



TO: STEP Housing Committee Members  
Debbie Bent, Community Development Director

FROM: Nick Chen, AICP and Sam Matterazzo

DATE: October 1, 2025

RE: STEP Housing Committee, Meeting #6 – Community Engagement Summary

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The STEP Housing Committee’s scope of work includes community engagement to provide informational materials relating to STEP housing and gather input from participants on their general thoughts and concerns towards changes to the Development Code and process for permitting STEP housing projects within Kenmore. To facilitate this effort, the City of Kenmore and the STEP Housing Committee conducted a community open house on Wednesday, September 17<sup>th</sup>, 2025. In addition to feedback provided in person, community members had the option of reviewing the project boards from the workshop on the City’s website (<https://www.kenmorewa.gov/government/departments/community-development/planning-initiatives/step>) and responding to survey questions. This memo serves to provide the STEP Housing Committee with a summary and full responses from both outreach efforts.

### **Community STEP Open House**

#### **Summary of Activities**

The City of Kenmore held a Community Open House to provide information on the work of the STEP Housing Committee and to gather input from the community on potential amendments to STEP Housing development code requirements within the City of Kenmore. Kimley-Horn helped to prepare materials and facilitate the Open House in coordination with the STEP Housing Committee and City staff. As not all participants signed in, it is estimated that 40-50 participants attended the Open House.

The format of the Open House was comprised of separate “stations” which were a mixture of information and interactive. The general focus of these stations were:

- Welcome Table with informational materials and sign-in sheet
- Station 1: What is STEP Housing
- Station 2: What Changes Will Be Made?
- Station 3: Where is STEP Housing Permitted?
- Station 4: Required Agreements
- Station 5: Interactive Feedback – What would you like the STEP Committee to consider in its recommendations?

Members of the STEP Housing Committee, City staff, and Kimley-Horn were available and engaged in conversations with meeting attendees to listen to their feedback and facilitate discussion.

## Responses

The final station contained an interactive messaging board with the question “What would you like the STEP Committee to consider in its recommendations?”. The following are direct responses provided by participants.

- Consider the scale within the ordinance. Large projects make no sense in a city of 25,000.
- Concerned about what is happening in Lake City will happen [?] here.
- Discuss and Plan for potential funding loss – What happens if operator is not successful or funding is no longer available.
- Permanent Supportive Housing must have support services for mental and physical health illness, on-site staff or supervision (Plymouth did not have support services.)

**Attachment A** contains Project Boards that were available at the Community Open House and on the City’s website.

## Community Survey Responses

### Summary of Responses

The online survey was available to provide feedback for approximately two weeks, ending September 26<sup>th</sup>, 2025. The survey received approximately 54 respondents who answered each of the three open-ended questions. Some participants chose not to respond to specific questions. The questions were:

- Question 1: Do you have any comments or suggestions on the proposed changes to the City’s Development code or permitting process for STEP housing?
- Question 2: Do you have any comments or suggestions about the draft Good Neighbor and Operator agreements?
- Question 3: What would you like the STEP Housing Committee to consider in its recommendations to City Council?

The following are summaries of feedback provided. For the Committee’s review, a full list of survey responses is available for Committee review in **Attachment B** of this memo. Please note the responses below are intended to summarize the major topics covered and do not represent the number of times different subjects were brought up or any sort of prioritization in order or importance.

Question 1 Summary:

*Do you have any comments or suggestions on the proposed changes to the City's Development code or permitting process for STEP housing?*

There was more opposition expressed than support in response to the proposed changes to City processes which permit the development of STEP housing types. While many respondents expressed concerns about drug use, public safety, and blight, there was a good amount of support for STEP housing, church involvement, and supportive housing for specific socioeconomic groups such as seniors and, veterans. The following bullet points generally summarize respondent's sentiments in response to Question 1:

- Opposition to STEP housing within the City of Kenmore due to potential for drug use, theft, crime, and other problems
- Concerns for public safety and for businesses in the downtown area
- Support for STEP housing throughout the City and a desire to make the process easier and streamlined/prioritized
- Consideration of sensitive areas like schools and parks
- Concern that Emergency Shelters are Emergency Housing are focused along the SR 522 corridor and subject to pollutants from cars. Many respondents expressed wanting to see Emergency Shelters and Emergency Shelters available to be developed throughout the City.
- More strict guidelines on issue management and resolution and drug testing by operators
- General skepticism around STEP housing and Permanent Supportive Housing push
- Requests for additional information on City standards and processes relating to STEP housing
- Comments relating to updating development standards, but not STEP housing specifically. These have been made available to Development Services staff.

Question 2 Summary

*Do you have any comments or suggestions about the draft Good Neighbor and Operator agreements?*

Relating to the draft Good Neighbor and Operator agreements, respondents generally focused on the need for more enforcement and accountability. Respondents expressed that while these agreements are good in theory, lack of enforcement by all parties can lead to undesirable outcomes for surrounding properties. A large number of respondents also expressed concerns that these agreements unfairly see residents of STEP housing as criminals or otherwise differently than other residents and that this process may be

exclusionary. The following bullet points generally summarize respondent's sentiments in response to Question 2:

- Concern about impacts to local businesses and the added need to work through these agreements
- Skepticism on enforcement aspect of the agreements and a desire to see them enforced strictly
- Desire to support these agreements with community engagement and education
- Ensure that these agreements are not overly onerous and an impediment to the development of STEP housing
- Expression that these types of agreements do not work
- Agreements should contain specific provisions relating to drug use and strict penalties for lack of adherence to the agreement
- Desire to keep STEP residents safe and protect tenants
- Concern that we are holding residents of STEP housing to a higher standard than we hold other residents within the City and that this may be overly biased towards seeing STEP residents as criminals
- Require these agreements for all large housing projects, regardless of income level or supportive status
- Keep the agreements simple

### Question 3 Summary

*What would you like the STEP Housing Committee to consider in its recommendations to City Council?*

Responses to question 3 were wide ranging and covered a variety of topics, with some of the more common opposing responses being a concern for safety, a desire that these State requirements don't fit in a city like Kenmore, and that surrounding properties/the City as a whole would see increased crime and lowered property values. Common supporting responses expressed that this housing is much needed in Kenmore, that requirements should be streamlined and should not be overly restrictive or prevent STEP housing from being built, and that we need to take care of neighbors in the community. The following bullet points generally summarize respondent's sentiments in response to Question 3:

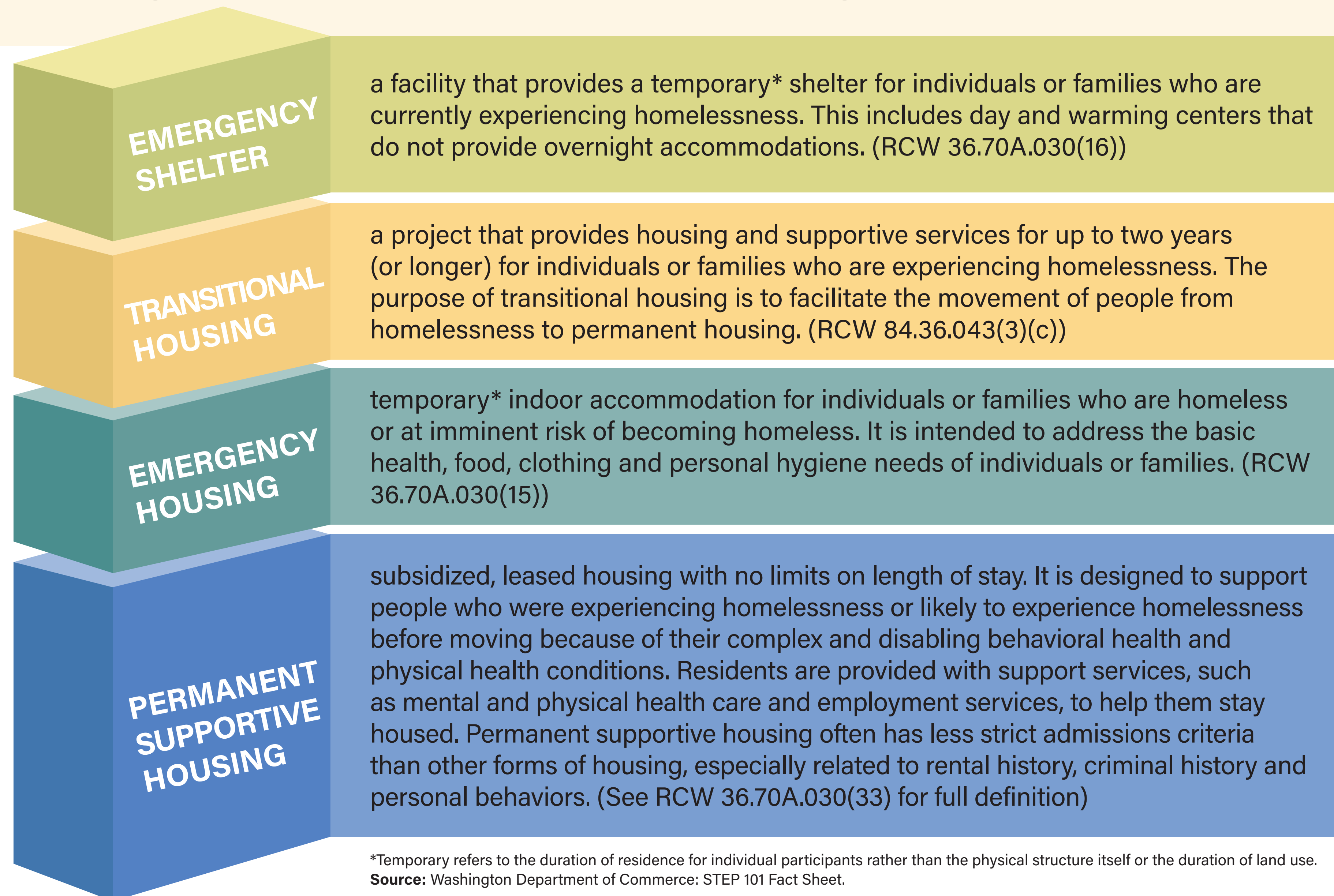
- Concerns about overcrowding and quality of life
- Descriptions of operating procedures and additional standards/processes for STEP housing facilities

- Calls for the City to reconsider implementation of STEP housing policies or choose different locations
- Concerns over treating STEP Housing residents differently/being more restrictive with specific populations
- Push back against state requirements which necessitate the City of Kenmore to have STEP/affordable housing targets
- Need for additional community engagement
- Desire for an increase in resources towards community safety
- Concerns that STEP housing will stretch the city's resources and that the City is unprepared to be able to handle an increase in this type of housing
- Community desire for more affordable housing in Kenmore
- Need to take care of our neighbors, especially veterans and seniors
- Reflection back on Plymouth Housing and a lessons learned/demystification
- Consider removing parking requirements
- Consider adding community activities for all residents, including STEP housing residents
- Fasttrack/streamline STEP housing development projects
- Listen to the residents – don't call people NIMBY's/ignore those who oppose STEP housing
- Concern for housing/private property values
- Convert existing housing to STEP
- Kenmore is too small to have the same requirements as other cities

# What is STEP Housing?

In 2021, the State of Washington passed HB 1220, requiring cities to permit emergency shelters, transitional housing, emergency housing, and permanent supportive housing (collectively referred to as STEP housing) in more areas within the City to expand housing options to those at all income levels. The WA Department of Commerce describes STEP housing as:

Indoor emergency Shelter, Transitional housing, Emergency housing and Permanent supportive housing



## Does Kenmore have STEP Housing Today?

Kenmore has approximately 30 units qualifying as STEP housing. By 2044, the State has allotted Kenmore to have built nearly 560 Permanent Supportive Housing Units, in addition to targets for affordable housing units.

The STEP Housing Committee was established to provide recommendations on potential development code updates, permit processing changes, and other resources such as Good Neighbor Agreements to the Kenmore City Council.

# What is STEP Housing?

## Who are the STEP Committee?

The objective of the limited term STEP Housing Advisory Committee is to provide an advisory report to the City Council in late fall 2025 on proposed amendments to the City's zoning regulations regarding STEP Housing. City Council will then make a final determination on approving proposed amendments to the Kenmore Municipal Code to bring Kenmore's code into compliance with State law. The Committee is comprised of local residents who have volunteered to provide their insight and expertise in assisting the City with incorporating STEP housing into Kenmore.

## Project Timeline:

**April 2025:** Introduction of the Committee, the State requirements, overview of committee responsibilities, and project workplan

**June 2025:** Expert panel where Committee was able to learn from STEP housing policy experts to inform STEP housing recommendations in Kenmore

**August 2025:** Community Open House preparation and review of proposed Council recommendations

**October 2025:** Final Committee Meeting and recommendations presented to City Council

**May 2025:** Overview of Case studies showing other City's approaches to STEP Housing

**July 2025:** Discussion of considerations to be included in draft recommendations to City Council

**September 2025:** Community Open House and community feedback collection through survey



# What Changes Will Be Made?

The following changes and requirements will be considered as part of the STEP Housing update process:



Amendments to Kenmore Municipal Code in accordance with State law.



Review of the City of Kenmore's permit processing procedures for STEP housing.



A draft Good Neighbor Agreement to be used by STEP operators describing terms of operation in the context of the surrounding area.



A draft Operator – Resident Agreement prepared as a resource for STEP operators to establish safe and community minded behavior.

**Code Updates:** The Kenmore Municipal Code will be updated to allow STEP housing in all zones shown on the map as required by Washington State law. The Committee is working through the recommendations for amendments, which will be presented to City Council prior to adoption.

**Proposed Process:** New STEP Housing projects may be processed as a Type 1 decision, provided it meets the existing requirements under KMC18.77.060 (Expedited Permit Processing for extremely low-income or very low-income affordable housing units). If this criteria is not met, new STEP housing projects will be processed as a Type II decision. The Type 1 and Type 2 decision processes include:

- Final approval is decided by the City Manager
- The development must be consistent with City regulations and design standards
- Public notice shall be provided to the public for all land use permit applications requiring Type 2, 3 or 4 decisions or Type 1 decisions subject to SEPA.
- Must complete all City required permits and applications such as utilities, building, and environmental permits








# Required Agreements

The following agreements were developed as resources for future STEP housing applicants. The Committee's proposal is that these be recommended for STEP Housing projects, but not required. They seek to promote community and resident safety and create a better understanding and connection between STEP housing providers, their residents, and surrounding neighbors.

**Good Neighbor Agreements:** Good Neighbor Agreements are agreements between STEP operators and the surrounding community, such as a neighborhood or business association, which describe policies on behavior, communication, cleanliness, security, and other factors relating to improving quality of life in and around the development. The agreement will be developed with input from the city, STEP operator, and applicable neighborhood organizations.

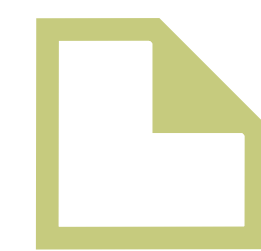
The Good Neighbor Agreement typically includes:

-  Communication procedures for concerns and violations
-  Points of contact for all parties and the City
-  A defined geographic area where the agreement applies

**Operator - Resident Agreements:** An agreement between the STEP housing operator and its residents dictating policies to ensure cleanliness, good behavior, and community safety. A sample agreement for operators to use is provided as a deliverable from the STEP Committee.



# What would you like the STEP Committee to consider in its recommendations?



Leave a post it note with your feedback!



If you were unable to attend the Open House and would like to provide feedback, please fill out the questions below after looking at the slides. The survey will be open until **September 26, 2025.**

30 December 2022 - 28 September 2025

City of Kenmore STEP Housing Survey



# SURVEY QUESTIONS

**Q1 | Do you have any comments or suggestions on the proposed changes to the City's Development code or permitting process for STEP housing?**

Anonymous

9/12/2025 01:27 PM

I do not support the changes. Please do not bring these places to Kenmore. Having seen them brought to other communities, they bring open air drug use, theft, and host of other problems.

Anonymous

9/12/2025 03:57 PM

Make it as easy as possible - the need is too high!

Anonymous

9/14/2025 08:20 PM

I am not sure why the proposed zoning is in the heart of our city, where libraries and small businesses are located. Of all the empty land in kenmore, why always choose the heart of the city for such a change? Unfortunately with homelessness comes drugs and crimes and you are choosing to put these in the heart of our city?

Anonymous

9/15/2025 11:34 AM

Consideration of local child safe spaces such as schools and parks to ensure safety of our children with potentially unstable adults.

Anonymous

9/15/2025 12:02 PM

We are against all the changes that are proposed by the city in regards to step and we know that the majority of the kenmore residents oppose this .

Anonymous

9/15/2025 12:55 PM

I don't understand this push for PSH when study after study indicates it doesn't work. Especially the low- barrier housing that doesn't require rehabilitation as a condition for housing. And the attendant increase in crime makes everyone less safe and happy.

Leyla Jaqueline Flores

9/15/2025 12:59 PM

Everything seems perfect to me

Anonymous

9/15/2025 03:16 PM

I support allowing transitional housing and PSH in all areas of Kenmore, to bring more diversity in our neighborhoods. I am surprised though that shelters and emergency housing are restricted to a very narrow strip along 522, except where Lake pointe is (I disagree with directing shelter construction to a chemical hazard dump and only a long the most polluted parts of Kenmore, this goes against the environmental justice principles the City prides itself to follow). Anywhere within a 15-min walk to 522 (where public transit is) should be allowed to have shelters and emergency housing. Give

nonprofits more flexibility on where they can partner with the City to provide services.

Anonymous

9/16/2025 05:19 AM

Issue management process should have a short time line between report of issue and resolution. No long month delays. Note that community norms often differ with those who feel outside the community.

Anonymous

9/16/2025 01:41 PM

What police or security measures are being implemented to protect the property tax paying community

Anonymous

9/16/2025 01:55 PM

Permanent Supportive Housing needs to be CLEAN & SOBER housing if the city is going to house people with drug and alcohol addictions, OR there must be ON SITE drug & alcohol counselors and MANDATORY counseling to be housed. Housing First is ineffective and proven to just become an inside, under a roof homeless encampment with the associated crime. If residents are not being treated, you are "Permanently Supporting" drug addiction, crime and early death. Background checks for residents, no sex offenders, especially if women and children are housed in the same building.

Anonymous

9/16/2025 02:44 PM

I am vehemently opposed to any form of permanent supportive housing in Kenmore. No/low barrier housing with no mandatory treatment protocols/oversight in place is a proven recipe for disaster. The PSH model has been a proven failure as evidenced by the failures of Plymouth, DESC, and LIHI properties. PSH residents do not have any incentives in place to seek treatment for their addiction, and facilities become toxic hazards due to drug residue. PSH housing model also attracts criminal activity in the form of open drug use, drug dealing, crime, harassment, and theft. Kenmore is not equipped by any means to handle a problematic housing model. A PSH housing model will bankrupt the City. CoK: If you try doing this again by attempting put a PSH facility in Kenmore, you can be sure the community will fight back hard, including rallying the business community again.

Anonymous

9/16/2025 05:50 PM

LMAO! The entire city limits are open to PSH but the majority of locations for emergency shelters etc are developed and have businesses in them. Homeowners are going to be irate when they learn the City will put PSH wherever it feels or has vacancy. I bet the City has been silently/secretly buying up lots to turn into PSH with taxpayer funds. This will show the NIMBY's. I'll have my popcorn

ready because this should be entertaining watching homeowners lose their minds at the possibility of having Plymouth Housing type of housing as neighbors.

Anonymous

9/16/2025 06:12 PM

Need more detail about what KMC.18.77.060 says.

Anonymous

9/16/2025 07:01 PM

The city council has a different agenda than its citizens. Focus our tax money on business not STEP

Anonymous

9/16/2025 07:27 PM

The first priority for the city is to protect our families and children. Any housing that allows criminals or open drug use is not serving our families and children. If there are evictions from these STEP facilities, those evicted will simply live on the streets in our neighborhoods, leaving our families and children at risk. Unless the city is willing to PROMPTLY remove the problems that these facilities create, and people living on the streets, STEP housing should not be allowed in any neighborhood.

Anonymous

9/16/2025 09:42 PM

Code should focus STEP housing in the TOD and core, with a higher level of permitting, public input and accountability for residential areas. This is common sense.

Anonymous

9/16/2025 09:45 PM

Removing Kenmore, WA from a STEP housing location.

Anonymous

9/17/2025 08:42 AM

Do not approve any of these changes to allow STEP housing in Kenmore.

Anonymous

9/17/2025 09:24 AM

Kenmore resident here - I do not agree with the initiative.

Anonymous

9/17/2025 10:16 AM

Will state regulators be consulted throughout the process to ensure we are in compliance with state and federal law?

Anonymous

9/17/2025 10:27 AM

We do not want drug dens in downtown Kenmore.

Anonymous

9/17/2025 10:53 AM

Do not want to see no barrier housing in Kenmore. This housing experiment like "Plymouth " have been proven to NOT work. This

community stood against this. We need another solution. Do not support any entity on allowing no barrier housing

Anonymous

9/17/2025 11:04 AM

Please don't allow more STEP housing.

Anonymous

9/17/2025 11:27 AM

It seems very concerning to allow transitional and permanent supportive housing anywhere in Kenmore outside of schools and parks. Because these types of housing often come with challenges including drug use, drug paraphernalia, and violence, as seen at other PSH/transitional housing, locating PSH/ transitional housing in residential neighborhoods or near schools seems unsafe. These locations should be along transit lines or within walking distance to services so individuals can get to medical care, work, and other resources. The transitional/PSH zoning should align more with the shelter and emergency housing zoning and not be allowed in residential neighborhoods that are away from transit and services.

Anonymous

9/17/2025 12:14 PM

Don't allow the change in code or permitting

Anonymous

9/17/2025 01:46 PM

I hope these changes will make it easier for Mary's Place or other family shelters to come back to Kenmore. I would also love to see a veteran's shelter here too.

Anonymous

9/17/2025 01:48 PM

1. Do not allow drugs on premises. 2. Remove drug users from premises. 3. Security Officer(s) for premises.

Anonymous

9/17/2025 01:48 PM

Looks great! I hope Kenmore can get more smaller low-income apartments across the city.

Anonymous

9/17/2025 02:07 PM

No comment

Anonymous

9/17/2025 02:11 PM

Churches need to step up and do more to help the homeless in our community. I hope these zoning changes make it easier for them to do that!

Anonymous

9/17/2025 02:13 PM

Why are we parking shelters and emergency housing only in the 522 corridor? Do we feel that people needing shelters already have it too easy on a daily basis and should only be in the loudest, poorest, most

polluted part of our city? Maybe that is too generous and we should instead focus on ensuring they are only allowed to live next to the asphalt plant and eventually on the benches of the bus park & ride to make the point extra clear?

Anonymous

9/17/2025 04:45 PM

No comment.

Anonymous

9/17/2025 04:45 PM

Please extend all forms of housing (including all emergency shelters) to all of the city. We cannot limit housing types in specific areas and claim we want to be inclusive and embed people needing the most help to the densest corridor and “out of the way” from the other areas of the city

Anonymous

9/17/2025 02:35 PM

America is in a housing crisis! Finally it will be easier to do something about it here in Kenmore.

Anonymous

9/17/2025 04:45 PM

Good job to make sure transitional housing and PSH extends to all of the city. Why not the same for emergency housing and shelters?

Anonymous

9/17/2025 02:45 PM

I was appalled by the language used at a previous city council meeting to describe residents who are low income or need PSH supports. I'm grateful the process is streamlined.

Anonymous

9/17/2025 03:02 PM

While the Development code is revised for STEP housing, this would be a perfect time also to remove parking minimums for new developments (STEP or otherwise). One of the long-term objectives of STEP housing is to improve public health, by offering housing, but also better access to social services to at-risk populations. It is counterproductive to incentivize car driving, instead of public transit, biking and walking. Numerous studies have shown that minimum parking requirements and car-oriented developments are a direct or indirect cause for lowering health: (1) Car driving is a major contributor to greenhouse-gas emissions and air pollution, (2) Car-centric environments caused partly by excess parking are more dangerous for people both in and outside of cars, (3) driving is a sedentary behavior, and sedentary behavior is a risk factor for several non-communicable diseases, including diabetes, cancer, and cardiovascular disease. For more in-depth information, please see: Garber MD, Benmarhnia T, Mason J, Morales-Zamora E, Rojas-Rueda D. Parking and Public Health. *Curr Environ Health Rep.* 2024 Dec 11;12(1):2. doi: 10.1007/s40572-024-00465-4. PMID: 39658744; PMCID: PMC11631998.

Anonymous

9/17/2025 03:28 PM

To be able to meet our 2044 targets for affordable housing, we really need to offer streamlined processes for permitting. I would encourage the City to consider adding staff to the City's development team to meet our building needs in a timely manner.

Anonymous

9/17/2025 03:40 PM

Why limiting the zone for shelters and emergency housing? STEP housing are usually partnerships with various non profit or foundations. Please do not limit their options on where to build. They will naturally be limited by other constraints in our municipal code. Do not add an extra layer.

Anonymous

9/17/2025 03:43 PM

Looks great! Lets reduce extra meetings and keep things streamlined. It'll save money and help us build housing faster.

Anonymous

9/17/2025 03:49 PM

Love how clear this is! And I appreciate the streamlined process. Can STEP housing be expedited/prioritized over other projects so we can get shelters here faster? It takes so long to build housing.

Anonymous

9/17/2025 04:02 PM

I'm distressed that it appears that PSH will be allowed in my neighborhood. We have many vulnerable populations within a 5-6 house distance, including two adult family homes, families with children, and seniors who have limited ability to navigate to get groceries, etc, as it is.

Anonymous

9/17/2025 04:18 PM

Spread it out. You don't need to accommodate everyone in the heart of downtown. It's not your job to solve folks' demands for close access to everything if the main goal is housing and shelter.

Anonymous

9/17/2025 04:34 PM

Na

Anonymous

9/17/2025 04:37 PM

Anonymous

9/17/2025 07:14 PM

This needs to go to a vote of the people. Kenmore does not have the services or amenities to handle this in all of those areas.

Anonymous

560 step homes is saying so much. We may have this many people

9/17/2025 09:31 PM

in need before even building for anyone new. Is it possible to convert housing to STEP in already established housing complexes such as The Spencer 68 in Kenmore. Second, how do we follow through with verifiability that these 560 homes do go to low-income Kenmore residents.

Anonymous

9/18/2025 09:43 AM

Keep the process streamlined and for the public to understand. Don't create unnecessary barriers for developers to build shelters and housing. Looks good!

Anonymous

9/18/2025 02:22 PM

I am adamantly opposed to any low-no barrier housing near schools or children's parks (including splash pad).

Anonymous

9/18/2025 02:55 PM

We found out about it recently and moved here close to the proposed zones without knowing. We feel this is unfair to our circumstances.

Anonymous

9/18/2025 02:57 PM

This is not communicated any way and the city is small to be under the same requirements

Anonymous

9/18/2025 03:03 PM

I've been told that the Imagine Housing org is a great system and would be a good model to replicate after

Anonymous

9/18/2025 03:42 PM

I like that STEP projects will be expedited and clearly posted. This is important.

Anonymous

9/26/2025 03:57 AM

It seems nonsensical not to have a plan for STEP Housing near Bastyr University as well.

Anonymous

9/26/2025 05:40 PM

I think the proposed permitting process looks fantastic. Streamlined, fair and low-barrier. I always appreciate knowing what is being built in my neighborhood and want the notification process to be universal for all housing near me. Looks great!

**Optional question** (55 response(s), 4 skipped)

**Question type:** Essay Question

**Q2 | Do you have any comments or suggestions about the draft Good Neighbor and Operator agreements?**

Anonymous

9/12/2025 01:27 PM

It seems that these programs are being forced and pushed through even though citizens do not support them.

Anonymous

9/12/2025 03:57 PM

Keep them reasonable.

Anonymous

9/14/2025 08:20 PM

I am curious if these agreements will ever be followed. It is hard to reason with homeless people with mental issues and drug addiction without the proper medical care. Besides there's barely any information on these agreements. It is sad that you expect local businesses to have to deal with this on top of running their business.

Anonymous

9/15/2025 11:34 AM

Assurances for parents and the local community on how to have real response if problems arise.

Anonymous

9/15/2025 12:02 PM

It is a shame that the best part of the city will be used for such a project.

Anonymous

9/15/2025 12:55 PM

Yes, Kenmore already largely ignores noise ordinance, parking, and other code violations. I've submitted two clear noise ordinance violations — with evidence — and the code enforcement staff ignored them. I had to keep submitting the complaint for staff to take it seriously. So what's the enforcement mechanism for these "Good Neighbor" agreements?

Leyla Jaqueline Flores

9/15/2025 12:59 PM

everything is super good

Anonymous

9/15/2025 03:16 PM

Although I understand the need to reassure some residents that offering housing and social services will not have a negative impact on their neighborhood, I also feel that it is putting all the burden on people who are already in very dire situations. Those agreements should be counterbalanced with engagement of the neighborhood concerned to allow for residents to become an integral part of our community and refrain from smear campaigns (such as what we have seen during the fiasco for the Plymouth permanent supportive housing project).

Anonymous

9/16/2025 05:19 AM

As above, violations need to be dealt with swiftly with strong consequences.

Anonymous

9/16/2025 01:41 PM

Please advise parking (including rv's)being provided to these new "residents"

Anonymous

9/16/2025 01:55 PM

The Operators need to be responsible for the outside of their properties to the property line, not just what happens on the inside. No junk cars, RVs from residents or their guests to be parked on the street bordering their property. Pick up garbage. No loitering.

Anonymous

9/16/2025 02:44 PM

Good Neighbor and Operator agreements are only if they are strictly enforced. Plymouth/Porchlight in Eastgate (Bellevue) is currently not adhering to their good neighbor agreements with CoB and CoB is not doing a good job of enforcing the agreement. As a result, Eastgate/Factoria has been seeing significant upticks in criminal/drug activities, and it has really affecting businesses and residents. Some businesses have already left due to impact.

Anonymous

9/16/2025 05:50 PM

I didn't see anything about enforcement of the agreements. Without enforcement or potential penalties these agreements are moot. But when it's all for show and lip service it doesn't really matter what's in the "agreements". Just like this survey, the code/policies are already written this is just a formality.

Anonymous

9/16/2025 06:12 PM

They should be realistic and not overly onerous. We shouldn't use a good neighbor or operator agreement to block or make unlikely the production of STEP housing

Anonymous

9/16/2025 07:01 PM

Stop making Kenmore more friendly to homeless.

Anonymous

9/16/2025 07:27 PM

These Good Neighbor agreements have no teeth, and without teeth they are nothing more than a joke.

Anonymous

9/16/2025 09:42 PM

Accountability needs to be addressed for what happens when the providers fail to meet any of their requirements. What happens when operating funds are scarce and their staff and resources are cut? More teeth in addressing public safety. The agreements must be written with an assumption that the worse case scenarios have been met. These agreements only matter when things go wrong, so they need greater detailing of how correct steps are addressed.

Anonymous

9/16/2025 09:45 PM

Removing Kenmore, WA from a STEP housing location.

Anonymous

9/17/2025 06:37 AM

I feel these are critical agreements to ensure the quality of life in Kenmore as well as create a viable business environment. Without reasonable expectations for any people moving into our small community I have strong concerns we could quickly devolve into big city problems. If Kenmore's small business tax base is negatively impacted by city council decisions they will continue to leave and if that happens the residential home owners will have an even greater increased tax burden.

Anonymous

9/17/2025 08:42 AM

There needs to be accountability with the option of Kenmore closing down these facilities once they are opened.

Anonymous

9/17/2025 09:24 AM

They don't work - Look at neighboring cities that have implemented these. Stop before it's too late.

Anonymous

9/17/2025 10:16 AM

These need to be realistic, enforceable, and funded. What is the process to enforce and what specifically has to happen for a neighbor to be deemed a bad and not a good neighbor? And then what happens? What is the timeline if the neighbor remains "bad"? Is the entire property shuttered and torn down and who pays for any environmental remediation that may be needed? Where do the people who were housed there go? Back to emergency shelter/housing or transitional housing?

Anonymous

9/17/2025 10:27 AM

This is gonna create more drug use in crime, destroying Kenmore. This is the opposite of what Kenmore needs.

Anonymous

9/17/2025 11:04 AM

These don't seem enforceable. Will residents be evicted if they are a nuisance. Please make stronger enforceable language and penalties. Having a contact number to call doesn't solve anything.

Anonymous

9/17/2025 11:27 AM

The Good Neighbor and Operator agreements needs to include something about the operator having responsibility to managing/prevent drug use and violence within the facilities, as well as outside, and require management/prevention of public camping by those who are turned away or kicked out of shelters. There also needs to be actionable consequences, not just an agreement that says "we should all do these things". Bellevue is finding the Good Neighbor agreements currently in place for their PSH and emergency

housing is not working and they are experiencing escalating drug use, violence and camping, so we need to learn from what isn't working in their agreement and ensure ours covers all of the issues they are running into.

Anonymous

9/17/2025 01:46 PM

I hope the Good Neighbor agreements protect the tenants living in the shelters.

Anonymous

9/17/2025 01:48 PM

1. Do not allow drugs on premises. 2. Remove drug users from premises. 3. Security Officer(s) for premises.

Anonymous

9/17/2025 01:48 PM

I would love Good Neighbor Agreements from all apartment developments over 100 units.

Anonymous

9/17/2025 02:11 PM

I hope they keep the STEP residents safe and the neighborhood safe.

Anonymous

9/17/2025 02:13 PM

What an excellent idea! Let's hold people needing help to an even higher standard than literally anybody else that is renting. Please make sure you add mandatory urine tests every 4 hours (yes even in the middle of the night!) and remove any locks and bolts on their doors so that anybody can come into their home to make sure nothing wrong is happening. Can we also please consider 24h webcam streaming services in every room so that we can turn those shelters into TV reality and make some money for the city?

Anonymous

9/17/2025 04:45 PM

We shouldn't be putting undo restrictions on our low-income neighbors. If my apartment lease allows me to drink wine and enjoy some weed in the privacy of my apartment, my poor veteran neighbors should have the same privacy. As long as they aren't hurting anyone, don't give them extra rules.

Anonymous

9/17/2025 04:45 PM

These agreements already portray residents as future criminals. I, as a renter, already have rules to abide by and I do not understand why those would not be sufficient? If I, as a renter, conduct criminal activities then my lease would be terminated and I would expect the same for anybody else, no more no less. Putting additional onus on tenants based solely on their revenue levels is cruel and unnecessary

Anonymous

Does Kenmore require Good Neighbor agreements from other

9/17/2025 02:35 PM

apartment complexes? Will these agreements be reviewed by the Kenmore DEI committee? It seems biased to assume that our low-income veterans and grandmas will be criminals before they have even moved in.

Anonymous

9/17/2025 04:45 PM

Are we going to extend the agreement to EVERYONE living next to a STEP facility? This would only be fair and make sense if and only if this applied to everyone in the area and not just the STEP residents

Anonymous

9/17/2025 02:45 PM

If Good Neighbor agreements are useful for managing partying, can they please be required for all large apartments in Kenmore?

Anonymous

9/17/2025 03:02 PM

If we require Good Neighbor and Operator agreements for STEP housing, it would be fair to have them for any development larger than a certain number of units. Being good neighbors should not be asked only of low AMI households, but every resident of Kenmore.

Anonymous

9/17/2025 03:28 PM

Please, keep those agreements simple to allow them to be meaningful to all parties.

Anonymous

9/17/2025 03:40 PM

Keep it simple and balanced between what is expected of STEP tenants and what is expected of the local community surrounding it.

Anonymous

9/17/2025 03:43 PM

Be careful not to assume the worst in STEP housing residents!

Anonymous

9/17/2025 03:49 PM

Seems like a fine idea. Make sure it protects the tenants AND the neighborhood, and doesn't implicitly assume the worst in the shelter residents.

Anonymous

9/17/2025 04:02 PM

Any STEP housing MUST have clear rules that mandate treatment for substance abuse, and disallow violaters to remain. I'm not sure council understands this is, and how important it is to the community.

Anonymous

9/17/2025 04:18 PM

Make it a contract, not an honor code agreement.

Anonymous

9/17/2025 04:34 PM

More services. Torchlight model in Bellevue is excellent

Anonymous

9/17/2025 05:13 PM

I'm concerned that homes will lose aesthetic value: houses/yards not being maintained at the same level as when they were privately owned, higher noise levels, many cars parking along street, etc. We moved from dense Seattle to the beautiful spacious neighborhoods in suburban Kenmore to get away from those things.

Anonymous

9/17/2025 07:14 PM

We need to be assured there would be safety resources along with all of the covenants and rules of the neighborhoods would have to be abided by.

Anonymous

9/17/2025 09:31 PM

No comments. I feel like both were already current.

Anonymous

9/18/2025 09:43 AM

Do all big apartments in Kenmore need Good Neighbor Agreements? What about at-home preschools and elder care facilities? These feels targeted and hard to enforce.

Anonymous

9/18/2025 02:55 PM

It is an unfair and undemocratic agreement as we didn't even know about it until recently as residents of kenmore.

Anonymous

9/18/2025 02:57 PM

We feel that this is unfair for those that lived here or moved here recently

Anonymous

9/18/2025 03:03 PM

please consider mixed used options as well as access and appropriate infrastructure

Anonymous

9/18/2025 03:42 PM

Can all housing projects along the downtown corridor have a Good Neighbor Agreement? I don't want shootings or parties or drugs from any big development, no matter what the residents' income level is.

Anonymous

9/26/2025 03:57 AM

While it is clear a "Good Neighbor Agreement" is on the list, there is not a clearly defined GNA, the plan also does not include a Safety & Security Plan (SSP). These are standard, well thought out additions that should be present. The Communication Plan, is not well thought out. Surrounding Cities have done excellent work in all these areas and include the City of Redmond, City of Shoreline and City of Seattle. Is there a reason there has not been policy presented to the STEP Advisory Committee on any of these issues? The Council charged the committee to provide input on STEP Housing, Code, and Policy recommendations. I don't see that evidence.

Anonymous

9/26/2025 05:40 PM

Handle with care. Don't let the Good Neighbor agreements become an exclusionary barrier or an elitist way to police each other. Commitments to public safety and transparency are good, but lets keep agreements simple and standard.

**Optional question** (53 response(s), 6 skipped)

**Question type:** Essay Question

### Q3 | What would you like the STEP Housing Committee to consider in its recommendations to City Council?

Anonymous

9/12/2025 01:27 PM

Consider how much money has been spent on the homelessness, crisis and homelessness in general, and there's been zero progress. Drug use is a massive thing you are not considering. This would do nothing but harm Kenmore.

Anonymous

9/12/2025 03:57 PM

How to make projects like the Plymouth project work, in the future.

Anonymous

9/14/2025 08:20 PM

Consider another site please.... Possibly the empty land between Bothel and Kenmore where the storage warehouses are located. Stop trying to ruin our city!

Anonymous

9/15/2025 11:34 AM

4. Resident Safety and Behavioral Policies ▶ Violence Prevention Enforce a zero-tolerance policy for violence, harassment, and abuse. Implement trauma-informed conflict resolution practices. Provide quiet rooms or "cool-down" spaces for de-escalation. ▶ Substance Use Management Consider dry (substance-free) model Secure storage for medications and support for substance abuse recovery. ▶ Background Checks Carefully vet volunteers, staff, and external service providers. Consider limited background screening for residents only when absolutely necessary to avoid discrimination, while ensuring the safety of children and families. 5. Security Measures ▶ On-Site Security Presence Trained security personnel or night staff, especially in high-traffic or high-risk shelters. ▶ Controlled Entry/Exit Check-in/check-out procedures with ID or sign-in logs. Security cameras in common areas (not in private sleeping/bath areas). ▶ Lighting Ensure well-lit indoor and outdoor areas, including entrances, corridors, and parking lots. 6. Health and Hygiene ▶ Sanitation and Cleanliness Regular cleaning of communal bathrooms, kitchens, and sleeping areas. Pest control and waste disposal systems. ▶ Infectious Disease

Control Ventilation, handwashing stations, PPE availability, and isolation rooms (especially important post-COVID). Access to mental health support, vaccines, and health screenings. 7. Staff Training and Protocols ▶ Trauma-Informed Care Staff trained to support individuals experiencing mental illness, trauma, and substance use. Use of de-escalation techniques and culturally sensitive communication. ▶ Safeguarding Children Mandatory reporting protocols for suspected child abuse or neglect. Staff and volunteers undergo background checks and child protection training. 8. Resident Orientation and Community Building ▶ Rules and Rights Clearly communicate shelter policies, resident rights, and expectations upon entry. Offer orientations and posted rules in multiple languages. ▶ Feedback and Reporting Provide confidential ways for residents to report abuse or unsafe conditions (suggestion boxes, anonymous hotlines).

Anonymous

9/15/2025 12:02 PM

I do know that this project was not approved by the citizens of Kenmore that pay taxes and support your salary . It's a shame to use this beautiful town and best area for such project .

Anonymous

9/15/2025 12:55 PM

Quality of life. Seriously. Cramming more people together without enforcing city code as it relates to noise, parking, even sidewalk access will only make it less safe and enjoyable to live here. I work for the state. We cannot put up a web page unless it's accessible to all. Why, then, are people allowed to park on sidewalks, install portable basketball hoops and other blocking objects on them and the city just ignores it? Sidewalks in my neighborhood have become parking lots, pushing pedestrians onto the street! I see this in many neighborhoods. Issue tickets!

Leyla Jaqueline Flores

9/15/2025 12:59 PM

it would be perfect

Anonymous

9/15/2025 03:16 PM

I would like to encourage the City to consider that people in need of housing should not be treated more harshly and given more rules to follow than any other tenant or homeowner in our city. Mental health is not an income bracket-specific issue; addiction is not an income-bracket specific issue; Illegal behaviors are not income-bracket specific (as we can currently see with our billionaire ruling class).

Anonymous

9/16/2025 05:19 AM

1 or 2 strike issue management and eviction as community norms usually differ.

Anonymous

9/16/2025 01:41 PM

The residents of Kenmore are against these proposals and urge you to reconsider

Anonymous

9/16/2025 01:55 PM

Kenmore does not have the emergency services to deal with an additional criminal element that comes with no barrier Permanent Supportive Housing. Please DO NOT allow that specific type of housing to be allowed in our city.

Anonymous

9/16/2025 02:44 PM

NO permanent supportive housing no/low-barrier projects should ever be allowed in Kenmore.

Anonymous

9/16/2025 05:50 PM

The City and City Council should be having discussions with whoever set the requirements for the # of housing units needing to be built because their requirements are out of touch with reality. Forcing a city and the taxpayers to pony up all of the money needed to provide housing for "free" based on estimates or best guesses is outrageous and ridiculous. How do they plan on extracting enough \$ from us, the taxpayers, to pay for all of this? More cameras? Over 500 PSH units that are 100% taxpayer funded need to be built in the next 19 years? That's roughly 30 per year? The way the City hires staff and spends \$, that will cost roughly \$15M/year not to mention the monthly rent and case management fees. This is the biggest racket in favor of PSH providers. This region disgusts me so much it's getting hard to want to stay here. I'll sell my condo to the City so I can move.

Anonymous

9/16/2025 06:12 PM

The purpose is to enable STEP housing open house- but we also need to do so in a way that brings the community along. Need to consider how we do that (I don't think good neighbor or operator agreements are the only way to do that - need other thoughts on how to make sure our community isn't subject to misinformation but also has concerns heard)

Anonymous

9/16/2025 07:01 PM

This should be voted on, not decided by city manager.

Anonymous

9/16/2025 07:27 PM

The first priority for the city is to protect our families and children. Any housing that allows criminals or open drug use is not serving our families and children. If there are evictions from these STEP places, those evicted will simply live on the streets in our neighborhoods, leaving our families and children at risk. Unless the city is willing to PROMPTLY remove the problems that these facilities create, and people living on the streets, STEP housing should not be allowed in any neighborhood.

Anonymous

9/16/2025 09:42 PM

Please don't create policy that eases ordinances so that we (Kenmore) are ripe for carrying more than our fair and affordable share. Your decisions will have impacts that will affect Kenmore forever, don't go overboard with leniency.

Anonymous

9/16/2025 09:45 PM

Removing Kenmore, WA from a STEP housing location.

Anonymous

9/17/2025 06:37 AM

With an increase in population (wealthy or poor) comes safety and crime issues. Ensure any new development in our community pays its share of the burden to ensure the safety of our community. If a proposed project has the potential to bring a higher crime rate (based on true, unbiased data from LIKe projects in other communities) they must pay to ensure the exiting community is not burdened by there presence. If the project changes the community dynamics they must do it in not only a negative way but also in a positive way. I'm not talking about feelings of goodwill. I'm talking about money to support the services they draw from the greater community.

Anonymous

9/17/2025 08:42 AM

I hope they change their minds and not move forward with this. I strongly oppose the city council approving the rezoning for STEP Housing. I will vote against any city council member who votes for this and will tell my neighbor to do the same. I don't want more mentally ill and addicts in Kenmore. Thank you for this survey!

Anonymous

9/17/2025 09:24 AM

Consider that they don't work, Good Neighbor and Operator agreements aren't enforceable and that no increase in crime rate in our city is acceptable. City Council represents the interests of KENMORE RESIDENTS and these housing projects wouldn't be in our COLLECTIVE interest.

Anonymous

9/17/2025 10:16 AM

What possible changes could happen to federal and state law and policies among other factors such as population growth/decline that might influence the projected need of 560 PSH units by 2044. And is there a goal of adding a certain number of units per year to reach the 560 target? By my math, which no one should trust, that would be adding 30 units per year.

Anonymous

9/17/2025 10:27 AM

I would recommend not building this in Kenmore. We are over budget, under resourced, and not ready for what this will bring to our community.

Anonymous

9/17/2025 11:04 AM

I am a Kenmore resident and I don't think we should have any additional STEP housing in Kenmore. This is a residential city for families and people live here to get away from the Seattle homeless and addiction problems.

Anonymous

9/17/2025 11:27 AM

The recommended locations where PSH/transitional housing are allowed in the slides above (aka everywhere but schools and parks) is not appropriate given the many challenges that come with this type of housing, including drug use, violence, theft, and increased camping - this type of housing should not be in residential neighborhoods or next to schools, but instead on major throughfares near transit and services so that individuals can get to work, services, etc. Additionally, we need to enforce PSH/transitional housing that does not allow drug use and does not turn a blind eye to it. We are a small town and do not have the number of police or support services to manage an increase in these types of issues and not enforcing them is going to negatively impact everyone else's quality of life, our ability to bring in businesses and customers, and the safety of our community.

Anonymous

9/17/2025 12:14 PM

Don't allow STEP housing in Kenmore. We don't have the resources for it.

Anonymous

9/17/2025 01:46 PM

Most Kenmore neighbors want more affordable housing in Kenmore!

Anonymous

9/17/2025 01:48 PM

1. Do not allow drugs on premises. 2. Remove drug users from premises. 3. Security Officer(s) for premises.

Anonymous

9/17/2025 01:48 PM

Poor people aren't a problem. We need to do better in taking care of our neighbors.

Anonymous

9/17/2025 02:07 PM

Two Winters ago we heard a lot of support for senior housing and veterans housing (just not in a tall building with no parking). I hope this new zoning can make those projects happen. There are a lot of seniors struggling right now.

Anonymous

9/17/2025 02:11 PM

We need more housing for our low-income seniors and veterans. I hope these changes make it easier to develop housing for the sober seniors on fixed incomes. I also hope these changes make it easier for local churches do build housing, and not just big corps that don't

know our community.

Anonymous

9/17/2025 02:13 PM

More seriously, please educate council on the need to communicate better on 1) the need to explain better to residents what PSH is and why it's the best option for our city (the alternative being low income WITHOUT supportive services to help them since we are mandated by law to provide housing for all income levels anyway) and 2) have council lean on their humanity and compassion to understand that beyond the legal obligations, helping your neighbor is not the worse idea in the world

Anonymous

9/17/2025 04:45 PM

Don't be extra controlling of poor people. Let them live in peace.

Anonymous

9/17/2025 04:45 PM

We are behind in our plans to address low AMI housing to meet our city targets. Please recommend to council to act sooner rather than later as such programs take time to come to fruition.

Anonymous

9/17/2025 02:35 PM

We need more affordable housing options! Please do not recommend any policies that will be barrier to building affordable housing in Kenmore.

Anonymous

9/17/2025 04:45 PM

A post-mortem on the whole Plymouth debacle would be nice. A lot of residents still equate PSH with crime dens and until that isn't addressed we won't be able to move forward as a city

Anonymous

9/17/2025 02:45 PM

We are in the middle of a housing crisis. Kenmore already lost Mary's Place and rent prices in the mobile home community are skyrocketing. We need more housing! We need more family shelters and affordable places to live. I know some neighbors are scared of poor people and think we are all druggies and gang members, but we aren't. Many of us are employed full-time and volunteer at church. Do not make policies that demean us, assume the worst in us, or make it harder for us to housing to built for us and our families.

Anonymous

9/17/2025 03:02 PM

Remove parking requirements (but offer more street parking, some of it ADA-accessible). Consider expanding the City's offering of community activities (not only at the Senior Center as it is currently the case) - sports or art classes for all ages, small community gardens - to allow newcomers (from STEP housing or otherwise) to feel included in the city's life and support healthy activities for all income levels.

Anonymous

9/17/2025 03:28 PM

- Set up strategies to fast track development projects. - Do not consider them differently than any other buildings. If rules apply to one, they should apply to all.

Anonymous

9/17/2025 03:40 PM

The City Council should be very clear that STEP housing will be happening in Kenmore, and communicate kindly to our residents that fear of the unknown should not be a guide to our actions as a City, but hope for the future could be. Please do not let another Plymouth project move somewhere else because of smear online campaigns. Let's keep our pitchforks to protect our neighbors from adversity, not to keep them out of our city.

Anonymous

9/17/2025 03:43 PM

We need deeply affordable housing everywhere. And I don't want the city wasting my tax payer money on extra meetings or getting in the way of things. Good job streamlining the process. Now get building!

Anonymous

9/17/2025 03:49 PM

Keep the process as streamlined as possible. We are excited for the Habitat Housing by City Hall to be built, but apparently that is going to take YEARS. Kenmore don't need any more delays for shelters or deeply low income housing.

Anonymous

9/17/2025 04:02 PM

Don't blow off the community and call us NIMBY's. We just want a safe place to raise our kids, seniors want a safe place to live out their years.

Anonymous

9/17/2025 04:18 PM

Crime and drug use.

Anonymous

9/17/2025 04:34 PM

More services for low barrier housing

Anonymous

9/17/2025 05:13 PM

Value of privately owned homes near these proposed STEP houses may drop. Driveways/streets packed with parked cars are unsightly and dangerous to walkers, kids and pets. Like many residents, we moved from dense Seattle to the beautiful spacious neighborhoods in suburban Kenmore to get away from those things. Please consider consolidating STEP housing closer to the highway and arterial streets.

Anonymous

9/17/2025 07:14 PM

This should be fully explained to the public in detail. It should go to the vote of the people and the council and if it did go forward there would have to be reporting on how the program was going to have an out clause if issues arise that the people in the community did not want to have especially as it comes to safety. Also there has to be amenities and jobs.

Anonymous

9/17/2025 09:31 PM

Consider converting already built housing into STEP homes. The affordability will immediately improve the quality of life for current residents. Please also consider that the building budgets are over the top and the basis for lies regarding affordability. If it is 560 step homes, it is a budget for 560 step homes. The city does need to decide what kind of city it wants to be, and should not be creating lies about housing costs in order to get builder budgets approved.

Anonymous

9/18/2025 09:43 AM

Let's get Mary's Place back! Any recommendations that can make it easier to help homeless families and disabled veterans is a good idea.

Anonymous

9/18/2025 11:41 AM

Do not allow STEP housing in residential areas, specifically any lands north of NE 181st.

Anonymous

9/18/2025 02:55 PM

Kenmore is too small to be under the same requirements as other municipalities to have STEP.

Anonymous

9/18/2025 03:42 PM

Mary's Place was a great part of our community and it would be nice to have another family or DV shelter again. Shelters by bus routes makes sense and I hope Kenmore can built what we need to build without too much protesting.

Anonymous

9/26/2025 03:57 AM

Defined plans for a Good Neighbor Agreement, Safety & Security Plan, and a multi-disiplinary team of experts - Housing Advisory Committee on STEP Housing, with a plan for how they will review and work through issues.

Anonymous

9/26/2025 05:40 PM

There are families in Kenmore that need STEP housing asap. Adult children, aging parents, siblings bunking in garages - the demand for STEP housing for Kenmore residents is already high. Please streamline the process for Kenmore to invite and construct more STEP projects, without stigma. The anti-PSH narratives that circulated around Kenmore in 2023 hurt many, many families. Women

who need a DV safe house, veterans who need PSH, children who miss Mary's Place -- this need is already living in our city. Please build housing for us now.

**Optional question** (54 response(s), 5 skipped)

**Question type:** Essay Question