

Amended HopeWorks and Wells Park Neighborhood Association Good Neighbor Agreement

This Agreement is between HopeWorks and Wells Park Neighborhood Association (WPNA), a City-recognized neighborhood association, with the purpose of establishing clear expectations for the operation of Hope Village and strong channels of communication that will strive to uphold the safety, community character, and quality of life of the WPNA area, and engender mutual respect, understanding, and collaboration among HopeWorks' staff, tenants, WPNA, and area residents, property owners, and businesses. This Agreement is endorsed by the City of Albuquerque and the businesses, property owners, residents, and neighborhood associations listed below.

To achieve our mutual goals, HopeWorks and WPNA agree to the following:

I. **Safety**

HopeWorks will maintain security measures at Hope Village including but not limited to the following:

- a. 24/7 on-site, professional clinical support staff.
- b. 24/7 on-site, non-resident, professional staff for the front desk.
- c. 24/7 on call trained mental health professionals.
- d. Tenant and employee-only access gates at all entrances to Hope Village will be kept locked 24 hours per day, 7 days per week, and be maintained in good operating condition at all times; vehicular and other gates to the remainder of the Hope Village property will be locked by 8 pm nightly and in be kept in good operating condition at all times.
- e. Secure fencing will be established and maintained around the entire perimeter of the Hope Village property and between Hope Village and the current HopeWorks Day Shelter and Behavioral Health Services facility to the south. The fencing shall be made of attractive (not chain link), durable materials that do not inhibit visibility in accordance with Albuquerque Police Department (APD) Crime Prevention Through Environmental Design (CPTED) strategies.
- f. No tenant guests or other visitors shall be allowed in the Hope Village building or on Hope Village grounds after 8pm. All guests and other visitors must sign in and out at the Village front desk. Guest and visitor curfews will be enforced by on-site staff.
- g. Security cameras shall be strategically placed so that all public areas and entrances of the Hope Village facility, including the parking area, are monitored. Security

cameras shall be maintained and kept operational at all times. Recordings will be saved for a minimum of 30 days and made available to APD upon request.

- h. Updated contact information for the front desk shall be posted online and provided to WPNA.
- i. Services to Day Shelter clients will not be provided at Hope Village. Tenants of Hope Village may access behavioral health services and/or meal service at the day shelter.
- j. No convicted or registered sex offenders shall be accepted as tenants.

II. Property Maintenance

- a. Property shall be kept maintained, clean and in good condition.
- b. No personal property of tenants or guests shall be permitted outside the gated property boundaries.
- c. Public sidewalks and any unpaved pedestrian pathways directly adjacent to HopeWorks property boundaries shall be monitored and will remain clear of debris. HopeWorks will actively engage in preventing and discouraging public encampments.
- d. There shall be no parking of Hope Village tenants, guests or employees on other private property.

III. Leasing and Eviction

- a. Lease contract language, tenant acceptance criteria, and eviction policies shall be publicly posted on-line and provided to WPNA, and upon request to any other WPNA area resident, property owner or business.
- b. WPNA shall be notified in writing should lease contract language, tenant criteria or eviction policies be updated or changed.

IV. Neighborhood Engagement and Mutual Support

- a. Bi-annually, HopeWorks and WPNA will meet to exchange relevant information and discuss any ongoing issues or concerns relating to the operation and maintenance of HopeWorks facilities, and the terms of this Agreement and whether amendments are necessary.
- b. HopeWorks will provide WPNA with a copy of any annual reporting to the City of Albuquerque for Hope Village.
- c. HopeWorks annually shall join WPNA; WPNA shall provide the date, time, and location of meetings; and a HopeWorks representative will regularly attend WPNA board and membership meetings.


- d. HopeWorks shall invite the WPNA President or delegate to attend at least one board meeting each year.
- e. HopeWorks annually will offer a tour of its facilities to WPNA members and WPNA will encourage members to participate.
- f. HopeWorks will provide WPNA information about volunteer opportunities at HopeWorks. WPNA will disseminate this information to its Board and as feasible, its membership. WPNA in turn will provide HopeWorks with information about volunteer opportunities within the WPNA community.
- g. The Hope Village Program Manager and WPNA will exchange contact information, including phone and email.
- h. HopeWorks and WPNA will jointly request a “calls for service” report from APD six (6) months from date of completion of Hope Village, and annually thereafter, HopeWorks and WPNA will jointly request an area “calls for service” report from APD and ask that the Valley Area Commander meet with the District 2 City Councilor, HopeWorks, and WPNA in a joint meeting to review data and determine if there are trends that should be addressed or actions that should or can be appropriately taken.
- i. HopeWorks will keep WPNA informed about future development of its property and the addition of or change to on-site services.
- j. HopeWorks and WPNA will collaborate with the City, area residents, property owners, and businesses to identify, and find solutions to, the negative impacts of concentrated homelessness in the WPNA area.
- k. HopeWorks is encouraged to engage with other surrounding neighborhood groups.

V. **Escalating Remedies**

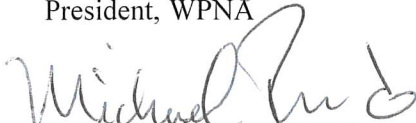
A copy of this Agreement, and any subsequent amendments, will be filed with the Family and Community Services Director and with the District 2 City Councilor. If insurmountable issues or concerns arise, or if issues and concerns cannot be resolved within a reasonable amount of time as agreed upon by both HopeWorks and WPNA, the following steps will be available to either party:


- a. The “aggrieved” party will notify the other party in writing via email or US Mail of the existing issue or concern. Notices to WPNA will be sent to both the WPNA president and vice-president; notices to HopeWorks will be sent to the HopeWorks Executive Director and Hope Village Program Manager.


- b. Upon receipt of such a notice, the “offending” party will promptly acknowledge receipt of the notice and will have fifteen (15) calendar days to either resolve the issue or concern or schedule a meeting to attempt to reach a resolution.
- c. If a resolution cannot be reached, or if the issue or concern is not resolved within the agreed upon time, the conflict will be referred to mediation through the City of Albuquerque or to an agreed-upon private mediator. Any costs for mediation will be split between the parties.
- d. Nothing in this Agreement precludes the parties from pursuing other available legal remedies.


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