeting,” typically held monthly with all guests, staff will reinforce the Good Neighbor Agreement.
- Once daily (M-F), a Family Gateway member will walk from Family Gateway and clear any trash and debris.
- The two businesses on either side of Family Gateway North will be alerted at least 5 business days prior to any major outdoor events that will occur after sunset that could cause a noise disturbance. These occur infrequently.
- Family Gateway staff will keep a log of any complaints received by neighbors as well as how complaints were addressed.
- Leaders from the two businesses on either side of Family Gateway North will be invited to join the Good Neighbor Task Force and/or to review and provide feedback on the Good Neighbor Agreement, as they prefer.
- Periodically, Family Gateway will host a community meeting (via Zoom or in person), to help educate the community on family homelessness, discuss behaviors associated with those experiencing trauma, identify responses and solutions to family homelessness and share data collected for the prior period. The meetings will include a report from the Good Neighbor Task Force.
- Please note that Family Gateway North is not a "walk up" facility. All services are coordinated through the Homeless Crisis Helpline and the Family Gateway Resource Center located off Mockingbird and 35.

Remedies for neighbors experiencing disruption / families not abiding by the above:

- Surrounding businesses will be provided with at least three points of contact (personal cell numbers and 24 x 7 security phone) to report concerns or undesirable behavior.
- Family Gateway team members will address any complaints within 72 hours and report back to the neighbor experiencing the inconvenience with the steps that have been taken, which may include:
 - Gathering additional information and documentation of the circumstances.
 - Investigation of security camera footage or other evidence.
 - Speaking to involved families or witnesses.
 - Education of the involved families and/or other families in the facility to remind them of the Good Neighbor Agreement, consequences of undesirable behavior and commitment for future behavior.
 - Transition of the family out of the facility for serious issues listed above as “cause for immediate transition from care.”
- Should disruptions be ongoing, appropriate involvement with the Assistant Shelter Director, Sr. Director of Shelter and Services, President & CEO and/or Family Gateway’s Good Neighbor Task Force (consisting of Family Gateway Board members and other representatives from the community) may be warranted to work through an amicable plan forward.
- Escalations may also be made to the District 12 City Councilmember if neighbors are not satisfied with resolutions provided.
- This Good Neighbor Agreement will be attached to Family Gateway’s contract with the City of Dallas for operating the facility which is tied to the agency’s funding.