

Summary of Comments February 17, 2007 Residents Meeting

Following are comments noted during the February 17, 2007 meeting with residents and from surveys residents submitted at and after the meetings. * 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 *
- Courtesy of management and onsite management team*
- Movies and gym for residents *
- Snow days*

CONCERNS/ISSUES (from survey and input during meeting)

Security and Safety

- Crime *
- Security in buildings and garages/unlatched doors to common areas *
- Fire/safety communication *
- False fire alarms*
- Bikes on sidewalks

Policies

- No pass throughs to residents *
- Enforcement of rules, particularly regarding noise, moving & leashed pets*
- Selection standards for new residents

Maintenance

- Elevator maintenance *
- More responsiveness to emails and calls about maintenance *
- Garbage cans are a disgrace, need to be hidden from view*
- Daily checks for garbage pick up/disposal, garbage outside towers on grounds for many days*
- Replace hallway carpets & paint in towers*
- Courteous courtesy patrol

Construction/Planned Improvements

- Notice to residents of moving schedules when elevators being upgraded*
- Would like to refurbish unit – bathroom tiles, kitchen floors, paint – would pay for it myself, but don't want penalty upon leaving*
- Want good fence and noise barrier between 19th Ave and buildings
- Replace landscaping that's been damaged or died

RECOMMENDED IMPROVEMENTS (from survey and input during meeting)

Retail, Social, Recreational

- Grocery store with delivery*
- Pharmacy – Rite Aid/Walgreens*
- Adult classes/senior activities *
- Café *
- Improved playgrounds for toddlers/older kids *
- More snow day parties/Hawaiian party/jazz day/live music/parties in general*
- Keep existing shopping center intact/like the amenities & retail
- Efforts to foster sense of community
- Community room/gathering place/public space for residents

Communication

- More responsiveness to emails and calls about maintenance *
- Bulletin boards in towers*
- Distribution of rules and policies to all residents
- Regular updates/bulletins on construction progress

Security and Safety

- Cameras in laundry rooms and at doors to better monitor who enters and exits *
- More lighting on grounds
- Emergency preparedness and potable water hydrants

Traffic

- Provide more parking/stripe parking slots to maximize parking*
- Provide additional shuttles/allow SFSU shuttle to pick up residents
- Bike lanes for safety

Other Improvements

- Scheduled routine repainting of apartments
- Improvements to garden apartment roof drainage
- Replant trees along Brotherhood Way (not Juniper or Cypress for allergies)