

GOOD NEIGHBOR POLICY

Skybridge Harmony Homes L.L.C. adopts the following **Good Neighbor Policy** to ensure ongoing compatibility with adjacent uses and neighborhood harmony.

1. Measures to Ensure Ongoing Compatibility

The following measures are implemented to maintain neighborhood compatibility:

- Maintenance of the property to residential standards
- Compliance with local noise ordinances
- Managed visitor activity
- On-site staff supervision
- Respect for adjacent properties and shared infrastructure
- Prompt response to any neighborhood concerns
- The home will maintain residential curb appeal consistent with surrounding properties.
- No commercial signage will be posted.
- Parking will be limited to the driveway
- Landscaping will be maintained regularly.
- Trash receptacles will be stored appropriately and not visible except on collection days.
- Outdoor activity will be monitored and conducted in a manner consistent with normal residential living.
- The residence will not generate excessive traffic, parking congestion, or disturbances.

2. Responsible Party Contact Information

Responsible Manager:

Tumacha Agheneza

Administrator, Skybridge Harmony Homes L.L.C.

Telephone: 857-237-1723

Email: Skybridgehh@gmail.com

The responsible party is available to respond to inquiries or concerns related to the operation of the residence.

3. Complaint Response Procedures

Skybridge Harmony Homes L.L.C. maintains a structured complaint response process. We take neighbor concerns seriously and utilize a 4-step resolution process:

a. **Receipt of Complaint**

- Complaints may be received by phone or written communication.

b. **Investigation**

- Upon receipt of a complaint via the manager's phone line, an on-site investigation will occur within 4 hours.
- The issue is promptly reviewed by management, including staff interviews and documentation review as needed.

c. **Remedial Action**

- Corrective measures are implemented to address any verified concern.
- If a violation of house rules or city code is found, immediate corrective action will be taken (e.g., dismissing a disruptive resident, moving a vehicle).

d. **Follow-Up**

- Follow-up communication is conducted to confirm resolution and prevent recurrence.
- The manager will contact the complaining party within 24 hours to explain the steps taken and ensure the issue is resolved to their satisfaction.

All complaints and responses are documented and retained.

4. Compliance With Development Standards

The proposed use **complies with all other applicable development standards** of the City of Mesa Zoning Ordinance, including but not limited to:

- Building and fire safety requirements
- Occupancy and life-safety standards
- Parking and access requirements
- Property maintenance standards

Final inspections will be completed prior to issuance of a Certificate of Occupancy

5. Resident Supervision and Off-Site Mobility Policy

Strict Supervision Requirement: To maintain a secure and controlled environment for both our residents and the surrounding Mesa community, the facility enforces a strict **Supervised Community Access Policy**.

Residents are strictly prohibited from leaving the property boundaries at any time unless they are accompanied by a staff member.

Implementation and Oversight:

- **Controlled Egress:** All exits are monitored 24/7 by on-site staff to ensure that no resident departs the premises independently.
- **Staff-Led Integration:** All community integration activities including shopping, religious services, and recreational trips are conducted as scheduled staff-escorted excursions.
- **Safety & Accountability:** This policy ensures that residents receive continuous support while off-site and guarantees that the facility maintains 100% accountability for resident locations at all times.
- **Neighborhood Compatibility:** By requiring staff accompaniment for all off-site movement, the facility effectively eliminates the potential for unsupervised loitering or unauthorized wandering in the neighborhood.

6. Anti-Loitering Measures and Unauthorized Gathering

To prevent loitering on or near neighboring properties:

- **24/7 On-Site Supervision:** Staff are present at all times to monitor the perimeter of the property and ensure residents remain within the facility grounds or designated activity areas.
- **Scheduled Community Outings:** To prevent aimless loitering in the immediate neighborhood, all resident departures are scheduled, supervised, and goal-oriented (e.g., transit to the theater or grocery store).
- **Curfew and Check-in:** A strict evening curfew ensures that outdoor activity is minimized during late-night hours, keeping the neighborhood quiet.
- Residents will not congregate in front yards, sidewalks, or adjacent properties.
- Staff supervision will be provided during outdoor activities.
- Residents waiting for transportation will remain inside or within designated supervised areas.
- Structured schedules will reduce idle time outside.
- Any resident found to be loitering will receive immediate redirection and corrective coaching.

Repeated violations will be addressed through individualized behavioral interventions consistent with ADHS requirements.

7. Prevention of Lewd, Offensive, or Disruptive Language

Skybridge Harmony Homes maintains a zero-tolerance policy for lewd, threatening, or offensive language directed toward neighbors or passersby.

Measures include:

- Resident orientation regarding community conduct expectations.
- Clear house rules requiring respectful communication.
- Staff supervision during outdoor activities.
- Immediate corrective intervention if inappropriate behavior occurs.
- Behavioral support plans for residents requiring additional intervention.
- We maintain a "Family-Like" atmosphere where professional social conduct is both taught and required.
 - **Code of Conduct Agreement:** Every resident signs a behavioral contract upon admission. This contract explicitly prohibits the use of lewd, offensive, or high-volume language that could be heard by neighbors.
 - **Immediate Staff Redirection:** Staff are trained in de-escalation and behavioral redirection. If a resident uses inappropriate language, staff intervene immediately to move the resident inside and address the behavior privately.
 - **Continuous Education:** Daily house meetings include "Social Norms" training, focusing on being a respectful neighbor and the importance of positive community perception.
 - **Church Services:** Residents are taken to church every Sunday morning as part of their training for community reintegration. In church, they learn how to love their neighbors as they love themselves.

Residents are expected to conduct themselves in a manner consistent with community standards.

8. Second-Hand Smoke Mitigation

To prevent second-hand smoke from drifting into neighboring yards or homes, we implement the following:

- **Designated Smoking Area (DSA):** Smoking is strictly limited to a specific, screened area in the backyard.
- **Strategic Setbacks:** The DSA is positioned a minimum of 20 feet from any property line or neighbor's window to ensure smoke dissipates before reaching adjacent properties.
- **Proper Disposal:** Industrial-grade, fire-safe receptacles are used to prevent litter and odor.
- **Smoke-Free Frontage:** Smoking is strictly prohibited in the front yard or on the sidewalk to prevent any impact on the public right-of-way.
- Smoking will be restricted to scheduled times.
- Residents will be supervised while smoking when clinically indicated.
- Excessive or disruptive smoking behavior will be addressed through service planning.

The home will comply with all local fire codes and safety regulations

9. Noise Control

To maintain neighborhood quiet enjoyment:

- Quiet hours will be enforced between 9:00 PM and 7:00 AM.
 - Outdoor gatherings will be limited in size and duration.
 - No amplified outdoor music.
 - Staff will monitor tone and volume of outdoor interactions.
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10. Transportation & Traffic Management

- Transportation will be staggered to prevent congestion.
- No commercial vehicles will be parked on-site.
- Deliveries will be limited to normal residential hours.
- Staff shifts will be scheduled to avoid excessive traffic flow.

11. Parking

All required parking will be contained on-site (garage and driveway) to ensure no congestion on the street. The garage has 3 parking spots and the drive way has 2 additional spots. In the garage, 1 spot is reserved for the house van and the other 2 spots for the 2 staff on duty. Staff shifts are 12 hours each so there is no overlapping shift. Day shift is 8 am – 8 pm and night shift is 8 pm – 8 am.

We encourage family involvement but visitation is only permitted on Saturdays and Sundays from 9 am to 6 pm. All visitors must be pre-approved and visitors will use the 2 extra spots on the drive way to park. To prevent parking on the street, visits will be approved for a maximum of 2 vehicles per visitation time slots.

12. Community Liaison and Complaint Resolution

We believe in proactive communication. To ensure any concerns are handled before they become "issues," we provide:

- **Point of Contact:** A designated House Manager's phone number is provided to all immediate neighbors.
- **Rapid Response:** We commit to responding to any neighbor concern regarding noise, smoke, or conduct within **one hour**.
- **Property Maintenance:** We commit to landscaping and exterior maintenance that meets or exceeds the neighborhood standard, ensuring the home remains an aesthetic asset to the block.

13. Property Supervision & Accountability

The residence will have staff on-site 24 hours per day.

Any concerns from neighbors will be addressed promptly and professionally.

Administrator Contact:

Tumacha Agheneza

Administrator, Skybridge Harmony Homes L.L.C.

Phone: 480-987-9500

Email: skybridgehh@gmail.com

Concerns will be logged and responded to within 24 hours.

14. Commitment to Ongoing Communication

Skybridge Harmony Homes is committed to:

- Maintaining open communication with neighbors.
- Participating in dialogue if concerns arise.
- Reviewing this policy annually.
- Adjusting operational practices as needed to ensure compatibility.

15. Conclusion

Skybridge Harmony Homes L.L.C. affirms its commitment to preserving the residential character of the neighborhood while providing safe, structured housing for individuals receiving behavioral health services. The home will operate in a manner that is respectful, quiet, and consistent with the expectations of the City of Mesa and the surrounding community.
