

COVER SHEET FOR SIGNATURE

Document Title: ___Kirkland Health through Housing Community Relations Plan___

Prepared By: ___Jen Boone, Human Services Manager___

Organization: ___City of Kirkland___

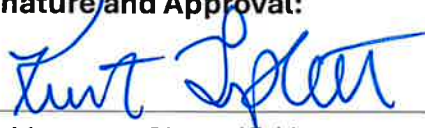
Purpose:

This cover sheet is submitted for signature to formally acknowledge approval of the attached document.

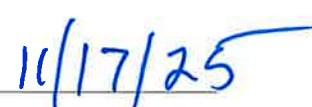
Instructions:

Please review the attached document. Sign and date below to confirm your approval. Any forthcoming amendments will require an addendum and updated signatures.

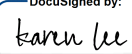
Signature and Approval:



City Manager, City of Kirkland



Date

DocuSigned by:

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Chief Executive Officer, Plymouth Housing

11/19/2025

Date



Kirkland Health Through Housing

Community Relations Plan

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

This plan's primary goal is to emphasize Plymouth Housing, King County, and the City of Kirkland's shared commitment to listening and being responsive to reasonable community concerns, and establishing a foundation for meaningful, positive, and long-term community relations.

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 reasonable concerns by:
 - Responding quickly to reasonable questions and comments. Acknowledging and attempting to resolve concerns raised by Partners and Community Members as promptly, collaboratively, and directly as possible.
 - Providing contact information when requested, so neighbors know who to call. 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.
 - Actively work to address reasonable community concerns and aim to resolve them.
- Promote shared goals and expectations between Partners and Community Members by:
 - Creating a positive, safe, and respectful environment for Kirkland HTH residents, recognizing that recovery from homelessness is not linear and can take time.
 - Engaging in open, solutions-focused communications and to endeavor to take neighbors' individual needs into consideration.
 - Using designated communications channels to elevate questions or concerns promptly and directly, 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 that details the site policies and design, staffing and training, potential safety situations and protocols, coordinated communication and engagement, and performance metrics.

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.
- Commit to listening to neighboring community concerns and aiming to resolve reasonable requests.
- 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. Advocate for residents who experience incidents of bias, discrimination, or mistreatment 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 of 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.
- Work with Plymouth and Community Members to proactively maintain neighborhood safety and livability, including dispatching the City's Homelessness Assistance & Response Team (HART) to engage with unhoused individuals in the immediate vicinity as needed.

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 Engagement Activities

Ongoing Kirkland HTH community engagement will be focused on community integration and relationship building. As part of Plymouth's commitment to listening and being responsive to reasonable community questions and concerns, Plymouth staff (including but not limited to the Neighborhood Liaison) will work to maintain a visible and friendly presence in the greater Kirkland community to promote familiarity, trust, and accessibility.

Following the opening of Kirkland HTH, Plymouth will regularly engage in activities to support and maintain community relationships including one-on-one meetings, tabling at community events, presentations to interested groups, and attending local events. These activities will be similar to Plymouth's pre-opening community engagement efforts, which included:

- Regular open Eastside Community Office Hours
- Hosted informational booths at Kirkland's annual 'City Hall for All' and the Kirkland Kiwanis '7 Hills Bike Race'
- Presentations to neighboring businesses
- Joining the Kirkland Chamber of Commerce
- Coffee meetings with individual neighbors and Kirkland community members
- Serving on the Connections Health Community Advisory Board
- Promoting and managing a dedicated Kirkland email inbox and responding to community questions

Regular Meetings

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.

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.

An example meeting agenda could involve:

- *County and Plymouth:* Status update of lease-up and # of referral partners
- *Plymouth:* Overview of new residents and their orientation to the neighborhood
- *City:* Overview of community feedback received
- *Community Members:* Sharing of impacts, questions, or concerns
- *Group discussion*

Regular community meetings may take place in person or virtually. Plymouth, the City, and the County will 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.

Opt-In Neighborhood Shared Contact list

Plymouth, City, and County liaisons will co-maintain a contact list of immediate neighbors, including designated points of contact for businesses, schools, and residential properties. The contact list will be utilized to share engagement opportunities, promote neighborhood meetings, and distribute information or alerts about neighborhood activity of community interest.

The initial list will include the Linbrook neighbors who participated in monthly pre-opening engagement meetings. Additional immediate neighbors (e.g. individual commercial tenants) who are interested in being added may reach out to any of the Liaisons.

III. Potential Impacts and Dispute Resolution

Potential Impacts

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 some vehicle traffic from staff, tenants, delivery services, and occasional first responders or emergency services – and are expected to integrate with existing traffic from the neighboring schools, businesses, and other residences. A pre-opening traffic study anticipated vehicle traffic to be substantially less than the facility's former use as a hotel.

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 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.

Proactive Measures

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.
- Support relationship-building and information-sharing between Partners and with Community Members. Partners will strive to center empathy, truth, and fairness in community dialogue.
- Commit to being responsive to reasonable community concerns before and after building opening.
- Provide public education, myth-busting, and fact-checking to address fears or misconceptions about permanent supportive housing, homelessness, and Kirkland HTH.
- 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 reasonable concern, complaint, or dispute:

- The Partners may confer on the appropriate response and responsible party as needed and depending on the individual situation; if needed, the Community Member will be informed who has been designated to respond. 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, listen to their concern, and attempt to achieve a satisfactory resolution. It is understood that some issues may take more time, multiple meetings, or additional information to resolve.

- If a satisfactory resolution cannot be achieved between the Community Member and the responsive party, the Partners may confer on possible additional steps. In any case, the Community Member will be informed of the plan of action or no action.
- At any point during or following engagement around a concern, the Community Member may request involvement in the resolution process from another Partner liaison to consult on resolution or act as arbiter (as appropriate).
- 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.
- The dispute resolution process outlined above shall be an informal process and is not intended to supplant or limit any rights of the parties.

IV. Key Contacts

Plymouth Neighborhood Liaison: a Plymouth staff person designated to serve as Liaison to the City, County, and Community Members regarding Kirkland HTH and be a visible and friendly ambassador, nurture respectful relationships among community members, attend community events, and receive and respond to neighbor complaints in a timely manner. The Neighborhood Liaison is intended to be the initial point of contact for the majority of community outreach and will facilitate connections to and follow-up with other Plymouth staff as appropriate, including but not limited to Kirkland HTH building staff.

City of Kirkland Liaison: a City of Kirkland staff person designated to serve as Liaison to Plymouth, the County, and Community Members regarding Kirkland HTH. The contact information will be located on the website [here](#).

King County Liaison: a County staff person designated to serve as Liaison to Plymouth, the City, and Community Members regarding Kirkland HTH.

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 and 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.

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. The Plymouth Neighborhood Liaison will communicate with onsite staff to attempt to verify (if possible) whether the individual is a resident at Kirkland HTH; if confirmed, staff will engage with the resident to reinforce respectful neighborly behavior. The Plymouth Neighborhood Liaison will provide a timely response to the neighbor acknowledging the issue and response in a manner that protects the resident's privacy and confidentiality of personal information.

Scenario B: A neighbor observes a person they believe to be a Kirkland HTH resident engaging in disruptive but nonthreatening behavior on private property.

Solution: To the extent you're comfortable, respectfully inform the individual they are being disruptive and request they exit the area. If additional assistance is needed, call the Kirkland Police 24/7 non-emergency line and/or the Kirkland HTH front desk if nearby; if the situation escalates or requires emergency assistance, go to a safe place and call 911. After the situation has been resolved, contact the Plymouth Neighborhood Liaison. The Plymouth Neighborhood Liaison will communicate with onsite staff to attempt to verify (if possible) whether the individual is a resident at Kirkland HTH; if confirmed, staff will engage with the resident to reinforce respectful neighborly behavior. The Plymouth Neighborhood Liaison will provide a timely response to the neighbor acknowledging the issue and response in a manner that protects the resident's privacy and confidentiality of personal information.

Scenario C: 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 and Kirkland HTH staff will engage their emergency response protocol. After the situation has been resolved, contact the Plymouth Neighborhood Liaison. The Plymouth Neighborhood Liaison will communicate with onsite staff to attempt to verify (if possible) whether the individual is a resident at Kirkland HTH; if confirmed, staff will engage with the resident to learn more about the incident and assess potential next steps including but not limited to reinforcing respectful neighborly behavior or convening a care conference. The Plymouth Neighborhood Liaison will provide a timely response to the neighbor acknowledging the issue and response in a manner that protects the resident's privacy and confidentiality of personal information.

Scenario D: 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. Plymouth, the City, and the County will collaborate to learn more and assess potential actions for remediation, including but not limited to adding the topic for discussion at a future community meeting.

Scenario E: 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 for additional City of Kirkland contact information and public comment opportunities. The City Liaison will routinely keep Plymouth and the City informed of public feedback regarding or related to Kirkland HTH.