

Community Relations Plan

Final Version September 2025

Downtown Redmond Permanent Supportive Housing
Owned and operated by Plymouth Housing (estimated opening: 2026)

Introduction

Background: Plymouth Housing is providing this Community Relations Plan in accordance with Redmond Zoning Code 21.57.010, Subsection 7. This plan, crafted with the consultation of our Community Advisory Group, is intended to serve as a governing document to resolve disputes, ensure public safety, engage in community, and build equity in housing.

Purpose and Goals: Per RZC 21.57.010, Subsection 7b, the purpose of the Community Relations Plan is to plan for potential impacts on nearby residents and businesses. Potential impacts are planned for through explicit commitments made by the interested parties, and procedures for robust communication between Plymouth Housing and interested parties. This agreement is understood to both establish the role of Plymouth Housing in safeguarding the commercial and residential uses of the surrounding properties and establish the role of the surrounding properties in safeguarding the commercial and residential uses of the Plymouth Housing property. In short, the plan will establish a structure for good relations between Plymouth Housing and its neighbors.

Jurisdiction: This agreement is bound by a 500ft radius around the Plymouth Housing site. See the Jurisdictional Area Appendix for details. Any parcel, business or park partially inside the Jurisdictional Area shall be treated as if the whole of the parcel, business or park were inside the Jurisdictional Area.

Signatories: As required under the Redmond code, Plymouth Housing will enter into this agreement only with the City of Redmond. The plan shall be signed by the Director of Planning and Community Development in the City of Redmond, and the Chief Executive Officer of Plymouth Housing. The immediate neighbors of Plymouth Housing are not required to sign the agreement but are interested parties.

Community Partners: While not signatory to the agreement, this plan establishes procedures for building a relationship between Plymouth Housing and its neighbors. These community partners are referred to as "partners" and are defined as all neighborhood businesses and residents within the jurisdiction of the agreement.

Legal Disclaimer: Parties to this agreement are committed to upholding the processes and goals outlined in the agreement. This agreement is intended to maintain the safety and livability of the Plymouth Housing property and neighboring properties. All participants understand this agreement is not a legally binding contract, nor is it intended to be.

Agreements

All signatories and partners agree to:

- Abide by this agreement.
- Participate in collaborative problem-solving around issues that arise within the jurisdiction of this agreement.
- Develop, maintain and enhance positive working relations between the signatories and partners named in this agreement.
- Use direct, respectful, and civil communication.
- Assume the best intent and good faith of fellow parties.
- Promote responsiveness to concerns by:
 - Resolving concerns raised by signatories and community partners as collaboratively and directly as possible,
 - Encouraging signatories and community partners to contact designated liaisons regarding questions or concerns.
- Enhance neighborhood safety and livability by:
 - Fostering positive relationships between Plymouth Housing residents and neighboring businesses.
 - Supporting measures that promote the safety, welcoming and investment of all members of the community.
 - Reporting unlawful activity and medical emergencies to 911.
- Participate in ongoing communications facilitated by Plymouth Housing.

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

Plymouth Housing agrees to:

- Offer ongoing resident-centered services that support the achievement of long-term goals.
- Train staff to address resident needs with evidence-based tools such as trauma-informed caretaking, motivational interviewing, de-escalatory interventions, and conflict resolution.
- Maintain the livability of the Plymouth Housing property by:
 - Encouraging residents to reduce litter and provide ample opportunities for disposal, including receptacles located in outdoor spaces and signage.
 - Providing regular trash, compost, and recycling services.
 - Encouraging residents to engage with neighborhood businesses, volunteer opportunities and community organizations.
 - Establish clear agreements between Plymouth Housing, commercial tenants, and surrounding neighbors regarding the division of upkeep responsibilities.
- Diligently upkeep the areas designated to Plymouth Housing.
- Designate outdoor spaces available to residents as smoking or non-smoking, with at least one designated smoking location on-site.
- Connect residents to free or reduced transit services through ORCA.
- Elevate concerns of unneighborly behavior by, toward, or regarding Plymouth Housing residents internally and at ongoing community meetings.

- Designate an identified Neighborhood Liaison who will serve as point of contact for community feedback, conduct outreach to local businesses, and lead ongoing community meetings. The name, title, and contact information for the Plymouth Neighborhood Liaison will be listed online and displayed near the building entrance.
- Provide 24/7 staffing, including availability to receive contact from jurisdictional partners through the front office phone.
- Establish program rules/code of conduct for residents.

Community Partners agree to:

- Treat residents of Plymouth Housing as they would any other member of the Downtown Redmond community.
- Commit to open, solutions-focused communications with Plymouth Housing and the City of Redmond.
- Elevate concerns of unneighborly behavior by, toward, or regarding Plymouth Housing residents at ongoing community meetings.
- Use designated communications channels to reach Plymouth Housing and the City of Redmond.
- Report any and all concerns regarding the physical structure of the Plymouth Housing site as soon as possible.

The City of Redmond agrees to:

- Continue to participate in ongoing engagement, including a commitment to send at least one staff representative to each community meeting.
- Serve as an arbiter for neutral, solutions-focused dispute resolution between Plymouth Housing and its community partners as appropriate or requested.
- Designate an identified City Liaison who will serve as point of contact for community feedback, conduct outreach to local businesses, and attend ongoing community meetings. The name, title, and contact information for the City Liaison will be listed online and in this Community Relations Plan.
- Commit to tracking data that may be concerning, including criminal response data, the cleanliness of Anderson Park, and medical response data.
- Be a good faith partner to both Plymouth Housing and its community partners, with the goal of building success for the neighborhood as a whole.

Partnerships

Plymouth Housing will partner with local businesses, organizations, and community groups through volunteering and donations. These partnerships are part of our operations throughout our buildings and help us support the needs of our residents. For community members interested in getting involved, below are contact channels for interested individuals and organizations:

Volunteering

Plymouth provides opportunities for both individual and group volunteering, including meal services, care kits, and supply drives. To volunteer, please head to our website,

plymouthhousing.org/how-you-can-help/volunteer.

A great way to support our buildings on the Eastside is to host a supply drive with your work or community group. Supply drives can help gather supplies like bedding, warm clothes, food, hygiene supplies, and more. If you're interested in hosting a drive, please reach out to volunteer@plymouthhousing.

Donations

Plymouth Housing accepts both in-kind and monetary donations to support our work. Our donation form is available on our website at plymouthhousing.org/donate.

To donate physical goods, please contact the Plymouth Supply Center, located at 2013 3rd Ave, Seattle, WA 98121. More information on the Plymouth Supply Center is available at plymouthhousing.org/how-you-can-help/plymouth-supply-center.

Ongoing Engagement

Following the final meeting of the Community Advisory Group, Plymouth Housing will convene recurring public meetings for members of the Redmond community, beginning in 2026. The cadence of these meetings will be set by agreement of the Community Advisory Group, Plymouth Housing, and the City of Redmond.

These meetings are intended to be forums for individuals with commercial or residential interests within the jurisdiction of this agreement but will be open to all members of the public. These forums will allow Plymouth Housing to update its neighbors on new developments and allow community partners to raise questions or concerns. Community meetings will take place in person in Redmond and include both liaisons or alternate representatives from both Plymouth Housing and the City of Redmond.

To suggest opportunities for further engagement, parties in the jurisdictional area should submit ideas to the Plymouth Neighborhood Liaison.

Dispute Resolution

To address and resolve concerns, parties included in the jurisdictional area shall:

- Submit complaints or concerns to Plymouth Housing or the City of Redmond through the Plymouth Neighborhood Liaison or City Liaison, respectively.
- Upon receiving a complaint, Plymouth Housing and the City of Redmond will confer on the appropriate response and responsible signatory 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 Redmond Permanent Supportive Housing residents, and contributing to a positive neighborly relationship with community members.

- The City of Redmond is responsible for law enforcement and maintaining public safety in Redmond and ensuring compliance with RZC 21.57.010.
- After receiving a concern, complaint, or dispute, Plymouth Housing or the City of Redmond will engage with the community member in a reasonably timely manner and attempt to achieve a fair resolution.
- If a satisfactory resolution cannot be achieved between the community member and the signatory that engages, Plymouth and the City of Redmond may confer on possible additional steps.
- Regardless of how an individual complaint or dispute may be resolved, Plymouth and the City of Redmond 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.

Key Contacts

Who to Contact:

If you witness an emergency medical or public safety situation: call 911. If appropriate and close to the property, also call the Redmond Permanent Supportive Housing front desk.

If you witness a non-emergency public safety situation: (425) 556-2500, the Redmond Police 24/7 non-emergency line. If appropriate, also contact the Plymouth Neighborhood Liaison.

If you witness littering, graffiti, or other concerning non-emergency activity involving or close to the Plymouth Housing property: Contact the Plymouth Neighborhood Liaison.

If you witness maintenance or service needs at Anderson Park: Call 425-556-2300, or email guestservices@redmond.gov.

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.

If you have comments or questions related to City policies involving housing, public safety, and other City business: contact the City Liaison.

Example Scenarios:

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

Solution: Contact the Plymouth Neighborhood Liaison.

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

Solution: Call 911 or the Redmond non-emergency line (whichever is most appropriate). If the person is close to the property, also call the Redmond Permanent

Supportive Housing 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 Plymouth Housing building.

Solution: Contact the Plymouth Neighborhood Liaison or the City of Redmond.

Scenario D: A Redmond community member wants to communicate their comments, concerns, or questions regarding the Plymouth building or related City policies to City staff or elected officials.

Solution: Contact the City Liaison or go to www.Redmond.gov for additional City of Redmond contact information and public comment opportunities.

Jurisdictional Area Appendix

16725 Cleveland St., Redmond (approx. 500ft radius)

Note: Any parcel, business or park partially inside the Jurisdictional Area shall be treated as if the whole of the parcel, business or park were inside the Jurisdictional Area.

