
Good Neighbor Agreement (GNA)

Between:

- [Services Operator Name] (“Homeless Services Center”)
- [Neighborhood Association/Business Association Name]
- Local residents and business owners within [geographic area]

Purpose:

To create a shared understanding and commitment to ensure the success of a 24/7 low-barrier homeless services center at [address] while maintaining a safe, clean, and respectful neighborhood for all.

1. Mutual Goals

We agree to work together to:

- Support individuals experiencing homelessness through low-barrier services.
 - Maintain neighborhood quality of life, public safety, and cleanliness.
 - Communicate openly and resolve concerns collaboratively.
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2. Service Operator Commitments

The Operator agrees to:

- Provide 24/7 staffing and onsite security, including trained de-escalation personnel.
 - Maintain a clean and litter-free perimeter, with daily sidewalk sweeps if needed.
 - Implement a Good Neighbor Hotline for residents/businesses to report issues or concerns.
 - Participate in neighborhood association and downtown safety committee meetings to share updates and hear feedback.
 - Coordinate with outreach, public health, and mental health services to prevent loitering and untreated crises.
 - Discourage congregating outside the facility except in spaces designed for it.
 - Respond to complaints within 48 hours and document all resolutions.
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3. Community Commitments

Neighbors and businesses agree to:

- Engage with the Homeless Services Center in good faith to resolve concerns directly before escalating to the city.
 - Participate in community meetings, when possible.
 - Avoid discrimination or stigmatization of shelter guests.
 - Alert the Homeless Services Center promptly to issues observed so they can be addressed.
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4. Joint Commitments

All parties agree to:

- Treat all individuals—including homeless services center guests—with dignity and respect.

- Encourage volunteerism and business partnerships with the Homeless Services Center.
 - Collaborate on initiatives that enhance community safety and well-being, such as:
 - Beautification or clean-up events
 - Shared safety training or neighborhood watch coordination
 - Job or internship opportunities for center guests
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5. Monitoring & Review

- A Community Advisory Group (CAG) will be formed with representatives from:
 - Shelter staff
 - Homeless Services Manager from the City of Fort Wayne
 - Nearby residents and businesses
 - A person with lived experience
 - The CAG will meet monthly for the first 6 months, then quarterly thereafter.
 - The Agreement will be reviewed annually and updated based on lessons learned.
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6. Agreement Period

This agreement is effective as of [date] and will remain in place for [1–2 years], with extensions or revisions as mutually agreed.

Signed:

Homeless Services Center Operator Representative: _____

Date: _____

Neighborhood Representative: _____

Date: _____

Business Owner Representative: _____

Date: _____

Optional Add-ons:

- **Map of service zone or patrol area**
- **Contact sheet:** key phone numbers for the Homeless Services Center, outreach teams, property managers