

# GSA's Good Neighbor Policy



The Good Neighbor Program is the General Services Administration's (GSA) commitment to ensure quality work environments for the employees of Federal agencies by helping to revitalize the nation's communities. The program is a way for GSA, under its existing authorities, to carry out the Public Buildings Cooperative Use Act of 1976, Executive Order 12072, and Executive Order 13006, and to build even stronger partnerships with communities and the Federal employees who work in them.

GSA is charged with providing space to Federal agencies. Its mission is "to improve the effectiveness of the Federal Government by ensuring quality

work environments for its employees." This means that GSA looks at Federal properties not just as part of its own portfolio, but at how they interrelate to their surroundings. GSA's philosophy is simple: by being a Good Neighbor, it will make the areas where its properties are located safer, cleaner and livelier — differences which will directly benefit the working environments of Federal employees. Its strategy is civic: GSA works together with communities and Federal agencies to create better working environments.

Being a Good Neighbor matters to GSA. GSA has a major stake in the nation's communities. Therefore, it makes sense for GSA to want its buildings to be a lively part of the active civic life of these communities. And it makes sense for GSA to provide space for shops and restaurants, invite people into Federal buildings, and develop Federal plazas and public spaces around their properties.

As a Good Neighbor, GSA does many exciting things with and in communities to make them better places to work and to make Federal buildings integral parts of the nation's communities. GSA is exploring new ways to use its properties by encouraging activities that reach into local neighborhoods and invite people into Federal buildings and public spaces. GSA creates meaningful places in and around its properties, and participates in community revitalization initiatives, where it makes sense to do so, and where it can do so consistent with law.

**GSA WORKS  
TOGETHER WITH  
COMMUNITIES  
AND FEDERAL  
AGENCIES TO  
CREATE BETTER  
WORKING  
ENVIRONMENTS.**



The ultimate decision about what being a Good Neighbor means in practice is local: each community is different and there are different issues within the communities depending on the extent and nature of the Federal presence. These are the essential elements of the Good Neighbor Program:

**Promote the ways that GSA already works with the nation's communities.**

GSA lets people know what it is doing to be part of a community. We talk regularly to community leaders, attend community meetings, host events in Federal facilities and provide literature to the public about Federal buildings and activities.

**Look for new ways to use Federal facilities and encourage activities that reach into local neighborhoods and invite people into Federal buildings.**

GSA finds new leasing opportunities, and hosts or partners to provide a variety of events and programs for the public such as open markets, lectures, exhibits, and tours in and around Federal buildings.

**Create meaningful places in and around Federal properties.**

GSA encourages the public to use Federal buildings; to sit in and walk through public plazas, appreciate the heritage of the nation's buildings, use public

lobby areas, and frequent ground floor shops and restaurants. We provide engaging, secure and accessible civic spaces that are a vibrant part of communities.

**Participate in community revitalization initiatives.**

Many Federal properties are located in downtown management districts, such as business improvement districts. Where it makes sense, and is consistent with the law, GSA can contract directly with these districts to purchase necessary services.

GSA works with communities and contributes to their overall planning processes. We attend and participate in community meetings. We share timely information, and solicit input, about Federal real estate actions with local government planning agencies, local officials, and any other community based organizations including, where existing, an Empowerment Zone or Enterprise Community.

GSA complies with Presidential Executive Orders and legislative mandates. We address concerns about location and siting; access, parking and transportation; building security and personal safety; historic integrity; and environmental impact of Federal properties.

**For more information, contact:**

Center for Urban Development  
GSA Public Buildings Service  
U.S. General Services Administration  
1800 F Street NW  
Washington, DC 20405  
Phone: 202-501-1881  
[goodneighbor.gsa.gov](http://goodneighbor.gsa.gov)