

# GOOD NEIGHBOUR AGREEMENT (GNA)

City Council Recommendation in July 2010:

“Direct the Administration to encourage a “Good Neighbour” agreement between the applicant and the surrounding communities, Windsor Park, Elboya, Parkhill/Stanley Park and Manchester, at the Development Permit stage which should include, but not be limited to, the Calgary John Howard Society letter dated 2010 July 15, and other considerations presented during the Public Hearing on this item.”

**The City of Calgary initiated a Good Neighbour Agreement Process in August 2011. An Independent Consultant was retained by the City (Diane MacDonald & Associates Inc.) to spearhead this process.**

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The Good Neighbour Agreement encompassed the following topics:

- Description of the Facility and its Operation
- Maintaining Neighbour Relations
- Responding to Complaints and Concerns
- Community Contribution and Involvement
- Safety Considerations
- Evaluation and Ongoing Review

The stakeholder group identified the following general principles, which guided the specifics of the GNA:

- It is critical to build and maintain trust
- Open and Transparent communication is the best way to build trust, and
- It is important to remain sensitive to real and perceived risks and safety considerations

# WHO WAS INVOLVED IN THE GNA PROCESS?

A stakeholder group was formed in September 2011 to develop the GNA. The group was comprised of:

- Two representatives from neighbouring businesses
- One representative from each of the following communities:
  - Parkhill/Stanley Park Community Association
  - Elboya Heights Community Association
  - Windsor Park Community Association
- Three representatives from CJHS:
  - Chair of the Board, James Clark
  - Executive Director, Gordon Sand
  - Bedford House Lead, Kym Jacobs
- Constable Mark McCullough of the Calgary Police Service who is the Community Liaison Officer for the area

This agreement is intended to apply to:

- Citizens in Elboya Heights, Parkhill/Stanley Park and Windsor Park communities.
- Businesses in the Manchester area bounded by 42 Avenue SE to the north, Macleod Trail South to the west, 50 Avenue SE to the south, and CP railway to the east.



# WHERE ARE WE IN THE GNA PROCESS TODAY?

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The Good Neighbour Agreement drafting began in September 2011 and finished in December 2011.

The GNA is complete and has been signed by the following:  
CJHS, Elboya Heights Community Association, Windsor Park Community Association, Manchester Businesses and many other supporters.

A Good Neighbour Council will be formed prior to the start of construction which will continue the communications and relationship building efforts, and ensure the effective implementation of the GNA.