

**GOOD NEIGHBOR AGREEMENT REGARDING A  
TEMPORARY MANAGED COMMUNITY  
LOCATED AT  
621 WEST WESLEY AVENUE, DENVER, COLORADO 80223**

**LA PAZ MICRO-COMMUNITY**

This Good Neighbor Agreement (the “Agreement” or “GNA”) is entered into by and between the Overland Park Neighborhood Association, Neighbors of Overland North, and immediate neighbors and businesses, collectively referred to as “Neighbors”, and Colorado Collaborative Village (CVC), operating La Paz Micro-Community, located at 621 West Wesley Avenue, (“La Paz”). Together, the Neighbors and CVC are referred to as the “Parties”<sup>1</sup>. This document contains agreed upon operating intentions for making the micro-community a success for its participants and for the immediate neighborhood. Although not a GNA signatory, the City and County of Denver has publicly made certain commitments referred to in the GNA, and neighbors have documented their desire for more protective measures: these are noted where they occur.

**Neighborhood Background**

The Overland neighborhood is a diverse mixed-use segment of southwest Denver, historically impacted when the City and County of Denver has found it useful to the City’s overall operations. Past expansion of traffic arteries Evans Avenue and Santa Fe Drive has effectively cut the neighborhood into quarters with high volume traffic, leaving reduced communication between its quadrants.

Within Overland's smallest quadrant, in a single-family home residential setting, Mayor Mike Johnston’s "House1000" homelessness program has built the La Paz Micro-Community, a tiny-home facility designed to transitionally shelter up to 120 formerly camping individuals (for a maximum of up to four years, per Denver zoning code). The site will be managed by Colorado Village Cooperative (CVC), a non-profit with several years’ experience with similar facilities. Although many neighbors strongly resisted this under-served location, the large project size, and its proximity to families with children, La Paz has already welcomed its first Program Participants.

The challenge facing existing residents is to accept and normalize neighbor-to-neighbor relations with a sudden increase in their quadrant’s population, eventually amounting to nearly 50% more people in a six square block area. Neighbors confront the reality that "House1000" program success – eventually transitioning La Paz Participants into permanent housing – can be enhanced by their supportive and neighborly interaction with this new population.

Boundaries of the Overland Park Neighborhood Association (OPNA) contain the SFMC site, and boundaries of Neighbors of Overland North (NOON) lie just to north of the quadrant containing the

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<sup>1</sup> This agreement is between the Colorado Village Collaborative and a volunteer group of stakeholder neighbors, chosen by the City of Denver. The neighbors involved are not parties to any of the contracts related to the La Paz site and are involved strictly in a volunteer capacity. Feedback was sought from neighbors throughout the collaborative process of GNA construction. Feedback will continue to be solicited throughout the Good Neighbor Committee process.

Therefore, the neighborhood volunteers listed above are not liable for actions resulting from the behavior of residents of the La Paz micro-community, impacts to the neighborhood as the result of items contained within the Good Neighbor Agreement, or the dissatisfaction of neighbors regarding how well the GNA represents their interests.

site. To help frame and facilitate this dramatic adjustment, a Good Neighbor Agreement is hereby enacted between these two most affected Registered Neighborhood Associations in the area and site manager, Colorado Village Cooperative. As yet there is no negotiated arrangement involving other jurisdictional entities – including the City and County of Denver, the Denver Police Department and Denver Parks and Recreation – to further define responsibilities regarding Mayor Johnston’s “House1000” Plan.

### **Colorado Village Collaborative Background**

Colorado Village Collaborative (CVC) exists to create and operate transformational alternative-sheltering communities in partnership with people coming from homelessness. With an empowerment-based and anti-oppressive lens, CVC reaches across sectors to address the current housing crisis. Together with our partners, we design and produce alternative shelter that is affordable, quick and easy to build, community-centric, and environmentally friendly.

CVC lives into and brings with them the following values:

Community: We provide a safe and stable environment for our community members and staff. We build trust and understanding within our organization and the surrounding community. We commit to developing and maintaining relationships that promote an end to the social isolation that many people experiencing homelessness face.

Collaboration: We are one team with multiple programs working together to provide the best opportunities for our community. We partner with other organizations to deliver services and have the greatest impact.

Creativity: We meet the needs of a specific group of unhoused individuals, filling a gap in the services currently provided for this group, while remaining person-focused and meeting individuals where they are.

Honor Lived Experience: Our community members have a voice in how they experience our communities. We commit to hiring staff with lived experience to ensure the creation of a de-stigmatizing safe and brave spaces.

Equity and Social Justice: We aim to create inclusive safe spaces for all people regardless of race, color, gender identity and/or expression, sexual orientation, or disability.

CVC is committed to reaching an agreement with its Overland neighbors and community to ensure a positive quality of life for both the La Paz Micro-Community Program Participants and those living in the immediate area.

Representatives of the immediate neighborhood and businesses are also committed to working with CVC to ensure a positive and supportive relationship while limiting potential problematic impacts.

To accomplish this, we have discussed and defined the following points of agreement. This Good Neighbor Agreement (GNA) describes the agreements and expectations established and agreed to by Colorado Village Collaborative and Neighbors. The goals of this Good Neighbor Agreement (GNA) are to provide a means for both CVC and adjacent neighbors<sup>2</sup> to work effectively together so CVC,

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<sup>2</sup> Adjacent neighbors in this document generally refers to neighbors and businesses within a 2-3 block area surrounding LaPaz Community.

the individuals they serve, and the adjacent neighbors are able to experience the quality of life necessary to enjoy comfort and safety in their neighborhood.

This document defines the intent and agreement of all parties represented, by clearly identifying the expectations and responsibilities for CVC and the Neighbors in achieving their shared goals.

Key to achieving this is the Parties combined commitment to:

- Maintaining a peaceful, safe and beautiful Overland neighborhood.
- Establishing and keeping an open line of communication among the Parties.
- Developing a process to address questions, concerns and solve challenges.
- Providing a safe and welcoming environment to La Paz program Participants.
- Enhancing neighborly relations among program Participants, property owners, neighbors, visitors and businesses living in, working in and visiting the area.
- Cultivating voluntary opportunities for Participants and other neighbors to perform service, enjoy events and share experiences.

WE, THE PARTIES agree to the following:

#### **I. Communication and Coordination**

##### **a. Reporting Activity.**

- i. Emergencies. In the event of an active crime or fire, please call 9-1-1.
- ii. Illegal activity. To report a crime that has taken place, but is no longer “active”, call 311. The person calling in the crime/event is encouraged to notify CVC.
- iii. Mental health issues. To report someone in mental health distress, please call 720-913-STAR (7827), please call 9-1-1 and request a STAR team response.
- iv. Non-emergency. CVC will maintain a phone number and email that is monitored and responded to as quickly as possible, but always within 24 hours. This phone number and email will be posted in a conspicuous location, shared with the GNC, and neighbors.

Phone number – 720-831-3498

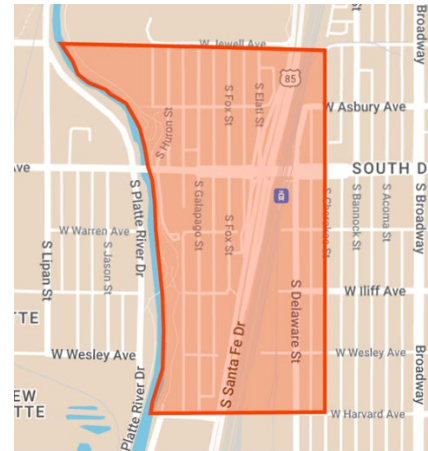
Email – [info@covillageco.org](mailto:info@covillageco.org)

1. To report a non-emergency issue or concern, such as trash, noise, loitering, or inappropriate behavior in the immediate area of CVC, please either call or email. In this instance, the immediate area is defined as, the property under the control of CVC, parking lots, adjacent sidewalks, adjacent tree lawns and right of way.
2. If appropriate, a photo documenting the concern may be taken and texted or emailed to CVC.
3. CVC will make available translation for any other than English speaking individuals that call the CVC phone number.

- b. 2-3 Block Geo-tagged issues or concerns. In the event of a non-emergency, unhoused or temporary managed community related issues, including developing encampments, cars or RV's used for housing, loitering, etc., both the Neighbors and CVC will call 311. The City of Denver has committed to placing a priority on 311 calls within a geotagged 1,000 feet of La Paz. Please see Exhibit D for additional information and clarity of expectations.



- c. The Overland Neighborhood defines their neighborhood a bit more broadly, due to the unique nature of the Overland neighborhood, which is bisected by Evans Avenue and overpass, Santa Fe, and light rail and freight rail lines, the Good Neighbor Committee will, in cooperation with their Community Resource Officers, monitor a broader area (see map) for issues associated with unhoused individuals in order to determine if a future negotiation of the geofence boundaries is needed.



**II. Communication and the Good Neighbor Committee.**

- a. The Parties acknowledge that ongoing and regular communication is essential to maintaining a cooperative and successful relationship. To achieve this a Good Neighbor Committee (“GNC”) will be formed, comprised of the representatives listed in bullet (b) below. The purpose of the GNC is to provide a small working group where all relevant entities are represented and can engage in open, honest, respectful, and transparent discussions regarding the challenges and opportunities for this site. The GNC serves as a place for these discussions to take place and be resolved.
- b. The GNC will be comprised of a minimum of;
  - i. One representative each from both the OPNA and NOON RNO’s,
  - ii. One representative from the Spanish speaking community of Overland,
  - iii. At least one representative and not more than five from the immediate neighborhood,
  - iv. Two representatives from CVC,
  - v. One representative from the mayor’s office,
  - vi. One representative from the Council office, and
  - vii. The Denver Police District’s Community Resource Officer or their designee.
- c. A City appointed facilitator may facilitate the organization and first few meetings of the GNC.
- d. GNC members:
  - i. Will be committed to supporting the success of CVC and advocating for cooperation amongst the Parties.
  - ii. Will keep personally identifiable information and legally protected information confidential.

- iii. The GNC will meet monthly for the first six months following the execution of this Agreement and then determine if they will move to quarterly meetings.
- iv. Will review security reports, and other relevant items.
- v. Will serve as a point of communication between the Parties for both collecting and disseminating information.
- vi. Will review and discuss any significant changes to the operation of the site by CVC.
- vii. Will be provided with and discuss information regarding La Paz. This information will include, but not be limited to;
  - 1. Number of residents,
  - 2. Updates on exits as reflected in the House1000 Dashboard,
  - 3. Program Participant successes such as supplied by CVC,
  - 4. Complaints to CVC and resolutions,
  - 5. Calls for emergency response,
  - 6. Crime data from DPD,
  - 7. Challenges and opportunities, and
  - 8. Other information as appropriate.
- e. The GNC may approve changes and updates to this Good Neighbor Agreement which will be clearly outlined, documented, and shared with the community.
- f. The GNC membership may vote to remove a member of the GNC who either fails to attend a significant number of times or behaves in a manner inconsistent with the intent of the GNC.
- g. A summary of the GNC's meetings will be made available to the Parties and may be shared with the public.
- h. The GNC members are volunteers and are not subject to any legal action that may be brought against the City of Denver or Colorado Village Collaborative.

### **III. Program Participant Expectations**

- a. CVC will work with partner organizations and City agencies to establish transition plans to guide Program Participants towards long-term stability with respect to income and housing, accessing healthcare and other services. These “wrap-around services” include, but are not limited to those listed in Exhibit B.
- b. CVC Program Participants will have access to case management and health care services upon moving into La Paz Micro-Community.
- c. Participants will not have personal visitors on the site. Only staff, volunteers, community partners, and public health and safety emergency personnel, or other authorized visitors are permitted within the La Paz Micro-Community.
- d. Upon entrance to the La Paz Micro-Community, Program Participants will participate in a CVC screening and interviewing process to determine what resources and services will be most helpful to them in their efforts to become self-sustaining.
- e. La Paz Micro-Community Program Participants will be required to sign and uphold a basic site-specific “CVC Use Agreement” which will include, but not be limited to the items below. A copy of this agreement is attached as Exhibit A.
- f. If an individual does not follow the “Use Agreement”, they can be exited from the program and the site. Reasons a Program Participant may be exited are listed below, and as Exhibit A, but may not be limited to either list and is carried out at the discretion of CVC.
  - i. Misuse (the excessive use of, or intoxication leading to disruptive behavior) of alcohol, marijuana, psilocybins, or illegal drugs becoming harmful to themselves or others.

- ii. Failure to treat other Program Participants, staff, neighborhood residents, neighborhood, employees and contractors, volunteers, and businesses and their patrons with respect.
  - iii. Trespassing on private property and or treating other people's property with disrespect.
  - iv. Failure to abstain from violence, weapon possession, illegal drugs, theft, and oppressive or discriminatory behavior.
  - v. Being deemed a threat to either other Program Participants or those in the neighborhood.
  - vi. Consistent littering around the site and surrounding properties.
  - vii. Changes in composition or occupancy other than as permitted in the Use Agreement.
  - viii. Use of the premises for any profit-making or criminal activities, including drug-related activities.
- g. CVC follows a specific restorative justice model for addressing behavior that violates the Use Agreement. This process generally includes a verbal warning and discussion, then may escalate to a written warning and discussion, and if the behavior does not change the Program Participant is exited from the site.
- i. If a Program Participant is exited from the site, they will be offered free transportation out of the neighborhood, and strongly encouraged to take advantage of this offer.
  - ii. When appropriate and possible, exited Program Participants will be transferred to a service location that may better meet their needs.
  - iii. If, in the very rare case where a Program Participant may be a threat to the neighborhood, CVC will inform the neighborhood and the police.

#### **IV. Staffing and Site Operations**

- a. CVC will have multiple staff and trained personnel on-site to fully accomplish their goals and services for their Program Participants as outlined by CVC and the City. Staffing numbers will fluctuate, there will always be a minimum of two staff on-site at all times.
- b. CVC staff and personnel will monitor both the internal activity at the La Paz Micro-Community, and any activity immediately adjacent that may adversely affect the broader community and La Paz Micro-Community itself.
- c. The site will be secured by a fence with a locked main entrance/exit and an emergency exit. Program Participants must be let onto the site by staff.
- d. Sanitation. CVC will support the Program Participants with necessary amenities to maintain health and sanitation of La Paz Micro-Community and surrounding Neighborhood including laundry services, toilets and showers, personal hygiene items, dog waste bags and convenient trash receptacles throughout the site.
- e. Adequate and regular weekly trash pick-up to avoid odors and overflow will be provided by CVC, including disposal options for hazardous materials.
- f. CVC will designate a specific area for Program Participants to smoke, if outside their home, that will have minimal impact on neighbors.
- g. CVC and Neighbors will work in cooperation with the City to prevent and clear any encampments, and remove cars or RV's being used a housing, within the 2-3 block area surrounding La Paz Micro-Community.
- h. CVC will keep the premises and perimeter of their property free of trash, weeds, dog waste, drug paraphernalia, and debris. CVC will shovel snow off the sidewalks and other spaces as required by the City.

- i. CVC will be responsible for working with their City partners in maintaining the site including landscaping, providing adequate lighting, and fencing. Lighting will be according to City code and should keep all areas lit from sundown to sunup and be contained on the immediate property and not intruding on neighbor's property.
- j. CVC agrees that staff, Program Participants and/or their guests will not play amplified sound inside La Paz Micro-Community outside of quiet hours. Quiet hours are defined as 9:00pm - 7:00am, and all noise emanating from the La Paz Micro Community will be limited to a maximum of 55 decibels.
- k. No loitering or soliciting will be permitted by Program Participants immediately adjacent to the CVC. If loitering occurs, Program Participants and site staff will be responsible for addressing the activity immediately and asking the individuals to move on. If this approach fails, 311 or the Denver Police Department may be contacted.

## **V. Security**

- a. Crimes or emergencies taking place at La Paz Micro-Community will be reported to the appropriate agency.
- b. CVC will work with Denver Police Department to facilitate a Crime Prevention Through Environmental Design (CPTED) evaluation, and then work with DPD and the City to implement the recommendations.
- c. CPTED recommendations will be followed with respect to security cameras and lighting. CVC will work with the City to accomplish installation and maintenance of both cameras and lighting.
- d. In the event of suspected criminal or illegal activity, CVC will cooperate fully with DPD by providing relevant security camera footage, if requested.
- e. Adjacent neighbors with porch and/or security cameras may provide any helpful footage as requested in investigation of possible criminal or illegal activity. As requested by DPD, CVC will review security camera footage that could assist with investigations outside the property.
- f. Denver Fire and DDPHE will be performing scheduled and surprise inspections to ensure compliance and identify areas for remediation.
- g. Security concerns will be discussed and addressed at the GNC meetings.
- h. CVC will make a good faith effort<sup>3</sup> to resolve complaints from the Neighbors regarding noise, odors, litter, loitering, excessive late-night activity, profanity, parking issues, rodent issues, smoking and other disturbances in a timely manner, providing a explanation of "timely" to the complaining party within 24 hours.
- i. If/when the additional sixty units are added, the need for additional security coverage will be discussed and evaluated.

## **VI. Neighbor Expectations**

- a. It is hoped that Neighbors will make a reasonable and good faith effort to ensure their neighborhood is a welcoming, supportive and an inclusive community that continues to embrace diversity and cultivates creative problem-solving related to those issues surrounding The La Paz Micro-Community.
- b. The Neighbors and CVC may look to identify and coordinate opportunities to host and/or be involved in activities that encourage getting to know each other and to create a welcoming environment.

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<sup>3</sup> "Good faith effort" in this case is defined as what a reasonable person would determine is a diligent and honest effort under the same set of facts or circumstances.

- c. Neighbors, when possible, will be courteous in greetings and everyday encounters.
- d. Neighbors will follow the complaint and dispute resolution process outlined below.

**VII. Complaint and Dispute Resolution Process**

- a. Should any Party to this Agreement believe that another Party is in violation of this Agreement, that Party shall notify the other Party and the GNC point of contact in writing via email, describing the situation they believe constitutes the violation.
- b. Upon receiving such notice, the Party alleged to be in violation will have twenty-four (24) hours to resolve the situation, or longer time as may be reasonably required in the circumstances, but not to exceed ten (10) calendar days, provided that the Party having received notice of an alleged violation has made reasonable, continuous efforts to resolve the violation.
- c. If there is disagreement regarding the violation, the GNC will be convened to discuss the situation and make a determination.
- d. If the situation is not resolved, such situations must be submitted to informal dispute resolution, such as mediation through the City of Denver, as an option for Parties to address any unresolved disputes prior to any Party seeking remedy through the legal system.

**VIII. This Agreement.**

- a. This Agreement, along with any appendices and specific document references, is the entire agreement between the Parties with respect to The La Paz Micro-Community located at 621 West Wesley Avenue and may not be amended or modified except by an instrument executed in writing by all Parties.
- b. May be executed in separate counterparts (or upon separate signature pages bound together into one or more counterparts), each of which, when so executed and delivered, shall be an original, but all such counterparts shall together, constitute one and the same instrument.
- c. The rights and obligations pursuant to this Agreement shall run to the successors and assigns of the Parties and shall constitute a covenant running with La Paz as long as CVC or any other organization manages the property for this purpose. The Parties acknowledge and agree that this Agreement will be recorded in the official records for the City and County of Denver.
- d. Each person signing on behalf of an entity below represents that she/he/they have the authority to execute and deliver this Agreement on behalf of such entity and to bind such entity to the terms hereof.

IN WITNESS WHEREOF, the Parties have executed this Agreement as of the latest date set forth below and on the following page.

SIGNED:

*Dede de Percin*

2024-04-11

\_\_\_\_\_  
Dede De Percin, CEO of Colorado Village Collaborative

\_\_\_\_\_  
Date

*Cuica Montoya*

2024-04-11

\_\_\_\_\_  
Cuica Montoya, Senior Director of Homeless Programs at CVC

\_\_\_\_\_  
Date



*Jenn Greiving*

2024-04-11

Jenn Greiving, President of Overland Park Neighborhood Association

Date

*Helene Orr*

2024-05-27

Helene Orr, President of Overland North

Date

Maria Alicia Eres Ashar, Spanish Community representative

Date

*Jack Unruh*

2024-04-18

Jack Unruh, Neighbor

Date

*Daniel Reiling*

2024-04-19

Daniel Reiling, Neighbor

Date

*Liz Petersen*

2024-04-11

Liz Petersen, Neighbor

Date

Mara Owen, Neighbor

Date

*Ryan Aids*

2024-04-11

Ryan Aids, Neighbor

Date

## EXHIBIT A



### Use Agreement

In order to promote a safe, healthy culture, community members are asked to uphold the following responsibilities.

#### Program Participant Responsibilities:

- Complete intake form with Site Manager or site staff upon moving into the SOS.
- Positive interaction with fellow Community Members, Staff and Volunteers.
- Discuss housing plans and other resources with outreach workers, case managers and peer supporters.
- Promote peace and wellbeing for all guests.
- Only staff, community members, and volunteers are allowed on site.
- Uphold Basic Guidelines.

#### Behaviors that result in our accountability process (Verbal, Written Warning, Exit)

- Substance use/possession and paraphernalia (If staff sees it, smells it, or feels it, it will be confiscated and disposed of).
- Disallowed storage of belongings outside of tent.
- Opening the gate.
- Guests in MSU (manufactured sleeping unit).
- Disruptive behavior - Maintain acceptable and zoning compliant noise levels during the day and observe quiet hours.
- Disrupting Good Neighbor Guidelines.

#### Behaviors that result in an immediate written warning that does not reset

- Discriminatory/Oppressive Behavior.
- Fires or Open Flames in a tent or flammable materials, grills.
- Threats of physical harm.
- Theft.

#### Behaviors that result in an immediate exit

- Violence.
- Possession of firearms.
- Dealing/Trading substances.

#### Additional Expectations

- ✓ Complete daily check-ins.
- ✓ Follow shower and laundry guidelines.
- ✓ Adhere to hygiene expectations.
- ✓ Agree to leave the Community to receive medical treatment, if needed.
- ✓ Keep space clean - tent checks are performed weekly.
- ✓ Only one bike/scooter/empty cart, welcome mat and plant to be allowed outside of your tent.
- ✓ Keep permitted pets on a leash and clean up after pets.
- ✓ Address conflict nonviolently, staff is available to assist with conflict resolution.
- ✓ Report violations of agreements to staff.
- ✓ Agree to leave the Community in case of emergency, if exited by staff or once the Community closes.

EXHIBIT B  
SERVICES DESCRIPTION

A. Site Operations

1. Keep sites operating 24 hours a day, seven days a week, 365/6 days a year.
2. Provide facility management to oversee the day-to-day operations and maintenance of micro-communities to ensure compliance with all building codes, health regulations, and safety issues.
3. Maintain the infrastructure and amenities, and utilities, providing regularly scheduled and general repairs and maintenance services such as trash, exterior litter removal, pest control, snow removal both inside the fenced area and from entries, changing light bulbs, minor repairs to clogged toilets and leaky faucets and any other basic repairs; provide necessary emergency maintenance service. Please see Appendix A for the matrix of responsibilities.
4. Collaborate with City representative(s) to notify and address any critical incidents on site
5. Maintain a minimum one staff member on site per 40 clients 24/7 with proper credentials including knowledge and experience in, conflict de-escalation and mediation, and trauma informed care.
6. Communal spaces should be cleaned at least twice per week, or more frequently as needed and cleaning supplies should be available for clients as needed.
7. Manage site safety and security to establish and enforce security protocols to ensure the safety of residents and staff.
8. Training for all staff will include de-escalation training and Cardiopulmonary Resuscitation (CPR).
9. Vaccinated or working toward full vaccination and non-aggressive pets will be allowed at the facility.
10. Site Operator will intake clients via HOST's encampment resolution and outreach team process.

B. Client Case Management and Navigations Services

1. Resident Intake and orientation including Homeless Management Information System (HMIS) intake and subsequent services and exits documented in HMIS.
2. Provide necessary referrals and coordination for any mental and physical healthcare needs.
3. Provide benefit, employment, and resource navigation and enrollment assistance within 30 days of clients enrolling into site.
4. Provide housing navigation.
5. Provide peer navigation.
6. Provide case management and supportive services that are housing-focused, trauma-informed, person-centered, and utilize a harm reduction approach for all clients.
7. Provide resources for Limited English Proficient (LEP) individuals to ensure all guests have access to services in their language of choice.

EXHIBIT C  
Requested Community Investments

1. Completion by the City and County of Denver of noise barrier renovations to the standard of those at the micro-community or better from Jewell Avenue to Harvard Avenue.

EXHIBIT D  
311 Expectations



MIKE JOHNSTON  
MAYOR

CITY AND COUNTY OF DENVER  
OFFICE OF THE MAYOR

City and County Building  
Denver, CO 80202-5390

p: 720.865.9090  
[denvergov.org/mayor](http://denvergov.org/mayor)

February 23, 2024

Steve Charbonneau  
Find Solutions  
6981 Iris Court  
Arvada, CO 80004

Dear Steve:

My administration is fully committed to ensuring the safety and success of our House1000 sites for both program participants and the surrounding community. This commitment to responding to and addressing the challenges of neighborhoods has been abundantly clear in the 60 neighborhood meetings that I attended about the House1000 plan during the first 6 months of my administration. In order to ensure the safety and success of neighborhoods adjacent to House1000 sites, we have taken proactive steps to establish systems that will alert our city agencies to any incidents that may occur in the surrounding communities. Additionally, we are taking proactive steps to increase police patrol and response in these neighborhoods. Please find an outline of these efforts below.

**We have established electronic geofencing through 311.** This geofencing provides real-time alerts of any 311 complaints within 1000 feet of a House1000 site directly to the Director of Encampment Response. Complaints within these geofenced locations are prioritized for immediate response. My staff meets daily with the Denver Police Department and other city agencies to track and ensure complaints within these geofenced areas have received response on a daily basis.

**We are committed to responding to incidents immediately.** Given the immediate alerts to the Director of Encampment Response, and the daily coordination calls mentioned above, any encampment related activities within 1000 feet of any House1000 site will receive response within 24 hours.

**We are committed to evaluating data and assessing response times as observed by adjacent communities.** As the Good Neighbor Committees meet on a regular basis, we expect these committees to compile their own record of 311 complaints and track their understanding of response times. My team is eager to receive the Good Neighbor Committees' feedback in order to understand the success of this process and the ways in which the process can continue to be improved.

**Denver Police will increase patrols in adjacent neighborhoods.** The Denver Police Department is fully behind this effort and poised to ensure the health and safety of neighborhoods welcoming people previously experiencing homelessness. Every Denver resident deserves to live in a safe and healthy neighborhood and DPD will stand ready to address any challenges that may arise as the Department works to advance our broader city-wide goals around crime-reduction.

Addressing homelessness comprehensively and maintaining neighborhood safety is a difficult but solvable problem. Collectively, we can solve that problem. The solutions outlined above will enable our city agencies to respond to any issues that might arise in a timely and effective manner. These steps affirm the reality that my administration is completely committed to the success of these sites for both the program participants and their neighbors. We are committed to ensuring that the House1000 sites are safe, fully staffed, and secure for the program participants and staff, and that surrounding neighborhoods remain beautiful and welcoming places to live, work, and play.

We look forward to ongoing conversations with the community and ensuring appropriate response times that promote safety and success for people in every corner of our great city.

Sincerely,

A handwritten signature in black ink, appearing to read "Mike Johnston". The signature is fluid and cursive, with the first name "Mike" being more prominent.

Mike Johnston  
Mayor