



Good Neighbor Commitment

Golden Lion Hotel

Henning, Inc. acknowledges that bringing a new or existing supported housing apartment building to a community can trigger tensions not easily resolved. We are committed to being good neighbors by respecting our own property and the property of others. We have hope in the realization that existing neighbors, supportive housing staff and our residents all share values, including:

- Everyone having a safe place to call home
- A strong and well-maintained neighborhood
- Having a voice in things that affect our neighborhood
- The well-being of everyone in our neighborhood
- Being connected to our neighbors

Henning, Inc., Residents, and Community Roles & Responsibilities

Henning is invested in the neighborhoods where our programs/properties are located. This means that our organization is committed to supporting a healthy and safe community. Supporting this effort is a strong understanding of the roles and responsibilities within the community.

Henning Property	Henning Residents	Community
<ul style="list-style-type: none">• Well maintained building, both inside and outside• Strong resident management policies and procedures• Creating and supporting resident investment in the neighborhood	<ul style="list-style-type: none">• Commitment to respectful neighborhood interaction• Participating in neighborhood activities and initiatives	<ul style="list-style-type: none">• Offering feedback to Henning on strengths, opportunities for improvement and concerns• Inclusion of residents in community activities and initiatives

The Good Neighbor Commitment calls upon Henning, Inc, and its representatives to:

- I. Hold an open house prior to opening and quarterly meetings to share program successes and challenges, maintain open communications, advise neighbors and attendees about specific events or changes and to respond to the concerns of neighbors and others.
- II. Become an active participant in community discussions regarding homelessness and affordable housing.
- III. Meet with neighbors, as well as other community representatives, upon request.
- IV. Attend local community council meetings.
- V. Recruit neighbors and other interested parties to:
 - Meet with residents and staff at open house gatherings.
 - Notify Henning, Inc. of repeated issues and seek resolution of community concerns.
 - Encourage neighbors and community members to be active volunteers.
 - Develop volunteer opportunities for residents.
 - Provide community work experience such as internships.
 - Partner with local businesses and agencies to provide recreational activities and goods and services for residents.
 - Assist in organizing and participating with residents in community beautification projects.

Henning, Inc. is committed to providing a safe and secure environment and being a responsible and engaged neighbor to the surrounding community by committing to the following plan:

- I. The Property will be operated by experienced and well-trained staff members who will call on other agency personnel and volunteers to promote high community standards.
- II. All staff and program partners will be committed to being good role models and advancing good neighbor and community relations. Staff and residents will look out together for the safety and security of volunteers, neighbors, and the community.
- III. The facility will be continuously staffed 24 hours each day, 365 days a year. Volunteers and interns will be scheduled to assist staff with daily operations taking into consideration peak hours of activity. All staff and volunteers, interns and mentor-residents will receive training appropriate to their job description and/or assigned tasks and responsibilities. Hiring will be done pursuant to Henning, Inc's personnel policies. Staff job descriptions are available upon request.
- IV. Good Neighbor Meetings – Henning, Inc. will host regular Good Neighbor Meetings which will include stakeholders and neighbors, including local community council members. Meetings will be held quarterly. Meeting dates and times will be selected that are mutually convenient for the neighborhood associations and key community stakeholders. Meetings will be scheduled for the year, at the convening of the first meeting, and will be announced at least 10 days in advance via physical signage at a

prominent location at the property, and email messages to presidents (or contact liaisons) of neighboring neighborhood associations, key community stakeholders, and residents.

- V. Contact Information – The Executive team is available at the contact information below during business hours. After business hours, the Property Manager may be reached via phone for after-hour emergencies. Contact information will be prominently displayed at the property and is provided in this Good Neighbor Plan.
- VI. Henning, Inc. has on-site staff available to respond to property emergencies both during and after business hours. Neighborhood concerns regarding the property should be emailed to avanilau@henninginc.org for review and a response by staff within two business days to acknowledge receipt of the concern, or collect any additional details needed.
- VII. In addition to this Good Neighbor Plan, Henning, Inc. has developed and will implement a Neighborhood Engagement Plan to connect and engage new residents with neighborhoods surrounding their new apartment community. The Neighborhood Engagement Plan will also include strategies and activities providing opportunities for nearby neighbors to get to know their new neighbors.

Contact Information:

- Ana Vanilau- Property Manager (907) 346-7448; avanilau@henninginc.org
- Crystal Abbott- Operations Director (907) 230-7364; cabbott@henninginc.org
- Shawn Hays- Executive Director (907) 793-7103; shays@henninginc.org
- Robert Seay- Community Liaison (907) 830-4125; rseay@henninginc.org

Filing a Complaint

Our community partners and community members have the right to have their complaints heard by the management of the program. If you would like to file a formal complaint, please either email avanilau@henninginc.org or phone (907) 346-7448.

Our response upon receiving a community complaint:

1. Pass the complaint directly to the Property Manager, Ana Vanilau at avanilau@henninginc.org or phone (907) 346-7448, who will then inform the Executive Director or their designate.
2. If the complaint is a verbal complaint, the Property Manager will request the complaint in writing, and then forward the complaint to the Executive Director. The complaint will need to include:
 - When did the event take place?
 - Who was involved?
 - What took place and what is the nature of the complaint? Examples...
 - Appearance of the site

- Behavior or activities of tenants/residents of the site
- Behavior or activities of staff of the site.
- Anything that contravenes positive community relationships and neighborhood enjoyment.
- Other infractions that contravene Henning Inc. policies, standards, and/or Good Neighbor Commitment.

3. Upon receipt of the complaint, the Property Manager with the Director or their designate, will:

- review the grievance
- investigate within 2 business days of the complaint, and
- respond in writing (if applicable) within 10 business days.

4. If the response received is not satisfactory, the complainant may send their grievance to the Board of Directors of Henning, Inc. for further resolution. In this case, they will need to resubmit their complaint, outlining what has taken place to date to resolve the issue and what their specific concerns are.

Frequently Asked Questions

What is Henning, Inc.?

Henning, Inc is a nonprofit social service organization with a mission to provide supportive services to people experiencing homelessness and related challenges. We believe in housing, health, and economic opportunity to end homelessness. Find out more about our mission and work at henninginc.org.

How does Henning recruit and select tenants?

Tenancy at the Golden Lion is prioritized for single adults experiencing mobility and ADL (activities of daily living) challenges. Since the property is a specialized resource, Henning selects applicants, those most vulnerable in our community, who need this type of housing to be successful.

Will the neighborhood see crime increase with the tenants you select?

A person who is homeless is no more likely to be convicted of a crime than any housed person, with one legal exception: camping ordinances. Some people who have been homeless have some history of arrests or convictions for crimes of circumstance. Being homeless and without a predictable place to live often leads many to petty crime to simply survive.

More often, people experiencing homelessness with a disability such as mental illness or substance use disorder are the victims of violence. Providing stable housing with adequate staff support greatly increases the safety of this vulnerable population.

How will Henning staff help integrate new tenants into the surrounding neighborhood?

Our tenants are all permanent residents of the community, with a legal lease and tenant rights like other renters. Many of our tenants will eagerly join the community, while others will more

likely keep to themselves. Just as your other neighbors have their quirks and challenges, so do our tenants. And much like your neighbors, our residents also want a safe and secure community to live in.

How does Henning address inappropriate behaviors in the neighborhood?

When tenants move in, they sign an addendum to the lease called the Good Neighbor Policy. This policy prohibits problematic behaviors, such as loitering, panhandling, etc. If a neighbor suspects a tenant is exhibiting concerning behaviors, they should call the Property Manager, day, or night. We want to check on the situation as quickly as possible and reinforce expectations for tenants. If the individual is not connected with Henning, we still try to help resolve the matter.

How can I get involved with the building/property in my community?

To find out more about volunteering, advocacy work, or donating to our building please visit our website at henninginc.org.