

DRAFT - Citywide Good Neighbor Policy

Purpose

This policy is intended to:

- promote safe, clean, and welcoming conditions in the immediate area surrounding covered sites;
- establish clear provider expectations for preventing and addressing neighborhood impacts;
- ensure timely, transparent, and documented responses to concerns from neighbors, businesses, residents, and City agencies;
- create a standard monitoring and compliance framework across departments; and
- support successful operation of housing and health and social service sites while maintaining strong relationships with the surrounding community.

Scope

This policy applies to:

- all Department of Homelessness and Supportive Housing (HSH) funded permanent supportive housing property management contracts;
- all HSH-funded shelter and transitional housing operations contracts;
- All HSH-funded access points and drop in center
- all Mayor's Office of Housing and Community Development (MOHCD) Local Operating Subsidy Program (LOSP) contracts; and
- all Department of Public Health (DPH) client-serving program contracts

This policy applies to provider operations at the site, at the building perimeter, and in the immediately surrounding area where program operations regularly affect neighborhood conditions.

Guiding Principles

Covered providers must implement this policy consistent with the following principles:

- community partnership;
- neighborhood stewardship;

- accountability and responsiveness;
- coordination with City agencies; and
- program participant responsibility and orientation to community expectations.

Definitions

A. Immediate area surrounding the site

The sidewalks, curb space, building frontage, entries, exits, and other adjacent public areas directly surrounding the program site, and any nearby area that staff know is regularly affected by program operations.

B. Good Neighbor concern

A concern related to site operations or behavior in the immediate surrounding area that affects health, safety, accessibility, cleanliness, or neighborhood conditions, including but not limited to litter, blocked sidewalks or entrances, excessive noise, public drug use, trespassing, graffiti, unmanaged animal waste, threatening or harassing behavior, repeated disruptive conduct, or failure to respond to community complaints.

C. Active discouragement

“Active discouragement” means observable and documented staff actions to redirect or address conduct that is inconsistent with community expectations. Active discouragement is measured by staff action, not by guaranteed outcome. Staff and community safety is a priority, and direct actions should be taken only when it is safe and appropriate to do so. Providers are not expected to physically intervene, enforce laws, remove individuals by force, or take actions that would place staff, participants, neighbors, or the public at risk. Examples include:

- verbally redirecting individuals who are blocking access, creating excessive noise, or engaging in disruptive conduct;
- reminding program participants of community expectations;
- asking individuals to move away from entrances, exits, or neighboring properties;
- offering referrals to treatment, case management, crisis response, or other services;
- contacting the appropriate City response system when provider intervention is insufficient; and
- documenting actions taken, escalation steps, and outcomes.

Required Provider Actions

A. Public contact information and responsiveness

Each provider must maintain a public phone number and email address for Good Neighbor concerns. Contact information must be:

- posted at the site in a clearly visible location (e.g., window or front door);
- shared with the funding department;
- available to neighboring properties and community stakeholders upon request; and
- monitored during business hours, with a process for urgent after-hours review.
- The city will also maintain a webpage outlining the good neighbor policy and providing contact information. The link to this website needs to be placed at each covered site.

Providers must:

- acknowledge or respond to Good Neighbor concerns within 24 hours, or by the next business day at the latest;
- make reasonable efforts to resolve routine concerns within 72 hours;
- document the concern, response, and resolution in the Good Neighbor Call Report Log; and
- provide follow-up to the reporting party when appropriate.

Examples:

- returning a call from a nearby business about repeated doorway congestion;
- responding to an email about noise at the site frontage;
- documenting the concern, action taken, and whether the issue was resolved or referred.

Perimeter management and cleanliness

Providers must actively maintain the immediate area surrounding the site.

Required actions:

- conduct and document perimeter checks at least three times per day, unless the funding department approves a different schedule in writing for a specific site;

- remove litter, debris, and improperly discarded items from the site frontage and immediately surrounding area during each perimeter check, to the extent legally and operationally permitted;
- ensure entrances, exits, curb ramps, and adjacent sidewalks remain accessible and reasonable free from obstruction to maintain safe paths of travel;
- monitor for conditions requiring City service requests or escalation; and
- implement enhanced perimeter staffing or ambassador coverage when directed by the funding department or required by site conditions.

Examples:

- clearing trash from the sidewalk and entry area during a morning perimeter check;
- asking individuals not to block the entry gate or neighboring storefront;
- documenting recurring issues at shift change and adjusting staff deployment accordingly.

Street condition management and active discouragement

Providers must take reasonable, proactive steps to reduce neighborhood impacts connected to site operations.

Required actions:

- actively discourage loitering that obstructs access or creates repeated neighborhood disruption;
- actively discourage public drug use, excessive noise, intimidation, and other disruptive behavior in the immediate surrounding area;
- use de-escalation and trauma-informed engagement as the first-line response when safe and appropriate;
- provide reminders and coaching to program participants regarding community expectations;
- coordinate between property management, front desk, security, and services staff so responses are consistent; and
- escalate persistent or serious concerns to the appropriate City partner.

Examples:

- redirecting program participants away from congregating in a neighboring doorway;
- reminding program participants and guests that smoking, shouting, and blocking sidewalks are not permitted at the building frontage;
- calling a crisis team for a behavioral health emergency;
- contacting 311 or Public Works for hazardous debris or conditions beyond provider control.

Encampments, debris, and external conditions

Providers are not responsible for resolving citywide street conditions on their own, but they are responsible for timely reporting, coordination, and documentation when conditions in the immediate area affect the site or neighborhood.

Providers must:

- report encampments, debris, abandoned items, or related conditions through the appropriate City channels;
- coordinate, as needed, with street teams, Public Works, DPH, or other designated City partners;
- document the report, date, 311 reference number if available, and any follow-up; and
- continue reasonable site-level mitigation while awaiting City response.

Examples:

- submitting a request regarding debris accumulation next to the site;
- notifying street team regarding a nearby encampment affecting site access;
- following up if an issue remains unresolved.

Graffiti and property condition

Providers must:

- remove or abate graffiti on provider-controlled property within 24 hours, weather and access permitting;
- report graffiti in the immediate surrounding area that is outside provider control to the appropriate City system;
- document removal or reporting actions; and

- maintain site signage, lighting, and exterior conditions in a manner that supports safety and neighborhood stewardship.

Pets and assistance animals

Pets and assistance animals must not be treated as a barrier to access where otherwise permitted by program rules and law. Providers must require pet owners/caregivers and assistance animal handlers to:

- Keep animals under control;
- Use leashes, crates, or other appropriate restraints when needed, with room for accommodations to be made for people who cannot use a leash but can maintain control of their animal through voice commands or signaling.
- Immediately clean up animal waste; and
- Comply with any site-specific safety rules.

Providers must address unmanaged animal-related impacts through program participant coaching, reminders, and documentation. Providers must make dog waste disposal bags available for program participants.

Program participant orientation and ongoing reminders

Providers who operate programs where program participants may stay onsite for at least 30 days, must ensure that program participants receive Good Neighbor orientation at intake or move-in and periodic reminders thereafter. Sites that operate day or drop-in programs may be asked to add this orientation, if issues arise.

Orientation must cover:

- expectations for respectful behavior in and around the site;
- keeping entries, sidewalks, and neighboring properties clear;
- noise expectations;
- animal responsibilities;
- prohibition on conduct that threatens safety or disrupts neighbors;
- how staff will respond to concerns; and
- possible consequences for repeated noncompliance under program rules or lease-enforcement processes, as applicable.

Providers must document orientation completion and retain records for monitoring.

Staff training

Providers must train all relevant staff at onboarding and at least annually thereafter.

Training must include:

- de-escalation and crisis response;
- trauma-informed engagement;
- Good Neighbor expectations and required documentation;
- when and how to use 311, 911, crisis teams, coordinated street response teams, Public Works, and other City resources;
- coordination across property management, services, front desk, and security roles; and
- how to document actions taken, not just outcomes achieved.

Required Documentation and Tracking

Each provider must maintain the following records in a format approved by the funding department. Documentation must protect participant privacy and comply with applicable confidentiality requirements. Public-facing responses should not disclose program participants; identifiable information

1. Good Neighbor Call Report Log

Must track:

- date and time concern received;
- source of concern;
- description of concern;
- staff assigned;
- actions taken;
- date of response;
- resolution status; and
- follow-up provided.

Perimeter Check Log

Must track:

- date and time of each perimeter check;
- staff completing the check;
- conditions observed;
- litter or debris removal completed;
- obstructions addressed;
- graffiti observed and removed or reported; and
- referrals or escalations made.

Active Discouragement and Escalation Log

Must track:

- date and time of incident;
- location;
- description of concern;
- active discouragement steps taken;
- whether the matter was resolved on site;
- whether escalation occurred;
- agency or system contacted;
- outcome or current status; and
- any required follow-up.

Program Participant Orientation Records (for programs where program participants may stay on site for at least 30 days)

Must track:

- program participant name or identifier;
- date orientation completed;
- staff conducting orientation; and
- acknowledgment of receipt.

Community Meeting and Outreach Records

Must track:

- meeting date;
- attendees;
- topics raised;
- provider commitments; and
- follow-up actions.

Community Engagement

Providers must participate in neighborhood meetings or working groups when requested by the funding department or when a site has recurring Good Neighbor concerns.

At minimum, providers must:

- designate a manager or supervisor to represent the site;
- engage respectfully with neighbors and local businesses;
- share contact information and escalation pathways;
- review recurring concerns and corrective actions; and
- document participation and follow-up commitments.

Funding Department Monitoring

Compliance with this policy is an ongoing contract management expectation and must be reviewed through routine monitoring, annual review, and ad hoc review when warranted.

Each funding department must monitor for compliance through a combination of:

- review of provider logs and documentation;
- site visits, including unannounced spot checks when appropriate;
- interviews with provider leadership and relevant staff;
- review of signage, staffing plans, and training records;
- review of program participant orientation records;
- review of critical incident documentation when relevant;
- review of community meeting participation; and

- where appropriate, review of administrative data such as complaint trends, service requests, or law enforcement and emergency response data.

Use of 911 or other emergency-response data may inform oversight, but such data must not function as a stand-alone performance target or incentive.

Monitoring Standards

A provider will be considered compliant when it demonstrates that it:

- maintains required public contact information;
- responds to concerns within required timeframes;
- completes required perimeter checks;
- documents active discouragement and escalation actions;
- provides staff training and program participant orientation;
- engages with neighbors and City partners as required; and
- takes reasonable corrective action when recurring issues are identified.

A provider will be considered out of compliance when it repeatedly fails to:

- respond to complaints;
- complete or document required checks;
- maintain adequate staffing or operational practices to address recurring site impacts;
- participate in required meetings or monitoring;
- implement corrective actions; or
- cooperate with the funding department's oversight process.

Corrective Action and Escalation

When noncompliance is identified, the funding department may apply progressive corrective action, taking into account severity, duration, and recurrence.

Tier 1: Notice and correction

- verbal or written notice of concern;
- technical assistance;

- required corrective steps with timeline.

Tier 2: Formal corrective action

- written Notice of Non-Compliance;
- required Corrective Action Plan with deadlines;
- follow-up monitoring and status reporting;
- required management or staff retraining.

Tier 3: Heightened oversight

- designation as a heightened oversight site;
- increased monitoring frequency;
- required operational changes, such as staffing adjustments, revised perimeter protocols, or management review;
- mandatory participation in community problem-solving meetings.

Tier 4: Contract remedies

- contract remedies consistent with department rules and contract terms, which may include restrictions on expansion, administrative payment holds where legally authorized, scope modification, re-procurement, or termination.

The City will develop an equitable application standard for corrective actions across departments to ensure that enforcement is fair and equitable.

Roles and Responsibilities

Provider

- implement all operational requirements in this policy;
- document compliance;
- respond to concerns, escalate where needed, and coordinate with City partners;
- train staff and orient program participants

Funding department

- issue implementation guidance and standard templates;
- monitor compliance consistently;

- provide technical assistance;
- apply corrective action when necessary.

City partners

- respond within their respective roles when provider escalation is appropriate;
- coordinate with providers and funding departments on persistent or high-impact issues.

Non-Displacement and Balanced Enforcement

Implementation of this policy must focus on site management, documented staff action, and coordination with appropriate systems. It must not be interpreted to require providers to displace people from one block to another without a service or response strategy. Providers are expected to use reasonable site-level interventions and to coordinate with the appropriate City systems when issues exceed provider authority or capacity.

Implementation

Each funding department must:

- incorporate this policy by reference into new, renewed, and existing contracts;
- issue standard logs, templates, and monitoring tools;
- train monitors and contractors before implementation; and
- maintain a public-facing version of the policy.

Community Engagement Staffing Support

To ensure providers have sufficient capacity to carry out the community-facing responsibilities of this policy, the funding department may provide dedicated support for community engagement staffing.

Appendix A: Reporting and Escalation Guide

Emergency Situations — Call 911

Use 911 for situations involving immediate threats to life, safety, or serious medical emergencies.

Examples:

- Medical emergency or overdose
- Fire or smoke
- Violence or threats of violence
- Crime in progress
- Behavioral health crisis involving immediate safety risk

Non-Emergency Public Safety — Call SFPD Non-Emergency

(415) 553-0123

Use for public safety concerns that do not require an emergency response.

Examples:

- Noise complaints
- Trespassing
- Property damage or vandalism
- Suspicious activity
- Blocked entrances or sidewalks creating immediate access concerns
- Past crimes or incident reporting

City Service Requests — Submit through 311

Use 311 for non-emergency maintenance, cleaning, or public space concerns.

Examples:

- Trash or debris
- Hazardous waste
- Graffiti
- Blocked sidewalks
- Encampments
- Abandoned items
- Street or sidewalk cleaning requests
- Illegally parked oversized vehicles

Providers should document:

- date submitted
- reference number, if available

- follow-up actions taken

Street Outreach and Coordinated Response

Contact the appropriate City street response or outreach team when concerns involve unsheltered individuals who may benefit from engagement, services, or coordinated response.

Examples:

- Encampments affecting site access
- Individuals in behavioral health distress
- Repeated site impacts connected to unmet service needs

Providers should coordinate with:

- Street outreach teams
- Behavioral health crisis teams
- Public health response teams
- Other designated City partners

Escalation to Funding Department

Providers should notify the funding department or assigned program manager when:

- concerns are recurring or unresolved;
- provider actions and standard reporting have not resolved the issue;
- additional City coordination is needed; or
- site conditions may require operational changes or heightened support.

Examples:

- persistent perimeter concerns;
- repeated community complaints;
- ongoing safety or accessibility issues; or
- repeated unsuccessful service requests.

Documentation Expectations

Providers must document:

- issue observed or reported;
- actions taken;

- referrals or escalations made;
- City systems contacted;
- reference numbers when available; and
- follow-up or resolution status.

Good Neighbor Response Quick Escalation Guide

Situation or Concern	Who to Contact	Examples	Notes / Documentation
Emergency or immediate safety threat	<ul style="list-style-type: none"> • 911 	<ul style="list-style-type: none"> • Overdose • Violence • Fire • Medical emergency • Active crime 	Document incident and notify supervisor
Non-emergency public safety concern	<ul style="list-style-type: none"> • SFPD Non-Emergency at (415) 553-0123 	<ul style="list-style-type: none"> • Noise complaint • Trespassing • Vandalism • Blocked entrance causing immediate access issue 	Record date/time and outcome
Street, sidewalk, or cleanliness issue	<ul style="list-style-type: none"> • 311 	<ul style="list-style-type: none"> • Trash • Debris • Graffiti • Blocked sidewalk • Abandoned items • Hazardous waste 	Record 311 case number if available
Encampment or outreach concern	<ul style="list-style-type: none"> • Street Outreach • City Response Teams 	<ul style="list-style-type: none"> • Encampment affecting access • Person needing outreach or services 	Coordinate with funding department if unresolved
Behavioral health or crisis response	<ul style="list-style-type: none"> • Crisis Team • Behavioral Health Response 	<ul style="list-style-type: none"> • Mental health crisis • Nonviolent behavioral health emergency 	Use de-escalation first when safe
Recurring or unresolved neighborhood concern	<ul style="list-style-type: none"> • Funding Department • Program Manager 	<ul style="list-style-type: none"> • Repeated complaints • Ongoing perimeter issues • Unresolved City requests 	Include prior actions and escalation attempts

Appendix B: Template GNP logs - [2026 SFDPH GNP Tracking Sheet.xlsx](#)