

GOOD NEIGHBOUR AGREEMENT
Between THE CITY OF PORT COQUITLAM
and HOPE FOR FREEDOM SOCIETY

July 2015

Preamble

The Hope For Freedom Society (“the Society”) is a non-profit society established under the provincial *Society Act* in 1998. The Society has also obtained charitable status under applicable income tax legislation of the Government of Canada.

The Society operates a residential drug and alcohol recovery facility (“the Facility”) at 3135 Oxford Street in Port Coquitlam. To date the facility has not obtained a business licence from the City of Port Coquitlam (“the City”).

The Society wishes to increase the number of occupants in the facility, maintain compliance with the Bylaws of the City and obtain a business licence for the Facility.

The City considers that the accommodation of a relatively large number of unrelated adults in a building designed to operate as a single family residential dwelling unit is likely to affect the residential character of the adjoining neighbourhood unless certain operational policies are established and observed.

To that end, the Society and the City have deemed it expedient to enter into a Good Neighbour Agreement. Such an agreement will benefit both parties by establishing minimum standards of conduct for the facility, forestalling potential nuisance issues, and avoiding complaints to the City, which, if unresolved, could jeopardize the Society’s business licence.

Purpose of the Agreement

The purpose and goals of this good neighbour agreement are:

- 1) To establish and ensure the continuation of open dialogue and communication between the Society and the City in relation to the operation of the Facility;
- 2) To maintain the safety and livability of the neighbourhood in the vicinity of the Facility; and
- 3) To address crime and nuisance issues and fear of crime and nuisance issues within the neighbourhood in the vicinity of the Facility.

The City acknowledges that the Society has established its own operational policies for the Facility, including tenant screening criteria and acceptable behaviours, which are relevant to relations with the neighbourhood. The following provisions are accepted by the parties in the belief that they are relevant to acceptance of the facility by the surrounding neighbours. No criticism of the Society’s past or present operational policies is intended or implied.

1) Management and Security

The Society will ensure that:

- a) the Facility is managed to professional standards;
- b) a designated house monitor is on the Facility premises at all times and responsible for overseeing the operation of the premises and the conduct of clients of the Facility on a 24 hours a day, seven days a week basis;
- c) a responsible staff person is able to respond to complaints made under Section 2 at all times, and
- d) the identity, contact telephone number and e-mail address of the designated house monitor and responsible staff person, and of any significant changes to such contact information, are provided to the City.

2) Complaint Mechanism

The Society will:

- a) provide residents of the neighbourhood in the vicinity of the Facility, on request and by posting the information on the exterior of the Facility in a legible fashion, the information described in Section 1(d);
- b) ensure that the responsible staff person receives, investigates, and deals effectively with any complaint made by a resident of the neighbourhood, including reporting back to the resident on the disposition of the complaint; and
- c) maintain a written record of neighbour complaints, related investigations, disposition of complaints, and follow-up reports to residents, for inspection by the City from time to time at the City's request, but nothing in this Section obliges the Society to divulge information that is confidential or privileged under any statute or the common law.

3) Property Maintenance

The Society will maintain the Facility and its premises to an appropriate neighbourhood standard, and will, without limiting the generality of the foregoing

- a) maintain landscaping to the standard normally associated with residential premises in the City;
- b) promptly remove any graffiti that appears on the Facility;
- c) store domestic garbage in sealed containers;
- d) ensure regular pickup of domestic garbage; and
- e) ensure that the Facility's grounds and adjoining boulevards are free of litter.

4) Conduct of Residents

The Society will ensure that the behaviour of Facility clients and staff does not cause nuisance to neighbouring properties, and without limiting the generality of the foregoing, will ensure that occupants

- a) do not trespass on adjacent properties;
- b) do not litter adjacent streets and properties;
- c) do not, through shouting, playing amplified music, or other means, cause noise disturbances on adjacent properties; and

- d) do not, either individually or in a group, engage adjacent neighbours in inappropriate or unwanted interactions of any kind.

4) Conduct of Visitors

The Society will ensure that the standards of conduct for residents and staff are also applied to visitors to the Facility.

5) Security

The Society acknowledges that it screens prospective clients for suitability of intake on a range of well-defined behavioural factors, in accordance with generally accepted standards of practice for drug and alcohol recovery facilities

The Society will provide the Coquitlam RCMP and the City's Fire and Emergency Services Department with names and contact information for use in case of any emergency or incident involving the Facility, and will keep such contact information up to date.

6) Noise

The Society will establish and enforce quiet hours and noise level limits for the Facility that are consistent with community standards, including the City's Noise Control Bylaw No. 2891.

7) Traffic

The Society will restrict the delivery of materials and equipment to Facility to the hours of 7:00 a.m. to 7:00 p.m. daily.

The Society will maintain off-street parking areas to warrants prescribed by the Engineering Department or the Development Services Department.

8) Storage of Materials

The Society will ensure that there is no outside storage of business-related materials or equipment at the Facility.

Officer Signature

Execution Date
Y M D

Hope for Freedom Society
by its authorized signatory(ies):

2015 ____ ____

Name:

Name:

(as to both signatures)

Name:

Officer Signature

The City Signature
by its authorized signatory(ies):

Name:

2015 ____ ____

, Mayor

(as to both signatures)

,Corporate Officer