

# Aurora Regional Navigation Campus Good Neighbor Agreement

## Background

As part of Aurora's plan to address homelessness, the Housing and Community Services department purchased the Crowne Plaza Hotel and Convention Center in 2024 to convert into a campus for people experiencing homelessness. In addition to providing three tiers of overnight shelter, the Aurora Regional Navigation Campus (ARNC) operated by Advance Pathways will provide wrap-around services including housing search assistance, training and employment services, connection to health care and behavioral health care, and financial and budget management counseling.

## Purpose

The purpose of this Good Neighbor Agreement is to outline the commitment and shared responsibilities of the Aurora Department of Housing and Community Services, Aurora Police Department (APD), Denver Police Department (DPD), the City's contractor that will operate the program (Advance Pathways), and neighbors in establishing and maintaining positive relationships. All parties in this agreement share common goals including: 1) maintaining a peaceful, safe, and clean neighborhood; 2) sharing open and honest communication; 3) helping each other address concerns and solve problems; and 4) offering a public service for the benefit of the region and community.

## Roles and Responsibilities/Definitions

- **The Department of Housing and Community Services (HCS)** through contracts with providers, offers emergency shelter for individuals and families experiencing a housing crisis. HCS is responsible for oversight of these providers and works closely with the Contracted Provider to monitor program performance.
- **Advance Pathways** is the organization that operates the programming of the Aurora Regional Navigation Campus for individuals experiencing homelessness through a contract with the City of Aurora. The Department of Housing and Community Services works closely with the Contracted Provider to monitor program performance.
- **Advisory Team** is made up of community and ARNC representatives and is responsible for ensuring the community's voice is represented.
- **Guest** means the individual receiving services through Advance Pathways at the Aurora Regional Navigation Campus.
- **Neighbor** means an individual who lives in the community surrounding the Aurora Regional Navigation Campus. The neighbors of this program include residents who live in the Gateway Park, Sable-Altura Chambers, Norfolk Glen, Gateway-Green Valley Ranch, Montbello, and Central Park neighborhoods, as well as surrounding businesses.

### 1. **Maintenance of Property**

Clean, well-kept neighborhoods attract residents and give the impression that people care about their community. Just as homeowners and neighbors will keep their property well-maintained, presentable, and within the design standards of the community, so shall the City and Advance Pathways keep the ARNC facility presentable and in good condition. To maintain the property,

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### ***Advance Pathways:***

- Keeps the property – including sidewalks, tree boxes, curbs and alleys adjacent to the property – free of vermin, litter and other debris.
- Acknowledges, in writing, within one business day any neighborhood concerns related to the facility directed to the provider in writing, and respond within three business days to the person reporting the concern as to how the concern will be remedied, outlining a plan and timetable for addressing it.
- Makes any necessary nonstructural repairs to the building as quickly as possible.
- Maintains plants and other foliage.
- Develops a schedule for trash removal that meets the needs of the building and starts at three times per week, ensuring that pickups do not take place before or after hours permitted by the city.
- Clears sidewalks of snow and ice within the first eight hours after a storm ends, as required by the city.

### ***The City of Aurora:***

- Maintains building management systems.
- Makes any necessary structural repairs to the building as quickly as possible.
- Remediate public health or safety related property issues within 24 hours, when possible.

## **2. Safety and Security**

All residents want to feel safe and secure in their homes. Property owners and residents are encouraged to work together to create a safe and secure community. For emergencies, neighbors, staff and onsite security should call 911. To promote safety and security,

### ***Advance Pathways:***

- Requires residents of all tiers of the program to abide by approved Program Rules (see Appendix 1).
- Has contracted security on-site 24 hours a day, 7 days a week and ensure security officers walk the perimeter of the building on the property line frequently enough to ensure the facility is secure.
- Secures criminal background checks for unsupervised volunteers, employees, and applicants for employment in compliance with the contract with the City. (Guests have a right to confidential treatment of personal, social, legal, financial, educational, and medical records and information related to a guest or any member of a guest's family, whether obtained from the guest or from any other source, in a manner consistent with the confidentiality requirements of the City, including the Homeless Services Reform Act, and federal law. These include: Child Protection Registry (CFSA), FBI fingerprint check, Local police clearance, National Sex Offender Registry, and Drug & Alcohol Screening.
- Investigates and responds within three business days to any guest-related concerns reported by neighbors when possible, without breaking guest confidentiality.

### ***City of Aurora:***

- Installs exterior cameras and maintain them in good working order.

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### **3. Conduct and Behavior**

Respectful behavior contributes to the quality of life in a community. Neighborhood residents will strive not to disrupt neighbors. The city also shall promote good conduct and respectful behavior. To do so,

#### ***Advance Pathways:***

- Enforces program rules that encourage respect inside the Campus and in the surrounding neighborhood, and quickly addresses rule violations. The program rules should be shared with the Advisory Team.
- Prohibits loud music, threatening language and behavior, and weapons in and on the property.
- Ensures amplified or unreasonably loud music from any device played outside be prohibited. “Unreasonably loud” means noise which seriously inconveniences other persons in the area.
- Enforces leash laws and ensure pet waste is disposed of appropriately when guests have pets.

### **4. Communication and Mutual Respect**

Communication between neighbors is extremely important in communities. In the spirit of mutual respect, if a concern arises, neighbors will let the provider know promptly and directly. Neighbors will welcome guests as they would any other neighbor and understand the need for privacy and confidentiality with personal information.

#### ***Advance Pathways:***

- Keeps the lines of communication open.
- Provides a clear point of contact, with contact information easily accessible both online and in the building.
- Acknowledges, in writing, within one business day any neighborhood concerns related to the program (building or guest conduct) directed to the provider in writing, and respond within three business days to the person reporting the concern as to how the concern will be remedied (if determined necessary based on this document’s basic stipulations) outlining a plan and timetable for addressing it, while preserving guest confidentiality.
- Takes an active role in the community by participating in the Advisory Committee, Civic Associations or other formal and informal neighborhood groups when the planned agenda includes the ARNC program.
- Provides notification to neighbors when programming might have an impact on the surrounding neighborhood (for instance, if there is a block party that involves street closures). Notification should be via fliers and emails to the District 11 councilmember’s office.
- Provides opportunities for neighbors to volunteer.

### ***Process for Amending the Agreement & Frequency of Additional Meetings***

- a. The Advisory Team meets in-person as needed, but at least twice annually after the program opens. The selected service provider takes over the co-chair responsibilities on behalf of the District. The ANC designates a community co-chair.
- b. The Advisory Team includes representation from: the immediate neighborhood, ARNC, Aurora Ward II Councilmember Amy Wiles, Denver District 11 Councilmember Stacy Gilmore’s office, Gateway Park, the Sable-Altura Chambers neighborhood, the Westwood Neighborhood Association,

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homeless service providers, the Aurora Housing and Community Services Department, and the Aurora and Denver Police Departments.

- c. This protocol may be reviewed and updated annually by the Advisory Team.

## ***Points of Contact***

Advance Pathways:

ARNC Front Desk

970-299-5960

[GoodNeighbor@advancepathways.org](mailto:GoodNeighbor@advancepathways.org)

City of Aurora:

Access Aurora

303.739.7000

[https://www.auroragov.org/city\\_hall/contact\\_us](https://www.auroragov.org/city_hall/contact_us)

City of Aurora Housing and Community Services:

Stephanie Keiper, Homelessness Division Manager

[SKeiper@auroragov.org](mailto:SKeiper@auroragov.org)