



City of Bellevue

# Conflict Resolution Housing Accord Program

Marci McReynolds, Conflict Resolution Center Manager  
Julia Devin, Housing Accord Coordinator  
Community Development

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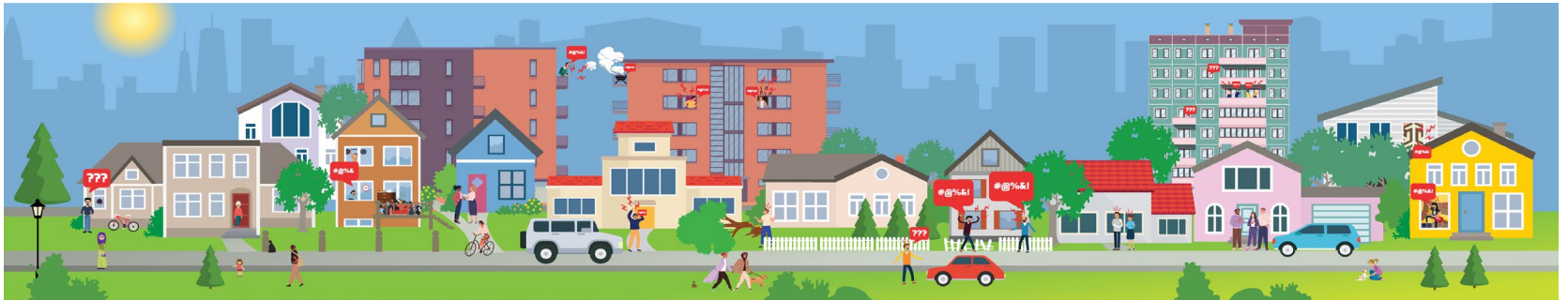


# Information Only

Introduction to the Housing Accord Program (HAP) and its role in helping landlords and tenants.

# Bellevue Conflict Resolution Center (BCRC)

- Resolves conflicts in Bellevue and Kirkland
- Trains community, COB staff, volunteers
- Mentors volunteers
- Collaborates with multiple partners
- Runs Housing Accord Program (HAP)



# Housing Accord Program

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## Purpose

*To help ensure safe and stable rental housing by empowering housing providers and tenants to resolve conflicts and strengthen their communities.*



# Housing Accord Program

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1

Facilitating **voluntary conflict resolution** of disputes about:

- Rent
- Maintenance
- Lease violations
- Tenant relationships

2

Providing **referrals** to resources including:

- Rental assistance and social services
- Legal Aid
- City Services

# Housing Accord Program

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3

Offering **workshops** in:

- Communication
- Difficult conversations
- Listening
- De-escalation

4

Strengthening **connection** by:

- Facilitating collaboration around shared needs
- Creating opportunities for common ground

# Next Steps

- Build relationships with housing providers and tenant organizations.
- Mentor volunteers on cases
- Train landlords in problem solving
- Coordinate Be Connected Pilot



# How to Connect to Services

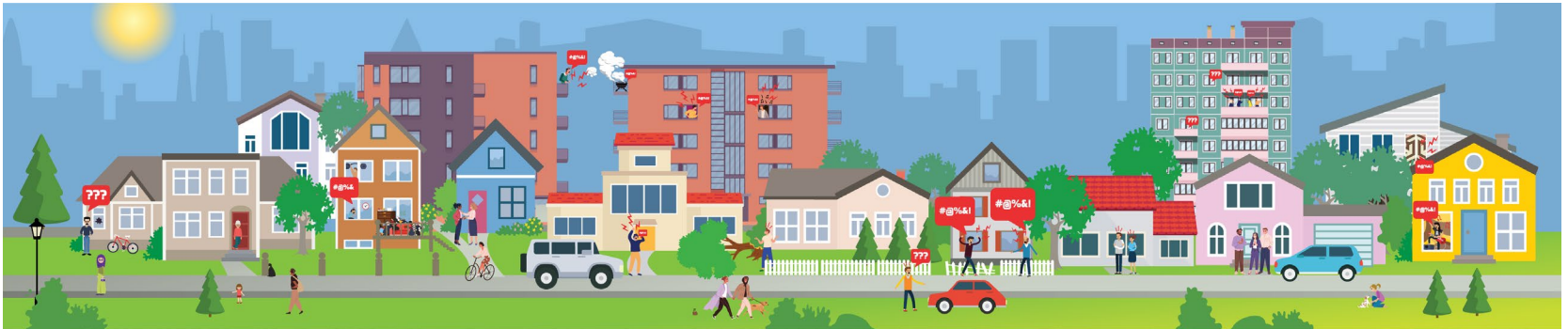
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- **bellevuewa.gov/resolve**
- [bcrc@Bellevuewa.gov](mailto:bcrc@Bellevuewa.gov)
- 425-452-4091





# Information Only



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