



## Kirkland Health Through Housing

### Draft Community Relations Plan – Updated July 2025

#### Introduction

**Background and Purpose:** As the operator for Kirkland Health Through Housing ("Kirkland HTH"), Plymouth Housing developed this Community Relations Plan in accordance with the Permanent Supportive Housing Agreement ("PSHA") between the City of Kirkland ("the City") and King County ("the County"). The PSHA was an interlocal agreement between the City and County executed on July 3, 2023. This Plan was developed in coordination with the City and County.

This Community Relations Plan is intended to provide strategies and policies for community engagement, dispute resolution, and communication protocols for issues that may arise, and contains:

- I. Good Neighbor Agreement
- II. Ongoing Engagement Plan
- III. Potential Impacts and Dispute Resolution
- IV. Key Contacts

**Partners:** The partners to this plan include Plymouth Housing as the site operator, the County as the site owner and funder, and the City as the local jurisdiction (together referred to as "Partners").

**Community Members:** This plan establishes procedures for relationship building between Kirkland HTH and its neighbors ("Community Members") who include immediate and surrounding businesses and residents.

**Signatories:** The Community Relations Plan and incorporated Good Neighbor Agreement shall be approved by the City of Kirkland, through the City Manager.

#### I. Good Neighbor Agreement

##### Partners agree to:

- Maintain mutual understanding of individual and shared responsibilities and clearly communicate with community members to relay any changes to these purviews.
- Participate in collaborative problem-solving around issues that may arise at, near, or as a result of Kirkland HTH.

- Develop, maintain and enhance positive working relations between Partners and with Community Members.
- Use direct, respectful, and civil communication.
- Promote responsiveness to concerns by:
  - Acknowledging and attempting to resolve concerns raised by Partners and Community Members as promptly, collaboratively, and directly as possible.
  - Encouraging Partners and Community Members to contact designated liaisons regarding questions or concerns.
- Enhance neighborhood safety and livability by:
  - Fostering positive relationships between Partners, Kirkland HTH residents, and Community Members.
  - Supporting measures that foster a community where individuals from all backgrounds and life experiences are safe and welcomed.
- Establish baseline expectations with Community Members, including:
  - Treating Kirkland HTH residents with fairness and respect, recognizing that recovery from homelessness is not linear and can take time.
  - Engaging in open, solutions-focused communications with Plymouth, the City, and the County.
  - Using designated communications channels to elevate concerns, including but not limited to participating in regular community meetings.
- Co-host regular community meetings as outlined in the Ongoing Engagement Plan.

**In addition to the above, the following agreements are made by the individual Partners:**

#### **Plymouth Housing**

Plymouth agrees to operate the facility responsibly, and will:

- Offer ongoing resident-centered services that support long-term housing stability.
- Train staff to support resident needs with evidence-based practices and tools such as case management, trauma-informed care, de-escalation strategies, and safety measures, among others.
- Connect residents to free or reduced transit services through ORCA.
- Provide 24/7 staffing, including the ability to contact the front desk through the front office phone and gate intercom.
- Establish a Code of Conduct for residents and support residents in adhering to Code of Conduct terms. Emphasize support-based interventions over punitive measures when addressing challenges residents may face when possible.
- Maintain the livability of the Kirkland HTH property as the site operator by:
  - Encouraging residents to positively engage with neighborhood businesses, volunteer opportunities and community organizations.
  - Keeping the property in good order as established by the King County Facility Lease Agreement.
- Adopt and implement the Safety and Security Plan.

Plymouth agrees to support positive community relations, and will:

- Designate a Neighborhood Liaison who will serve as point of contact for community feedback, nurture relationships with Community Members, attend community events as an ambassador, and co-host regular community meetings with the other Partners. The name

and email for the Plymouth Neighborhood Liaison will be listed online and displayed near the property entrance.

- Uplift resident voices so that they may have an opportunity to participate in community meetings and provide input on their experiences within the neighborhood.
- Uphold the dignity and rights of all residents. Address any incidents of bias, discrimination, or mistreatment that residents may experience from neighbors, businesses, or other community members, and actively work to create an environment where residents feel valued, respected, and supported in their transition to stable housing.

### **City of Kirkland**

The City agrees to support positive community relations, and will:

- Designate a City employee to serve as Liaison to Plymouth, the County, and Community Members regarding Kirkland HTH and participate in ongoing engagement, including a commitment to co-host regular community meetings.
- Promptly notify Plymouth Housing of comments received from Community Members to foster timely responsiveness and/or resolution.
- Serve as arbiters for neutral, solutions-focused dispute resolution between Plymouth and Community Members as appropriate or requested, with involvement with the County as needed.
- Assume responsibility of tracking community impact data of interest to the City, such as regional homelessness or community safety.
- Support or create opportunities for community feedback related to Kirkland HTH, including but not limited to Kirkland HTH's regular community meetings.
- Encourage a welcoming community environment that respects the privacy and dignity of all Kirkland residents.

### **King County**

The County agrees to own and fund the facility responsibly and support positive community relations, and will:

- Maintain the livability of the Kirkland HTH Property as the site owner and funder by:
  - Sufficiently resource contracted site operations to ensure ongoing resident-centered services that promote long-term housing stability.
  - Provide regular trash, compost, and recycling services.
  - Designate outdoor spaces available to residents as smoking or non-smoking.
  - Keeping the property in good order as established by the King County Facility Lease Agreement.
- Support funding of the Safety Ambassador level of service as referenced in the adopted Safety and Security Plan.
- Designate a County employee to serve as Liaison to Plymouth, the City, and Community Members regarding Kirkland HTH and participate in ongoing engagement, including a commitment to co-host regular community meetings.
- Promptly notify Plymouth Housing of comments received from Community Members to foster timely responsiveness and/or resolution.
- Participate in neutral, solutions-focused dispute resolution as needed between Plymouth, the City, and Community Members.

- Assume responsibility of tracking community impact data of interest to the County, such as regional homelessness or community safety.
- Support or create opportunities for community feedback related to Kirkland HTH, including but not limited to Kirkland HTH's regular community meetings.

## II. Ongoing Engagement Plan

### Regular meetings

**Cadence:** Following Kirkland HTH opening, Plymouth, the City, and the County will co-host quarterly meetings for Community Members during the first two years of operation of the facility (as required by the PSHA). Thereafter, meeting cadence will be reduced to semi-annually, annually, or otherwise at the shared discretion of Plymouth, the City, and the County.

**Purpose:** Regular community meetings will allow Plymouth, the City, and the County to provide updates on new developments and share opportunities for community support or involvement, and allow Community Members to raise questions or concerns not already communicated through other channels. These regular meetings are intended to be forums for Community Members but may be expanded to include the public. These meetings are by no means intended to be the sole opportunities for Community Members or the public to communicate or engage with any of the Partners.

**Logistics and Planning:** Regular community meetings may take place in person or virtually. Plymouth, the City, and the County must coordinate and share responsibility for meeting planning including date/time/location selection, advertising of meeting information, meeting facilitation, and adherence to the required quarterly cadence during the first two years of operation. Thereafter, responsibility may be delegated among the Partners at their shared discretion.

## III. Potential Impacts and Dispute Resolution

### Potential Impacts and Proactive Measures

Kirkland HTH represents 100 new homes in the immediate neighborhood, which includes schools, businesses, and other residences. Before its conversion to permanent supportive housing, the Kirkland HTH site was a hotel. Many potential impacts are anticipated to be similar to the facility's former use as a hotel – including pedestrian and vehicle traffic from staff, tenants, delivery services, and occasional first responders or emergency services – and are expected to integrate with existing pedestrian and vehicle traffic from the neighboring schools, businesses, and other residences.

Prior to opening, the following additional potential impacts on the immediate neighborhood were raised as points of concern by Community Members:

- Increased pedestrian traffic, including 'cutting through' the Eastside Preparatory School campus as a shortcut from one part of the block to the other.
- Camping or loitering near the Property by individuals who are not residents of Kirkland HTH.

- Petty, property, or interpersonal crime in the immediate area.
- Public cost of local first responders or emergency services providing public safety or medical responses at Kirkland HTH.
- Malicious actors preying on Kirkland HTH residents or other people in the area.
- Children witnessing adults with physical or behavioral challenges, playing too close to or on the Property, and/or obtaining or encountering drugs.
- Businesses or other residents leaving the area due to concerns about community safety, property values, and/or objections to the facility.

To proactively address concerns, Plymouth, the City, and the County shall:

- Implement the provisions of the PSHA including adoption of a Safety and Security Plan and Code of Conduct to promote overall community safety.
- Provide public education, myth-busting, and fact-checking to address fears or misconceptions about permanent supportive housing, homelessness, and Kirkland HTH.
- Support relationship-building and information-sharing between Partners and with Community Members. All parties will strive to center empathy, truth, and fairness in community dialogue.
- Make the name and contact information for the Neighborhood Liaison easily accessible to Community Members as a point of contact for concerns, complaints, or disputes following building opening.

### **Dispute Resolution**

Upon receiving a concern, complaint, or dispute:

- The Partners may confer on the appropriate response and responsible party as needed and depending on the individual situation. In general:
  - Plymouth is responsible for maintaining a safe and orderly building community on the Property, supporting the well-being of Kirkland HTH residents, and contributing to a positive neighborly relationship with Community Members.
  - The City is responsible for law enforcement and maintaining public safety in Kirkland, and ensuring compliance with the PSHA with support and coordination from the County.
- After receiving a concern, complaint, or dispute, the responsive party will engage with the Community Member and attempt to achieve a satisfactory resolution.
- If a satisfactory resolution cannot be achieved between the Community Member and the responsive party, the Partners may confer on possible additional steps.
- Regardless of how an individual complaint or dispute may be resolved, the Partners commit to prioritizing positive and long-term community relations, continuously improving operations and communications based on experiences with Community Members, and promoting overall community safety and well-being.

## IV. Key Contacts

### Who to Call:

**If you witness an emergency medical or public safety situation:** call 911. If appropriate and close to the property, also call the Kirkland HTH front desk.

**If you witness a non-emergency public safety situation:** call (425)-577-5656, the Kirkland Police 24/7 non-emergency line. If appropriate, also contact the Plymouth Neighborhood Liaison.

**If you witness littering, graffiti, or other concerning but non-emergency activity involving or close to the Kirkland HTH property:** call (425)-577-5656, the Kirkland Police 24/7 non-emergency line. If appropriate, contact the Plymouth Neighborhood Liaison.

**If you have ideas on collaboration, community engagement, process improvement, or would like to request a meeting with a Plymouth representative:** contact the Plymouth Neighborhood Liaison. This includes volunteer opportunities, donations, and other community building activities. Additional information can be found on Plymouth's website at [www.PlymouthHousing.org](http://www.PlymouthHousing.org).

### **Example Scenarios:**

**Scenario A:** A neighbor observes a person they believe to be a Kirkland HTH resident littering in the neighborhood.

**Solution:** Contact the Plymouth Neighborhood Liaison.

**Scenario B:** A neighbor observes a person they believe to be a Kirkland HTH resident exhibiting behavior that may pose an imminent safety risk to themselves or others.

**Solution:** Call 911. If the person is close to the property, also call the Kirkland HTH front desk.

**Scenario C:** A neighbor or community member has been hearing complaints or concerns – substantiated or speculative – about neighborhood safety that seem to be related to the Kirkland HTH building.

**Solution:** Contact the Plymouth Neighborhood Liaison, the City of Kirkland, or King County.

**Scenario D:** A Kirkland community member wants to communicate their comments, concerns, or questions regarding Kirkland HTH or related City policies to City staff or elected officials.

**Solution:** Contact the City Liaison or go to [www.KirklandWA.gov](http://www.KirklandWA.gov) for additional City of Kirkland contact information and public comment opportunities.