

## **Good Neighbor Policy**

### **Purpose:**

The purpose of this Policy is to establish the Good Neighbor guidelines for a new service station proposed at the southeast corner of Power Road and Elliot Road.

### **Operations:**

The Service Station will be open 24 hours a day, 7 days a week and a manager will be present during those hours. This store will employ dozens of individuals, and the number of employees present varies depending on demand. However, we expect that during the day there will be anywhere from 2-6 employees on site at any given time. Given the number of employees on site at all times, the site will be maintained per the City of Mesa code.

### **Contact:**

Will Whittington, [will@avalondevelopment.com](mailto:will@avalondevelopment.com), 480-376-8750

### **Complaint Response Procedures:**

Upon receipt of a complaint either from the community or a City inspector, the complaint will be routed to the appropriate agent/employee within the company to address the complaint. Once the subject of the complaint has been addressed, follow-up contact will be initiated with the complainant if deemed appropriate by the operator to ensure that the issue has been resolved and appropriately addressed.

### **Litter Control Measures:**

Maintaining a clean outside appearance not only provides a higher level of customer service, it also is an effective tool for employees to continuously monitor onsite activities. Per policy, Managers are to perform a shift walk upon arrival prior to relieving the previous Manager. This shift walk includes patrolling the property to pick up any trash or debris on site. Additionally, every hour, an Employee is to perform outside upkeeps to sweep the site and check landscape areas for debris.