

## The Rosetta Room Good Neighbor Policy

The Rosetta Room is committed to being a respectful and responsible member of the Downtown Mesa community. This Good Neighbor Policy outlines our measures to ensure ongoing compatibility with adjacent uses, maintain a safe and welcoming environment, and address any concerns promptly and effectively.

### Sound Attenuation

- Concerts and events will adhere to local noise ordinances, with all amplified sound ending by 11:00 PM.
- State-of-the-art soundproofing will be incorporated into the concert venue to minimize sound leakage.
- Outdoor events will use directional speakers and limit volume to reduce impact on neighboring properties.
- Live music will only be activated on the west side of the building, designated for concert venue use.

### Lighting Control Measures

- Outdoor lighting will be designed to minimize light spillover onto adjacent properties.
- All lighting fixtures will comply with local regulations, using shielded and downward-directed lights.
- Event-specific lighting will be limited to operational hours and dimmed or turned off promptly after events conclude.

### Vehicular Access and Traffic Control

- A formal agreement with First United Methodist Church will provide additional parking across the street, reducing street congestion.
- Clear signage will direct guests to designated parking areas.
- Event schedules will include staggered start and end times when possible to minimize traffic surges.

### Complaint Response Procedures

- **Contact Information:** The Rosetta Room's General Manager will serve as the primary contact for concerns. Contact details:
  - Name: Michelle Donovan
  - Phone: (480) 228-3151
  - Email: [michellemantooth@gmail.com](mailto:michellemantooth@gmail.com)
- **Complaint Process:**
  - Complaints can be submitted via phone, email, or in-person during business hours.

- All complaints will be documented, investigated within 48 hours, and addressed promptly.
- Remedial actions will be communicated back to the complainant, with follow-up to ensure resolution.

### **Litter Control Measures**

- Staff will conduct daily sweeps of the property and adjacent areas to remove litter.
- Trash receptacles will be strategically placed and regularly emptied during events.
- Post-event cleanups will be conducted to ensure the surrounding area is free of debris.

The Rosetta Room is dedicated to fostering a positive relationship with our neighbors and contributing to a vibrant, harmonious community in Downtown Mesa. We welcome feedback and will continuously work to uphold these standards.