

Office of Community & Civic Life:

Community-Building Tips for Neighbors of Liquor Licensed Businesses

Great gathering spaces are an important part of any thriving community. A bar or restaurant can be a valuable community hangout and help to strengthen a sense of identity and connection within a neighborhood.

As Portland continues to grow and thrive, many features of urban living have become part of our everyday experiences. It's not hard to see that we love our brewers, growers, distillers and our neighborhood bars and restaurants. It's important that liquor license holders, neighbors, and City agencies work together to maintain the vibrancy of our neighborhoods.

Getting off to a good start:

- Reach out to the business owner. Introduce yourself. Try to get to know each other as individuals rather than representatives. Open lines of communication.
- Engage the business owner in conversation. Ask questions. Maintain a learner's mindset.
- Invite the business owner and staff to participate in neighborhood groups and community events
- Communicate regularly, it's easier to talk about minor issues before they become big problems.
- Communicate your concerns but consider whether they are current problems or things you are worried "might" happen in the future
- Try to partner with the business on problem-solving before reaching out to regulatory agencies.

Collaborative Problem-Solving:

- Determine how best to communicate your questions and/or concerns. Do you have contact information for a manager or the business owner?
- What steps might be taken by both neighbors and the business? Is there a middle-ground solution that might work for both parties?
- Keep things collaborative. Good relationships between neighbors and businesses benefits the businesses and those living in the surrounding neighborhood.



The City of Portland is committed to providing meaningful access. To request translation, interpretation, modifications, accommodations, or other auxiliary aids or services, contact 503-823-4000, Relay: 711.

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Seeking Help with an Ongoing Issue:

- Resolutions Northwest (neighbor-to-neighbor mediation services offered through the City of Portland)- (503) 595-4890
- The Neighborhood Association for your location- www.portlandmaps.com
- City of Portland Noise Control Program- (503) 823-7350
- Portland Police Bureau Neighborhood Response Team- North Precinct (503) 823-5700, Central Precinct (503) 823-0097, East Precinct (503) 823-4800
- Portland Police Bureau Non-Emergency Line- (503) 823-3333
- Oregon Liquor Control Commission- (503) 872-5000
- City of Portland Liquor Licensing Program- (503) 823-4520
- City of Portland Crime Prevention Program- (503) 823-4064