

FAQ: Neighbourly Homes Courtyard for Bridge Housing Units

Location: 334 Forest Hill Road, Fredericton, NB

Operator: 12Neighbours Community Inc.

1. Why is this facility being built?

We are creating a supportive housing courtyard with 27 temporary bridge-housing units. The goal is to provide a stable, supportive environment for individuals who need housing and access to support services while they transition toward permanent homes.

Supportive-housing models across Canada have demonstrated strong outcomes — including reduced homelessness, improved safety, and lower pressure on health-care and emergency systems. You can review a summary of peer-reviewed research on supportive-housing outcomes and their impact on crime reduction in this [white paper](#).

2. Who owns the property and who manages the site?

The property is owned by the **Province of New Brunswick**, which has granted temporary use of the land for this purpose.

Neighbourly Homes, a program of 12 Neighbours Community Inc., is the not-for-profit organization operating and managing the site under agreement with the **Department of Social Development** and **Housing NB**, who have contracted with 12 Neighbours Community to build, install, and operate the community for two years.

3. What type of housing is this and how will it work?

A Neighbourly Homes courtyard is *supportive transitional (bridge) housing*, not an emergency shelter.

Residents each have their **own private, lockable unit** within a **secure, staffed 24/7 courtyard**. Shared facilities include showers, washrooms, kitchenettes, laundry, and a secure outdoor area.

Staff are on-site at all times to support residents in achieving housing stability, to maintain safety and order, and to assist people in working toward independence. Meals and public-transit access are also available to participants.

4. How are residents selected?

Residents are referred through the **coordinated housing and homelessness system**, in collaboration with local partner agencies.

Eligibility focuses on individuals experiencing homelessness who can live successfully in a shared-courtyard environment under clear rules — respecting others, following a good-neighbour policy, and engaging with available supports.

Each applicant undergoes a **screening and housing-readiness assessment** to ensure suitability for this community.

5. What are the rules?

The housing courtyards are **actively managed communities**, designed to ensure safety, order, and dignity. Key expectations include:

- The site will be kept **clean and orderly** at all times; any items left outside the courtyard will be removed daily.
 - For safety, the courtyards are **resident-only spaces** — visitors are not permitted inside. This trauma-informed rule helps prevent “housing takeovers,” where unwanted visitors compromise safety or housing stability for residents.
 - All residents agree to a **Good Neighbour Policy**, committing to respectful behaviour both within the courtyard and in the wider community.
 - Residents have **24-hour access** to their homes, with no curfew or daily check-in/out requirement. Unlike emergency shelters, this model supports autonomy, privacy, and stability.
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6. Will crime or disturbances increase?

This concern is understandable — but evidence consistently shows that supportive-housing developments **do not increase crime** and often lead to fewer police calls in surrounding areas.

In fact, since opening a similar Neighbourly Homes courtyard in Saint John on August 1, we have **not had a single police call** related to that site.

Each courtyard has robust management, secure access controls (lighting, fencing, cameras, gates), and a clear resident code of conduct. We also maintain close communication with local law enforcement and community stakeholders.

7. What supports and services will be on-site?

Each resident will have access to tailored supports aimed at building long-term stability — including help with housing navigation, employment or income supports, health and wellness services, and personal development.

Neighbourly Homes staff oversee operations, coordinate service partners, and ensure the site remains safe, clean, and well-maintained.

8. How long will residents stay?

Bridge housing is **temporary and transitional**. The goal is to help individuals stabilize, build skills, and move into more permanent housing when ready. There is no preset timeline, but each individual is expected to be actively working toward stable permanent housing.

9. What impact will this have on parking, traffic, or noise?

There will be **no material impact** on parking or vehicle traffic on Forest Hill Road. Most residents rely on **public transit** — a bus stop is located directly beside the property.

A **fence and natural tree buffer** will maintain visual privacy along the east side. The courtyard will have controlled entry and exit, appropriate lighting, and onsite staffing. Quiet hours and visitor restrictions will help maintain a peaceful environment.

10. Will I be able to contact the site manager?

Yes. A dedicated contact method will be established for nearby residents to reach the site management team. We welcome open communication and ongoing collaboration with neighbours.

11. Is there evidence that this kind of housing benefits the whole community?

Yes. Research across Canada shows supportive housing produces multiple community benefits — reduced emergency-service use, fewer hospital stays, improved wellbeing, and cost savings to public systems.

12. Are drugs allowed? Is this a “wet” or “dry” facility?

The terms *wet* and *dry* are often used for congregate shelters, referring to whether substance use is allowed in shared spaces. **Neighbourly Homes is not a shelter.** Each resident lives in a **private home** with the same laws and responsibilities as all other households in the city.

As in all homes in New Brunswick:

- **Legal substances** (alcohol, cannabis) may be used responsibly in private.
- **Illegal drugs are not permitted.**

We recognize that some residents face substance-use challenges. Our approach is **housing-first and harm reduction based** — ensuring people have safe housing while being connected to treatment, recovery, and wellness supports.

We maintain clear expectations for safety and respectful behaviour, and our onsite staff respond promptly to any issue that could affect the peace or wellbeing of the surrounding neighbourhood.