

**Summary of Comments
January 13, 2007 Residents Meeting**

Following are comments noted during the January 12, 2007 meeting with residents and from surveys residents submitted at and after the meetings. Approximately 20 people completed surveys. * Comments marked by an asterisk were made by multiple people.

WHAT RESIDENTS LIKE ABOUT PARKMERCED (from survey)

Open space, landscaping and grounds maintenance (trees and grass) *
Location near public transportation and highways and SFSU *
Neighborhood *
Apartment size and structure *
Large rent controlled facility *
Courtesy of management and onsite management team*
Movies for residents *
Heat in apartments
Low street traffic
Character of Stuart buildings

CONCERNS/ISSUES (from survey and input during meeting)

Security and Safety

Vandalism *
Proposed canopies could attract more vandalism
Security in buildings and garages *
Unlatched doors to common areas *
Fire/safety communication *
Emergency lighting in hallways
Seismic safety of towers
Traffic safety, specifically Chumasero & Brotherhood Way intersection

Policies

Pass throughs to residents *
Enforcement of rules, particularly regarding moving & no smoking*
Selection standards for new residents

Maintenance

Elevator maintenance *
Daily checks for garbage pick up/disposal *
Painting of interiors of apartments *
Refurbishing bathrooms*
Making tower windows easier to open/shut
Noise from parties and weekend events, including skateboarders *

Perception that maintenance not provided to long-time residents to encourage their departure (from one person; Bert to follow up)

Recycling

Kitchen ventilation

Mold in interiors of apartments

Gum on grounds

Construction/Planned Improvements

Essential upgrades vs. cosmetic improvements

Access to construction documents for more details on renovation work

Cost of improvements

Wheel chair access to towers during construction

Ability to access tower basement without having to go outside

Relationship to SFSU, potential for turning condo, selling off more land

Parkmerced becoming crowded

RECOMMENDED IMPROVEMENTS (from survey and input during meeting)

Social and Recreational

Adult classes/senior activities *

Café *

Playgrounds for toddlers/older kids *

More Laundry machines*

Coin machines in laundry rooms*

Restaurant on grounds *

Commercial center on Grounds *

More snow day parties/parties in general

Keep existing shopping center intact

Efforts to foster sense of community

Shuttle for residents to buses

Gymnasium

Group health care discounts

Group discounts on recreational activities

Communication

More responsiveness to emails and calls about maintenance *

Information kiosks *

Bulletin boards in towers

Distribution of rules and policies to all residents

Survey to assess residents' opinion about effectiveness of new management.

Regular updates/bulletins on construction progress

More regular meetings with residents *

Sound system for future meetings with residents

Better notice to garden apartments and all residents of future meetings

Room use for PRO meetings

Security and Safety

- More lighting on grounds *
- Cameras in laundry rooms and at doors to better monitor who enters and exits *
- Gates or cameras at carports
- Card access to towers, storage and laundry rooms, garages *
- Night check of all doors accessing towers *
- Emergency preparedness and lighting
- Better quality security force
- First aid/CPR training *

Maintenance & Other Improvements

- Foot patrols to respond to maintenance requests *
- Periodic cleaning of hallway carpets and garbage chutes
- Scheduled routine repainting of apartments
- Improvements to garden apartment roof drainage
- Trashcans on the property
- Benches in outdoor areas and near transit stops *
- Solar panels
- More garden areas
- Floor numbers opposite elevator openings
- Improved M-line service
- Guest parking limited to one car per unit