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## Sacramento County

### Good Neighbor Hotline

**(916) 874-3486**

Hours: Monday – Friday

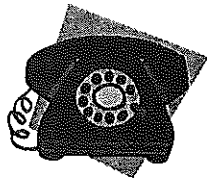
8:00 a.m. – 5:00 p.m.

[www.dgs.saccounty.net/gnp/default.aspx](http://www.dgs.saccounty.net/gnp/default.aspx)

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Contract Services Provided By:

**The Human Rights  
Fair Housing Commission**



## Sacramento County Board of Supervisors

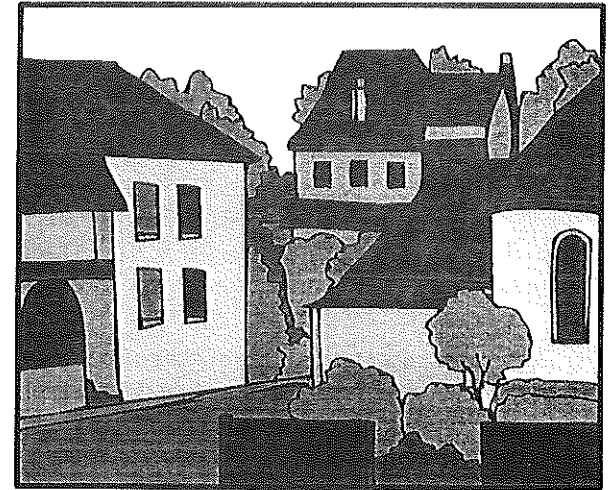
Roger Dickinson  
Jimmie Yee  
Susan Peters  
Roberta MacGlashan  
Don Nottoli

**County Executive**  
Terry Schutten



Administered by:

**Public Protection Agency  
Administrator**  
Penelope Clarke



## County of Sacramento's

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### *Good Neighbor Policy*

Are you having problems with noise, traffic, or litter relating to a County facility in your neighborhood? Do you need to speak with someone about other concerns relating to a particular facility in your neighborhood? The purpose of our Good Neighbor Policy is to let you know who we are and try to help resolve any property management concerns you may have with a County facility. Sacramento County wants to be a good neighbor.

## **SACRAMENTO COUNTY'S GOOD NEIGHBOR POLICY**

The Good Neighbor Policy was established to lessen problems or concerns for neighbors of County owned, leased or contracted facilities. Part of the Good Neighbor Policy is letting you know who we are and how you may contact us.

If a facility in your neighborhood is a County owned, leased or contracted site they will have signs posted or may distribute notices informing you about the service sites located in your neighborhood. For contracted facilities, these notices will include the phone number of an on-site person with whom you may discuss your concerns. County department phone numbers can be found in the phone book.

Another alternative is our Good Neighbor Hotline at (916) 874-3486. The Hotline representative can assist you in resolving your issues, if the Site Contact is unable to do so.

We encourage frequent communication between the County and the neighborhoods in which the services are located. The County attempts to engage community members in discussions regarding new facilities or changes concerning the operation of existing facilities.

## **HOW WILL THE COUNTY BE A GOOD NEIGHBOR?**

The County strives to employ effective property management practices. We will respond to your concerns in a timely manner. We expect issues regarding traffic, parking, graffiti, loitering, noise, litter, landscaping and security to be addressed through the Good Neighbor Policy. We hope that by following the Good Neighbor Policy, there will be few issues concerning County facilities within your community.

## **HOW WILL COMPLIANCE WITH THIS POLICY BE MONITORED?**

The County has policies and procedures governing the management of County owned and leased facilities. The Department of General Services has the responsibility and authority for facility management of these County facilities. Individual departments monitor their operational practices and County employees monitor all contracted services via contract provisions. We use many methods such as surveys, site visits and performance evaluations.

## **HOW WILL I KNOW IF A SITE IS A COUNTY FACILITY?**

County facilities are clearly identified. Most County contractor sites will soon have signs or neighbors will receive notice of sites that provide County services. These signs or notices will include a phone number for the Site Contact. If you have a complaint and are not sure if the site is County owned, leased, or contracted, call the Good Neighbor Hotline at (916) 874-3486.

## **IF THE SITE IS NOT A COUNTY FACILITY, WHAT CAN I DO?**

If a site is not a County site, the Good Neighbor Hot Line will assist you in resolving your issue or make useful referrals.

Sacramento County is continually working with other government entities and local businesses. Our efforts to achieve cooperation include informing them of our Good Neighbor Policy and encouraging them to adopt similar policies.

## **I HAVE A PROBLEM WITH A RESIDENTIAL NEIGHBOR AND HAVE BEEN UNABLE TO RESOLVE IT. CAN YOU HELP?**

The Good Neighbor Hotline staff will recommend mediation services or other services available in our community. Mediation will require both parties to agree to this dispute resolution method.

## **IF I AM AWARE THAT THIS POLICY IS NOT BEING FOLLOWED, WHAT SHOULD I DO?**

Contact the Sacramento County Good Neighbor Hotline at (916) 874-3486 and a representative will attempt to address your concerns.