



**New Dawn Enterprises**  
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## **Eleanor's Court Good Neighbours Policy**

### **Our Commitment**

Eleanor's Court is inherently part of the Charlotte Street and North End Sydney neighbourhood. As neighbours, we share streets, sidewalks, routines, concerns, and care for this place. New Dawn and the Ally Centre are committed to fostering a respectful, safe, and welcoming relationship between Eleanor's Court, its tenants, and the surrounding community.

This Good Neighbours Policy outlines how Eleanor's Court will operate as a responsible and engaged member of the neighbourhood, how concerns can be raised, and how we will work together when issues arise.

### **About Eleanor's Court**

Eleanor's Court is a 25-unit supportive housing development providing long-term, affordable homes for individuals who have experienced homelessness and face complex barriers related to addiction, mental health, trauma, or health challenges.

Eleanor's Court is grounded in a harm reduction approach, which recognizes that people are safest and most able to stabilize and heal when they have secure housing, dignity, and access to supports. The building is staffed 24 hours a day, 7 days a week, and tenants receive on-site support services.

Eleanor's Court is not an emergency shelter. It is permanent housing with supports.

### **About New Dawn Enterprises**

New Dawn is a community development organization founded in 1976. Its mission is to engage the community to create and support a culture of self-reliance in Cape Breton–Unama'ki.

New Dawn's role at Eleanor's Court includes:

- Owning the building and property
- Property maintenance, repairs, and exterior care

- Ensuring the building is safe, well-maintained, and a positive presence in the neighbourhood
- Acting as landlord and holding and enforcing leases with tenants in accordance with the Nova Scotia Residential Tenancies Act (RTA)

### **About the Ally Centre of Cape Breton**

The Ally Centre is a community-based organization providing harm reduction, housing support, mental health, and addiction services.

The Ally Centre's role at Eleanor's Court includes:

- Providing 24-7 on-site support for tenants
- Staffing and managing the interior operations of the building
- Supporting tenant well-being, safety, and community integration
- Holding direct relationships with tenants and responding to tenant-related concerns

### **Being Good Neighbours**

We believe being a good neighbour means:

- Treating one another with dignity and respect
- Supporting a neighbourhood that is safe, welcoming, and inclusive
- Recognizing that housing for all is foundational to community well-being
- Addressing concerns early, calmly, and constructively

Tenants of Eleanor's Court are expected to follow their housing agreements and all local, provincial, and national laws, just as tenants in any housing do.

### **Communication & Two-Way Dialogue**

We are committed to open, two-way communication with neighbours.

## **Non-Emergency Questions or Concerns**

For questions, feedback, or non-urgent concerns related to the building or property, please contact New Dawn Enterprises.

**Isabelle Lalonde, Facilities Manager, New Dawn**

**Email:** [properties@newdawn.ca](mailto:properties@newdawn.ca)

**Phone:** 902-539-9560 ext. 253

## **Emergencies or Urgent Concerns (24-7)**

If there is an urgent concern related to Eleanor's Court, such as:

- Someone who appears unwell or in need of immediate help
- A disturbance in progress
- A safety concern connected to the building or its occupants

Please contact the 24-hour Eleanor's Court support line, staffed on site by the Ally Centre:

**Eleanor's Court 24-7 Support Line: 902-322-9026**

This line exists so that concerns can be addressed quickly and appropriately, and that staff (who tenants have a relationship with) can help to support and de-escalate as needed.

**In the case of an emergency, always call 911.**

## **Integration and Community Presence**

New Dawn and the Ally Centre believe that housing works best when people feel they belong.

We are committed to:

- Supporting tenants to be respectful neighbours
- Encouraging positive interaction and integration into the community
- Listening to community concerns and responding thoughtfully
- Learning and adapting as Eleanor's Court becomes part of the neighbourhood

## **A Shared Responsibility**

Strong neighbourhoods are built on relationships, patience, and care. We recognize that Eleanor's Court represents change, and change can raise questions or concerns. We are committed to walking this path with openness, accountability, and respect. We thank our neighbours for being part of this shared community.

***New Dawn Enterprises***  
***The Ally Centre of Cape Breton***