

# Clean Acres Recovery Housing

## Good Neighbor Policy

It is the policy of all Clean Acre Residents to be a “good neighbor” to those who live around us. We expect all of our residents and staff to conduct their self in a friendly and courteous way and be responsive to our neighbor’s needs. Common courtesy rules include, but are not limited to:

- No shouting or any loud noise or music;
- 10:00 PM to 7:00 AM is considered quiet time in and around our locations;
- Smoking is permitted in designated areas only, and disposal of cigarettes only in appropriate containers. Do not litter on or around our properties, or neighbor properties (including streets and alley ways) with cigarette butts;
- Keep yard and outside porches and overhangs clear and free of clutter and trash;
- Keep yards well maintained regularly and have sidewalks and walkways clear from ice and snow.

Failure of residents to maintain these courtesy rules could result in dismissal from Clean Acres.

### Neighborhood Complaint Procedure

Since we strive to be a good neighbor, Clean Acres takes any neighbor complaint serious and, once notified, will work to resolve issues in a mutually satisfactory way. If either resident or staff hears of a neighbor complaint, you must:

- Listen carefully to what the actual complaint is and do not argue with the neighbor;
- Take notes as to what the complaint is and (important) get the name; address; and contact phone number of the person giving the complaint;
- Give the neighbor Clean Acres’ contact information (below) and explain once they contact us, we will work to resolve the issue;
- Contact the Executive Office with the notes of the complaint and the neighbor’s contact information.

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### Contact Information:

Clean Acres Men’s Facility	Jerry Taylor <a href="mailto:taylor@newhousingohio.org">taylor@newhousingohio.org</a>	513-256-4870
Clean Acres Women’s Facility	Linda Tucker <a href="mailto:tucker@newhousingohio.org">tucker@newhousingohio.org</a>	937-581-7801
New Housing Ohio	Executive Office <a href="mailto:mail@newhousingohio.org">mail@newhousingohio.org</a>	513-554-4567