



City of Bellevue

Conflict Resolution Housing Accord Program

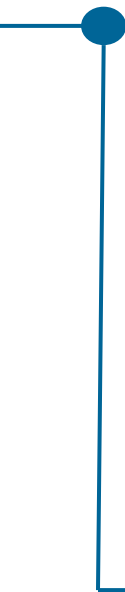
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Community Development

Sept 23, 2025



Information Only

Update on Conflict Resolution Center and the
Housing Accord Program



Bellevue Conflict Resolution Center

- Resolve conflicts in Bellevue and Kirkland
- Member of Resolution WA

Bellevue Conflict Resolution Center



Resolving Conflict

- Neighborhood disputes
- Landlord-Tenant
- City issues



Partnerships

- City Departments
- Landlord and tenant orgs
- Assistance and cultural organizations



Training

- Conciliation
- Conflict coaching
- Listening
- De-escalation
- Challenging Conversations



Housing Accord

- Resource referral
- Coaching
- Landlord Training
- Community Building
- Early Referral Pilot
- Partnerships

Housing Accord Program

Empowering landlords and tenants to resolve conflicts and strengthen their communities.



Eviction Resolution Pilot Program November 2021-June 2023

- Negotiated repayment plans, moveouts
- Served 2,800 households with an 82% resolution rate



Eviction Resolution Pilot Program Final Report



November 2023

The Eviction Resolution Pilot Program (ERPP) was a mandatory, statewide two-year program ending on June 30, 2023. The Bellevue Conflict Resolution Center (BCRC) was the official provider of the ERPP for landlords and tenants in the cities of Bellevue and Kirkland. The BCRC is a free service to help participants resolve conflicts through increased communication and understanding.

Eviction Prevention Learning Lab

- Bellevue 1 of 10 cities in U.S.
- Shared innovative practices
 - Eviction prevention
 - Court support
 - Outreach
- Action Plan from Nov-March:
Early Referral Pilot
- Final Report available on city website



Housing Accord - Early Referral Pilot November 2024-March 2025

- 24 Property Managers
3,614 units
- Referral to Housing Accord with Pay or Vacate Notices
- BCRC coaches, conciliates, refers tenants to resources



Early Referrals Help Avoid Eviction

Findings: Property Managers play a significant role in helping resolve cases on-site

More people called the Conflict Resolution Center than before

Our resolution rate increased over previous periods (90 percent)

Coaching was the most common and effective service used



Building Hope

- Completed 432 cases
- Expanding Early Referral Network
- Improving data collection
- Supporting residents to build community and stay housed



How to Connect to Services

- bcrcl@Bellevuewa.gov
- 425-452-4091
- BellevueWA.gov/resolve

