

**GOOD NEIGHBOR AGREEMENT REGARDING A
TEMPORARY MANAGED COMMUNITY
LOCATED AT
12033 East 38th Avenue
THE STAY INN COMMUNITY**

This Good Neighbor Agreement (the “GNA” or “Agreement”) is entered into by and between the Montbello neighborhood, and its immediate neighbors and businesses, collectively referred to as “Neighbors”, and Bayaud Enterprises (“Bayaud”), operating the Stay Inn, located at 12033 East 38th Avenue. Together, the Neighbors and Bayaud are referred to as the “Parties”.

Bayaud Background

Bayaud Enterprises, Inc., was founded in 1969 to alleviate barriers to self-sufficiency for adults living with mental health and other disabilities. Since April 2020, Bayaud has supported or managed shelter operations and staff supervision of shelter attendants for large and small congregant sites. Bayaud is recognized for our ability to support our community’s most vulnerable residents. Bayaud takes an innovative approach that includes strengths-based, participant-driven services and support.

Staff encourage temporary guests to connect with Bayaud’s low-barrier and supportive services that range from necessary referrals and coordination for any mental and physical healthcare needs, provide benefit, resource navigation and employment referral to Denver Day Works, housing navigation, and case management and support services that are housing-focused, trauma-informed, person-centered, and use a harm reduction approach for all residents.

Montbello Neighborhood Background

Montbello, nestled in the northeast corner of Denver, Colorado, boasts a rich tapestry of values woven into its vibrant community fabric. Established just over six decades ago, Montbello has developed a steadfast commitment to diversity and inclusivity, embracing residents from various ethnic backgrounds and economic strata. The neighborhood's values are deeply rooted in unity, as exemplified by its residents' continuous efforts to stand undeterred by adversity and to foster interracial relationships. Despite facing historical neglect and isolation from Denver's city center, Montbellans have tirelessly advocated for essential services, exemplifying a shared dedication to community well-being.

Montbello's values extend beyond individual perseverance to collective action, as showcased by community-led initiatives like the Montbello Organizing Committee, the Struggle of Love Foundation, and Montbello 20/20. These endeavors reflect the neighborhood's commitment to addressing pressing issues such as food insecurity and limited access to essential services. Montbello stands as a testament to the enduring power of community unity, resilience, and a shared ethos that transcends challenges, shaping the neighborhood into a welcoming and tightly knit community where diversity is celebrated, and the collective well-being of its residents remains a shared priority.

Montbello's story is one of perseverance, diversity, and community strength, with residents continually working to overcome neglect and adversity. The neighborhood serves as a testament to the power of continuous community action and the importance of unity in the face of challenges.

Objectives

The goal of this Good Neighbor Agreement (GNA) is to provide a means for both Stay Inn Community and adjacent Neighbors to work effectively together so Bayaud, 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 Bayaud and the Neighbors in achieving their shared goals.

Key to achieving this is the Parties combined commitment to:

- Maintaining a peaceful, safe, and beautiful 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 Stay Inn Community residents and to neighbors, residents, property owners, visitors, and businesses living in, working in, and visiting the area.
- Supporting the Stay Inn Community's effective and safe operation at 12033 East 38th Avenue.

WE, THE PARTIES agree to the following:

I. Communication and Coordination

a. Reporting Activity.

- i. Emergencies. In the event of an active fire or suspected crime, call 9-1-1.
- ii. Suspected illegal activity. To report a suspected crime that has taken place, but is no longer "active", call 311.
- iii. Mental health issues. To report someone in mental health distress and in need of emergency services, please call 9-1-1 and request a STAR team response.
- iv. Non-emergency. Bayaud will maintain a phone number and email that is monitored and responded to as quickly as reasonably possible, but always within 24 hours. This phone number and email will be posted in a conspicuous location, shared with the GNC, and neighbors and also posted within Bayaud's service site.
 1. Phone number – 720.841.1268
 2. StayInnMicroCommunity@bayaudenterprises.org
- v. To report a non-emergency issue or concern, such as trash, noise, loitering, or inappropriate behavior in the immediate area of Bayaud, please either call or email. In this instance, the immediate area is defined as, the property under the control of Bayaud, parking lots, adjacent sidewalks, adjacent tree lawns and right of way.
- vi. If appropriate, a photo documenting the concern may be texted or emailed to Bayaud.
- vii. Bayaud will make available translation for any other than English speaking individuals that call the Bayaud phone number.

b. 2-3 Block Issues or Concerns.

- i. In the event of a non-emergency, such as unhoused or temporary managed community related issues, and including developing encampments, both the

Neighbors and Bayaud will call 311. Please see Exhibit D for additional information and clarity of expectations.

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 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 the Stay Inn. 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. Two neighborhood representatives,
 - ii. One Montbello Registered Neighborhood Organization representative,
 - iii. Two representatives from Bayaud,
 - iv. One representative from the Denver Mayor's office,
 - v. One representative from the Denver City Council office ("City"), and
 - vi. The Denver Police District's CRO or their designee ("DPD").
- 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 Bayaud 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 Stay Inn Community managed by Bayaud.
 - vii. Will be provided with and discuss information regarding the Stay Inn Community. This information will include, but not be limited to;
 1. Number of residents,
 2. Update on exits as reflected in the House1000 Dashboard,
 3. Successes such as data, metrics and stories,
 4. Complaints to Bayaud 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 written summary of the GNC's meetings will be made available to the Parties and may be shared with the public.

III. Program Participant Expectations

- a. Bayaud will work with partner organizations and City agencies to establish transition plans to guide site Residents towards long-term stability including in the areas of income, job opportunities, stable housing, accessing healthcare, substance abuse treatment, mental health counseling and other services that help graduate Residents to a more permanent place of stability and independence. These supportive services include, but are not limited to, those listed in Exhibit B.
- b. Only Residents, staff, volunteers, monitored visitors and public health and safety emergency personnel, or other authorized visitors are permitted within the Stay Inn Community.
- c. Stay Inn Community members will be required to sign and uphold a basic site-specific “Micro-Community House Expectations” which will include, refraining from the but not be limited to the items below. A copy of these Expectations are attached as Exhibit A.
- d. If a Stay Inn Community member does not follow the “Micro-Community House Expectations”, they can be exited from the program and the site. Reasons a Resident may be exited are failure to conform to the practices or engaging in restricted behaviors listed below, and those listed in Exhibit A; however, reasons for exiting the program may not be limited to either list and may be carried out at the discretion of Bayaud.
 - i. The use or misuse (the excessive use, intoxication) of alcohol, marijuana, psilocybin, or illegal drug that is disruptive or becomes harmful to themselves or others.
 - ii. Failure to treat other Residents, 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 Residents 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 “Micro-Community House Expectations”.
 - viii. Use of the premises for any unapproved profit-making or criminal activities, including drug-related activities.
- e. Bayaud follows a specific restorative justice model for addressing inappropriate behavior or behavior that violates the “Micro-Community House Expectations”. 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 Resident is exited from the site.
 - i. If a Resident 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, Bayaud will work with the City of Denver to ensure exited Residents may be transferred to a service location that may better meet their needs.
 - iii. If, in the very rare case where a Resident may be a threat to the neighborhood, Bayaud will inform the neighborhood and the police.

IV. Staffing and Site Operations

- a. For the purposes of this GNA, The Stay Inn Community shall include 2 laundry trailers; 3 restroom/shower trailers; 2 community rooms in separate buildings, with a security fence, and a parking area, between the neighborhood and the Stay Inn Community; but will not include lawn and/or yard space.
- b. Stay Inn Community is staffed twenty-four (24) hours per day with at least 3 shelter trained personnel. The purpose of which will be to monitor both the internal activity at the Stay Inn Community, and any activity that can adversely affect the broader community and The Stay Inn Community itself.
- c. Bayaud will meet the “Service Description” expectations as outlined in their contract with the City of Denver (see Exhibit B).
- d. Stay Inn Community’s property perimeter will be secured by a six-foot cedar privacy fence, which will be maintained in good condition, free of graffiti, by Bayaud. The property will be secured so only Residents, staff and other permitted persons are permitted inside the Stay Inn Community at all times.
- e. Bayaud will support the Residents with necessary amenities to maintain their health and sanitation in Stay Inn Community, including laundry services, toilets and showers, personal hygiene items, dog waste bags, and convenient trash receptacles throughout the site.
- f. Adequate and regular weekly trash pick-up to avoid odors or overflow will be provided by Bayaud, including disposal options for hazardous materials.
- g. Bayaud will designate a specific area for Residents to smoke, if outside the Inn, that will be located as far as reasonably possible from any adjacent businesses so as to have minimal impact.
- h. Bayaud and Neighbors will work in cooperation with the City to prevent any encampments within the 2-3 block area surrounding the Stay Inn Community, and to remove cars and RV’s used for housing within this same area.
- i. Bayaud will keep the premises and “immediately adjacent” areas to their property free of trash, weeds, dog waste, drug paraphernalia, and debris. Bayaud will shovel snow off the sidewalks and other spaces as required by the City.
- j. Bayaud 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.
- k. Bayaud agrees that staff, Residents and/or their guests will not make excessive noise or play amplified sound during “quiet hours”, being 10:00pm to 8:00am. During regular daytime hours, Stay Inn Community will abide by the city ordinance of a maximum of 55 decibels.
- l. No loitering or soliciting by Residents will be permitted immediately adjacent to Stay Inn Community. If loitering occurs, residents 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. Suspected crimes or emergencies taking place at Stay Inn Community will be reported to the appropriate agency.
- b. Bayaud will work with the 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 and maintained in a functional manner.
- d. According to the contract, the City of Denver owns and manages the security cameras. In the event of suspected criminal or illegal activity, Bayaud will cooperate fully with DPD and the City in providing relevant security camera footage, as requested.
- e. If requested by DPD or Bayaud, adjacent businesses may choose to provide security cameras footage which might be helpful in an investigation of possible criminal or illegal activity outside Bayaud's property.
- f. Denver Fire and DDPHE will be performing scheduled and surprise inspections to ensure compliance and identify any areas for remediation.
- g. Security concerns will be discussed and addressed at the GNC meetings.
- h. Bayaud will make a good faith effort to resolve complaints from the Neighbors and Businesses regarding noise, odors, litter, loitering, excessive late-night activity, profanity, parking issues, rodent issues, smoking and other disturbances in a timely manner, by providing either the resolution or explaining the intended course of action to reach resolution and the timeline.

VI. Neighborhood 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 Stay Inn Community.
- b. The Neighbors and Bayaud will 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.
- 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 acknowledge in writing via email receipt of the notice of the alleged violation and to explain steps taken to resolve or specific plans to resolve the situation, or longer time as may be reasonably required in the circumstances to resolve the situation, but not to exceed ten (10) calendar days if possible. The Party having received notice of an alleged violation has the burden to demonstrate 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 and recommended action(s) to resolve the disagreement.
- 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. Along with any exhibits, appendices, and specific document references (Attached Exhibits A, B, C & D), is the entire agreement between the Parties with respect to Stay Inn Community located at 12033 East 38th Avenue and may not be amended or modified except by an instrument executed in writing and signed by authorized representatives of 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 The Stay Inn as long as Bayaud or any other organization uses 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.

SIGNED:

Date

EXHIBIT A Micro-Community House Expectations

This is not a complete list of the Rules that dictate living within this Micro-Community. For that list, please refer to the "Micro-Community Participant Guidelines " received at the time of Program admittance. These rules are important in facilitating mutual respect amongst the members of this Micro-Community. These rules are to be followed while on-site.

Micro-Community Practices:

- Residents are required to identify themselves when requested to do so by staff only.
- Residents will treat each other with respect.
- Residents will respect the personal space and boundaries of others. No use of alcohol in community spaces.
- No use of illicit drugs (to include marijuana) in community spaces.
- No open flames, regardless of the source (i.e., fire pit, torch, lighter).
- Smoking is only permitted in designated Smoking Sites.
- Residents must participate in the upkeep of the Community by cleaning up after themselves.
- Residents are required to check-in with Staff at least once daily.
- Residents are required to keep all possessions inside their designated Unit. o Bikes/Scooters/Mopeds can be accepted upon approval by staff.
- Meet with staff as requested.

Unit Restrictions:

- No use of alcohol within any Unit.
- No use of illicit drugs (to include marijuana) within any Unit.
- No smoking within any Unit.
- No open flames, regardless of the source within any Unit (i.e., fire pit, torch, lighter).
- No storage of flammable liquids or combustible items.
- Units are to be clean and orderly.
- Units must be free of excessive property.
- Units left vacant for seventy-two (72) hours without proper notice could result in the discharge of the occupying resident.
- Straying into a Unit Space that does not belong to you, without permission is prohibited.
- No staying in a Unit that does not belong to you when Quiet Hours are in effect.
- Quiet hours are from 10:00pm to 8:00am.
- Unfortunately, Program requirements dictate that No Visitors are allowed on Property at any time. Exceptions include any Police Department and/or Emergency Services.
- Community Staff, including Bayaud Enterprises Inc., and its associated affiliates reserve the right to conduct a welfare check on a Unit when the occupying resident has failed to check-in with staff for more than twenty-four (24) hours.
- This Micro-Community supports individuals experiencing homelessness. However, to best serve this Community and ensure the health, safety, and well-being of the Community, staff will conduct periodic Unit checks. These inspections are solely visual. These inspections will be conducted in accordance with the Colorado Department of Public Health and Environment. Visible items that are deemed to be hazardous to the Community will be removed by staff.

Micro-Community Service Requirements of Participants

Below are applicable to all Micro-Community locations operating under the jurisdiction of Bayaud Enterprises, Inc. These Micro-Community Programs are not designed to serve as permanent housing structures for any of the accepted participants. These are Transitional Programs that provide participants with the resources needed to lead an independent life after their most pressing needs have been appropriately addressed. It is because of this that our Program requires participants to take part in:

1. If a participant is not employed, they must be actively seeking employment. Job applications will be tracked and monitored at least once weekly.
2. If a participant is not able to gain employment due to circumstances outside of their control, then they must be actively seeking Public Benefits as a substitute for income (i.e., Supplemental Security Income [SSI], Social Security Disability Insurance [SSDI]).
 - a. Benefits Applications must be submitted and statuses 'pending', 'under review ', or 'active'.
 - b. These Benefits will be monitored and tracked via the participants Colorado PEAK Account.
3. Participants are required to seek more permanent housing.
 - a. If there are barriers that prevent acceptance into permanent housing, then efforts to remediate this must be made.
4. Participants are required to contribute to the weekly upkeep of the Micro-Community Site.
 - a. Site Maintenance will be conducted twice weekly.
 - b. Participants must assist with this service once weekly.
5. Participants attend an 'Open Dialogue' Discussion mediated by the Shelter Staff to address Community Needs, resolve conflicts and grievances, available resources, amongst other things that contribute to the betterment of the Program.
6. Upon graduation from the Program, participants are responsible for cleaning their unit prior to vacating.
 - a. Items that belong to Bayaud Enterprises, Inc. are to be returned.
 - b. Bayaud Enterprises, Inc. is not responsible for transitioning a participant's belongings.
 - c. Items left behind and not collected after seventy-two (72) hours will be discarded.
7. Upon Forced-Discharge from the Program, participants will clean their unit prior to vacating.
 - a. Bayaud Enterprises, Inc. is not responsible for transitioning a participant's belongings.
 - b. Items left behind and not collected after twenty-four (24) hours will be discarded.
8. Repeatedly failing to adhere to these Requirements may result in discharge from the Program.

Resident Acknowledgement Agreement

- I have read the "Micro-Community House Expectations " and "Micro-Community Service Requirements of Participants ". I understand the information provided here and agree to follow them while utilizing the Shelter. I understand that not abiding by these or engaging in behavior or activity that is putting the community or an individual at risk may result in the discontinuation of access to the Shelter itself. I also understand that by not abiding to the Program Requirements outlined, I may no longer be granted access to the Services offered by the Shelter. Shelter Staff reserves the right to refer discharged participants to similar Programs.
- Shelter Staff has explained in detail the "Micro-Community House Expectations " and "Micro-Community Service Requirements of Participants ". I understand the information provided here and agree to follow them while utilizing the Shelter. I understand that not abiding by these or engaging in behavior or activity that is putting the community or an individual at risk may result in the discontinuation of access to the Shelter itself. I also understand that by not abiding to the Program Requirements outlined, I may no longer be granted access to the Services offered by the Shelter. Shelter Staff reserves the right to refer discharged participants to similar Programs.
- After reviewing the "Micro-Community House Expectations " and "Micro-Community Service Requirements of Participants ". I have refused to agree these terms for the following reasons:

I have read and agree to the Resident Acknowledge Agreement outlined above:

Client Name (First, Middle, Last)

Client Signature

Date

Witness Signature

Date

Refusing to agree with the material outlined in the "Micro-Community House Expectations" and "Micro-Community Service Requirements of Participants" prevents my inclusion into this Shelter Program.

EXHIBIT B SERVICES DESCRIPTION

BAYAUD will oversee and maintain a micro community for people experiencing unsheltered homelessness. This specifically includes the following:

A. Site Operations

1. Keep sites operating 24 hours a day, seven days a week, 365 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. Coordinate with the neighborhood to create a shared community garden for both residents of the neighborhood and Stay Inn.
2. Coordinate with the Stay Inn guests and City to personalize the fence with painting or a mural.

EXHIBIT D
Expectations for a 311 Call



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

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 that reads "Mike Johnston". The signature is written in a cursive, flowing style.

Mike Johnston
Mayor