

POST OCCUPANCY EVALUATION REPORT

Leigh Avenue Senior Apartments
1690 Southwest Expressway
San Jose, CA 95126

Engage FORA
February / 2023



EXECUTIVE SUMMARY

Post Occupancy Evaluation Initiation

In 2021, OJK Architecture and Planning transitioned firm ownership after forty years of business designing affordable housing in Silicon Valley, and subsequently over went a comprehensive rebranding process, becoming Architects FORA. Through its re-brand, the importance of engaging with communities to create better housing was identified as a core goal, and thus Engage FORA was born. Centering engagement before, during, and after the design process, Engage FORA set a directive to conduct post-occupancy evaluations of recently completed work, and Leigh Avenue, a permanent supportive housing development for formerly unhoused seniors, was selected as the first project to study as an internal research project.

Study Limitations

Leigh Ave was not initially designed as permanent supportive housing for the formerly homeless, but was adapted to fit the needs of its current population after the permitting phase was complete. Some study results likely would have been less of a focus had the development been designed for this unique population from the onset, incorporating recently researched and published Trauma Informed Design (TID) principles. Permanent Supportive Housing is also a relatively new concept, so with each POE conducted, we are all collectively learning more about what works and what doesn't from a programmatic, operational, and design standpoint. Finally, as Engage FORA's first conducted Post Occupancy Evaluation, we didn't have the benefit of following a tested and proven process, and thus the completion of this report resulted in meaningful lessons learned for future studies.

Post Occupancy Evaluation Report Content & Application

The following report provides a short background on the project type, context about the project development itself, information on how we approached the study, and our primary observations and recommendations derived from the evaluation. An appendix includes further data on the entirety of the survey for further insights as well as a sample of the survey issued to residents for reference. The recommendations provided in this report look at the most reported items and potentially most impactful interventions that could be applied now, at major building maintenance milestones, and on future developments. We are happy to review and discuss the findings in more detail with the building owner and property management to understand feasibility and logistics of making adjustments based on the following recommendations to better inform projects.

Post Occupancy Evaluation Study Highlights

Areas of study in this Post Occupancy Evaluation include Functionality and Comfort of Resident Units, Amenities and Community, and Overall Building Functionality and Safety, and findings and observations are organized accordingly. Primary resident unit concerns include noise levels, comfortable natural lighting levels, inconsistent


thermal comfort and air quality depending on the unit location, and not enough storage. Regarding amenities and community, residents report wanting extended hours access to common areas, more variety in size and location of shared spaces, each with a specific use. Pet support including relief areas and outdoor play would benefit from better security, location, and noise mitigation. Finishes in the building feel sterile to occupants; adding warmth, color, and personalization would make the building feel more welcoming and home-like. The location of the building offers limited access to groceries and essentials and is situated on a high-speed curve, so incorporating on-site vending or markets might provide a good opportunity to enhance health, safety, and socialization. Finally, residents reported feeling over-surveilled, having challenges with access and intercoms, concerns over non-residents gaining entry, and minor inconveniences related to trash and bike storage. Section three offers a variety of recommendations to address many of these concerns.

Future Engagements

Engage FORA's goal is to create a holistic cycle of engagement for our clients, where insights such as those found in this report, married with pre- and during-design community engagement, will inform and lead to better design of vibrant, resilient, and equitable housing for all. Leveraging this research should lead to housing that celebrates community and supports the specific needs of its residents, while maintaining durability and flexibility for extended building lifetimes. We seek to engage residents throughout the development process: conducting community outreach during pre-design to co-create solutions, providing info packets on the building and home designs during construction to help future residents plan for their space before moving in, and conducting post-occupancy evaluations one to two years after lease-up to evaluate performance. As we hone our engagement process and develop a larger database of research findings, we are excited to expand our areas of study (for example, investigating sustainability metrics), provide more specific recommendations supported by robust data, create more engaging and meaningful methods to conduct the evaluations, and improve how we communicate lessons learned.

We look forward to our next Engage project where we will work alongside property management, the property developer, and resident services to craft a focus and engagement strategy that will provide the most value to the development owner, residents, staff, and community at large.

Sincerely,



Leah Alissa Bayer, AIA
CEO, FORA

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01/ PROJECT OVERVIEW

1690
SOUTHWEST
EXPRESSWAY

LEIGH AVENUE
CONDOMINIUM APARTMENTS

01 / PROJECT OVERVIEW

INTRODUCTION

1690
SOUTHWEST
EXPRESSWAY

LEIGH AVENUE
RENTAL APARTMENTS

INTRODUCTION



Leigh Ave. apartments



Leigh Ave. street front view



Leigh Ave. central community courtyard



Leigh Ave. aerial view

/ Overview

Leigh Avenue Senior Apartments is located at 1690 Southwest Expressway, where Leigh Avenue and Southeast Expressway intersect. The transit-oriented infill site for Leigh Avenue Senior Apartments was intentionally selected for its potential for walkability, public transit access, engagement with the neighborhood, and opportunity to build more resilient, equitable communities. The project is located within 1,550 feet of a light rail station and all residents receive a free, annual transit pass (VTA SmartPass), providing free bus and light rail throughout Santa Clara County.

The building showcases universal access and design principles throughout. Beyond providing permanent supportive housing for residents, the project is a reflection of the design and development team's mission to provide a holistic community of healing for the chronically homeless seniors which it serves, which in turn elevates the broader community. As with other First Community Housing new construction projects, the building is designed to achieve LEED Platinum designation. In addition, Leigh Avenue Senior Apartments is a pilot project for the Healthy Building Network's HomeFree Initiative, whose goal is to improve the health of residents in affordable housing through the use of less toxic building materials.

Architects FORA is dedicated to learning and improving throughout a building's lifecycle from the diverse lived experiences in our buildings, property management, and real building performance. The post-occupancy evaluation effort is a reflection of our dedication to evolving our skills as designers for the benefit of those we serve.

/ Design

Leigh Avenue Senior Apartments navigates the challenges of working with simple building programs and modest budgets on marginal urban sites, while offering enhanced living environments for low-income seniors who have experienced chronic homelessness, and who can most greatly benefit from thoughtful design. This includes the integration of responsive site planning; accessible circulation, sheltered courtyards, and inviting lobbies and halls that welcome the public and residents alike. Building massing and orientation mitigate urban street noise to make public and private outdoor spaces that are both delightful and functional. Daylight is collected, reflected, and filtered to illuminate common areas, corridors and suites. Special attention to form, materials, and detailing where they're most visible express the importance of providing housing that's equally affordable, functional, and beautiful- a place where residents feel a sense of security, community, and pride.

In partnership with our client, First Community Housing, we designed 64 units of affordable senior apartments over 6,750 square feet of commercial space. All units are reserved for chronically homeless seniors, except for one two-bedroom manager's unit. The building is four stories with a first floor concrete podium and 3 stories of wood frame construction above. Parking and commercial spaces are located at the ground level with residential units on the upper floors. Commercial spaces are designed to support dental services and other health providers of the tenants. All units facing the courtyard and adjacent properties have private balconies, while the units facing the streets have glass enclosed bay windows allowing for acoustically protected, daylight filled, balcony-like spaces. Common areas include the Property Manager, Social Service Coordinator, and Case



Lending Library



Natural daylight and views from corridors



Dwelling with courtyard-facing balcony



Roof deck

Manager’s offices, centralized laundry facility, multiple community rooms and lounge areas, a large outdoor community courtyard at the podium level, community gardens and living roof, dog wash station, and computer lab.

The form of Leigh Avenue is informed by the creating vertical pods that follow the street corner radius. These allow for discrete commercial spaces at the ground floor with separate exterior entrances and allow units above to have windows on two sides. Lush green spaces find place in the alternating pockets which connect these pods to the street with courtyard lobby entries exiting to either side. This alternation results in a facade that presents a welcoming vertical rhythm of greenery and materiality rather than a fortress. The rhythm of the facade is complemented by it’s simple, yet elegant material palette, including fiber cement panels with a natural reed-like texture. By increasing the surface area of the building envelope, residential units receive more daylight into living spaces, while gaps between the pods allow daylight to fill the main corridor and provide way finding views to the exterior that help orient residents. Parking is tucked away under the podium and along the rear of the site. Locating all residential units on the 2nd through 4th floors provides residents a sense of protection while increasing the resiliency of the building from floods or seismic events. On the interior podium-level, a protected courtyard acts as the communal hearth for residents. The space encourages resident interaction through onlooking balconies, connection to community rooms, amenities and programming. The courtyard is filled with native, drought-tolerant plants and trees, storm water planters, and community garden beds for residents to interact, share, and learn from one another.

/ Property Management & Supportive Services

The Leigh Avenue Senior Apartments’ resident service coordination program provides a wide array of services to its senior residents, most of which are accessed on an as-needed basis. Services include needs assessment, follow up reassessment, information referral for community and direct services, and social and recreational activities. This ensures the residents’ ability to maintain independent living, while supportive services address the special needs of the individuals served. These support systems provide avenues for residents to connect to and participate in the larger community from a place of strength and stability. Resident services are complemented by various community spaces throughout the building to promote resilience and connection, including community gardens, a lending library, computer room, a community room, offices, meeting, and interview spaces.

The case management services provided by Abode Services adheres to the best practices for a permanent supportive housing community, including Housing First and Harm Reduction, and fosters residents’ housing stability and wellness. Services includes housing retention services; clinical case management; benefits advocacy and income support assistance; money management; nutritional counseling; community building; and assistance in obtaining other resources and support for residents such as child care, transportation, job training and job placement. Abode Services has more than 25 years of experience in offering supportive services to homeless and formerly homeless households.

PROJECT TEAM

Architect & POE Team / Architects FORA (OJK Architecture + Planning) / 650 Castro St. Ste. 120 #490 / Mountain View, CA 94041-2068 / (408) 295-2210

Developer & Owner / First Community Housing / 75 East Santa Clara Street Suite 1300 / San Jose, CA 95113 / (408)-291-8650

Contractor / L&D Construction Co / 225 W. Julian St., Suite 200 / San Jose, CA 95110 / (408)-292-0128

Civil /

Carroll Engineering

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San Jose, CA 95128

(408)-261-9800

Survey /

Sierra West Land Surveying, Inc.

1359 Sand Hill Ct.

Oakdale, CA 95361

(209)-845-2773

Mechanical /

LEFCO, Inc.

1650 Las Plumas Ave, Ste. G

San Jose, CA 95133

(408)-729-4800

Electrical /

H.A. Bowen Electric, Inc.

2055 Williams St

San Leandro, CA 94577

(510)-483-0500

Plumbing /

W.L. Hickey Sons

190 Commercial St. P.O. Box 61209

Sunnyvale, CA 94088

(408)-736-4938

Energy & LEED /

Thornton Tomasetti

650 California St., Ste 1400

San Francisco, CA 94108

(415)-365-6900

Structural /

Vertech Engineering

762 Higuera St., Suite 206

San Luis Obispo, CA 93401

(805)-284-9520

Landscape /

Taniguchi Landscape Architecture

1013 South Claremont St., Suite 1

San Mateo, CA 94401

(650)-638-9985

Geotechnical /

TRC Lowney, Inc.

405 Clyde Ave.

Mountain View, CA 94043

(650)-967-2365

Solar Water / PV

Sun, Light, & Power

1035 Folger Ave

Berkeley, CA 94710

(510)-845-2997

Fire Protection /

Aegis Fire Systems Inc.

500 Boulder Ct., Ste. A

Pleasanton, CA 94566

(925)-417-5550 Ext 214

Waterproofing /

Steelhead Engineers, Inc.

2570 W. El Camino Real, Ste. 320

Mountain View, CA 94040

Support / Resident Services /

Abode Services

40849 Fremont Boulevard

Fremont, CA 94538

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Bernard Andre Photography

978 Florence Ln

Menlo Park, CA 94025

01 / PROJECT OVERVIEW

HOMELESSNESS STATISTICS & HOUSING SOLUTIONS

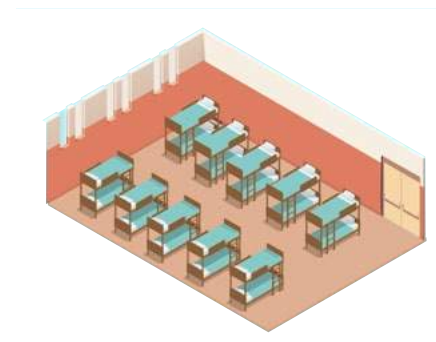
1690
SOUTHWEST
EXPRESSWAY

LEIGH AVENUE
RENTAL APARTMENTS

HOMELESS HOUSING SOLUTIONS

Emergency/ Transitional Shelters

The first place people turn to during or after experiencing a crisis. They provide support services and short-term stabilization before finding appropriate housing and provide temporary residence from six to 24 months. They include supportive services to improve employability, to help individuals obtain permanent housing as quickly as possible.



Packed with beds in shared spaces

Rapid Re-Housing (RRH)

A housing first solution for non-chronic homelessness where individuals or families rent an apartment of their own and are provided temporary community support services like case management and financial assistance, with the goal to bring them quickly out of homelessness.



Larger shared or individual units

Permanent Supportive Housing (PSH)

A program designed to provide housing and supportive services on a long-term basis to formerly chronically homeless people. These are individuals who have a diagnosed disability and who have been continuously homeless for one year or more.



Permanent and private homes

Affordable Housing

Affordable Housing units are for families and individuals that meet low income levels and qualify to rent at levels below market rate. As with permanent supportive housing, most formerly homeless affordable housing residents stay in their units for years.



Graphics by Adriana Heldi
Descriptions by Lisa Halverstadt

The Housing Gap

There is a critical shortage of housing, especially affordable housing, in the United States. This shortage is commonly seen as the number-one cause of homelessness.

The Department of Housing and Urban development (HUD) estimates that in 2020 more than 225,000 people were unsheltered (about 40 percent of those experiencing homelessness), which is the highest number of unsheltered individuals reported since HUD began its count in 2007.

Causes of Homelessness For Individuals and families

- 1 Lack of affordable housing
- 2 Unemployment
- 3 Poverty
- 4 Low wages
- 5 Substance abuse & lack of needed services
- 6 Mental illness & lack of needed services

The Role of the Private Sector

Built environments where people who have experienced homelessness live, learn and heal are an important, part of recovery from the trauma of being unhoused. While is the role of government to provide policies and services to address homelessness and facilitate the production of houses, it is largely up to the private sector to provide housing, especially affordable housing, required to fill the need.

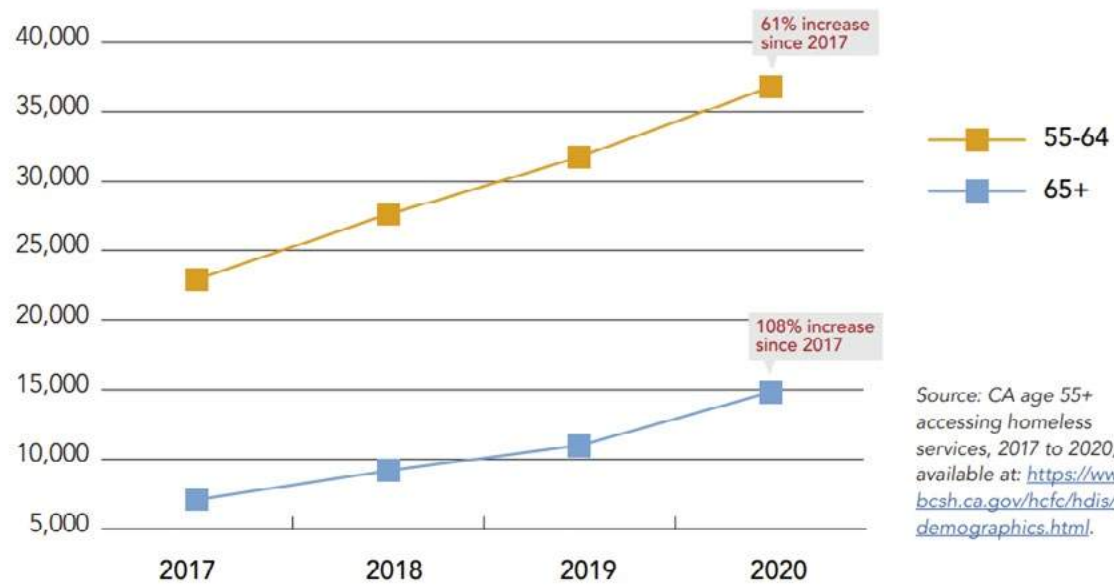
The ULI Perspective
Data from U.S Conference of Mayors;

SENIOR HOMELESSNESS

Older adults represent the fastest growing age group of the homeless population in California and in many parts of the United States. **Nearly half of all homeless people in the United States are 50 or older, and nearly half of them became homeless for the first time after age 50.**

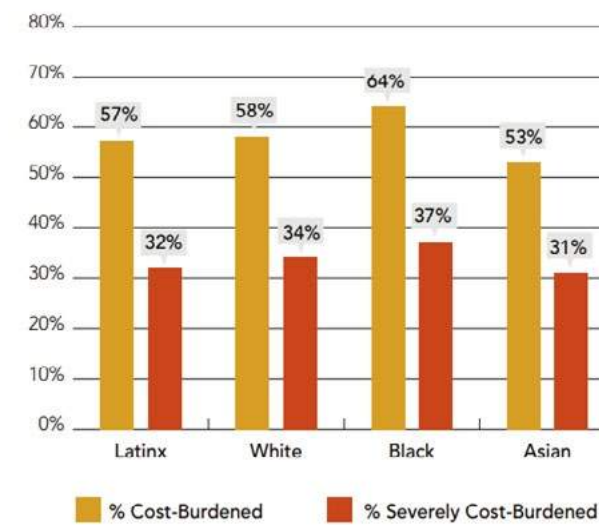
The rental affordability crisis in California disproportionately impacts older adults, particularly Black older adults who represent 31% of individuals accessing homeless services, despite making up only 5.6% of the state's population.

Rise in California Older Adult Homeless Population from 2017–2020

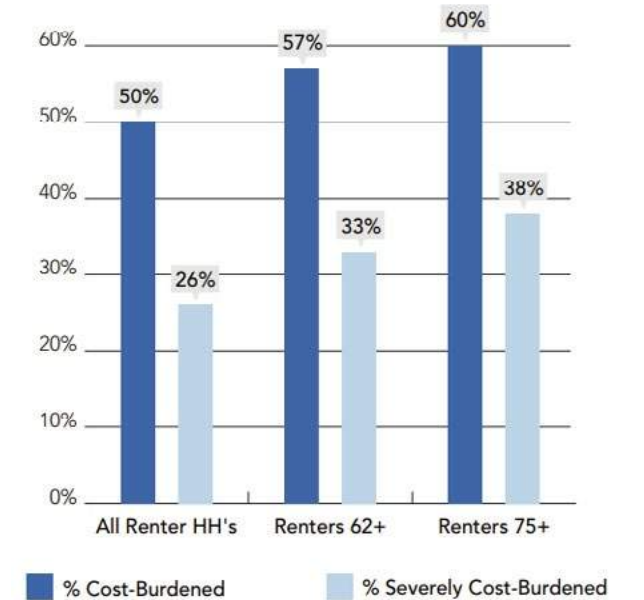


"According to a May 2021 survey, there were nearly 92,000 Californians over 65 who were not caught up on rent. California's Master Plan for Aging calls for Housing for All Stages & Ages. We need to make significant investments in deeply affordable and accessible housing to ensure that all older Californians can age in their homes and communities." - Justiceinaging.org

Cost-Burdened and Severely Cost-Burdened Older Renter Households (62+) by Race/Ethnicity



Percent of Cost-Burdened and Severely Cost-Burdened Renter Households by Age



Graphs and data from Justice in Aging Fact Sheet: Older Adults in California Face Unaffordable Rents

TRAUMA-INFORMED DESIGN

Single-site, Permanent Supportive Housing (PSH) buildings with a Housing First approach have become a common solution to homelessness in many North American cities.

Because people who have experienced long-term homelessness are also likely to have experienced trauma, trauma-informed care has become a key tenet of service providers working with residents in PSH.

"Opportunity for choice is key, because control is often taken away in traumatic situations, and because homelessness itself is dis-empowering."
/ Dr. Bollo, Donofrio

4 Trauma Informed Design Best Practices

These practices are recommended for future Permanent Supportive Housing Designers

- 1 Multiple common areas to maximize **resident choice** and safety
- 2 Spatial separation with simultaneous **visual connection**
- 3 Central third stair to encourage **social engagement**
- 4 Specifically designed places for future resident **empowerment** and **voice**.

6 Human Needs Principles

These principles are fundamental human needs that people experiencing trauma and homelessness value and seek out for themselves and their families

- 1 Dignity and Self Esteem
- 2 Security and Personal Space
- 3 Stress Management
- 4 Empowerment and Personal Control
- 5 Sense of Community
- 6 Beauty & Meaning



Photos and artwork of residents are displayed at common areas of apartment unit.



The common area spaces including the lobby, multipurpose room, vestibule, lobby and reception are separated by walls but visually connected by interior windows.



Plants are tended by residents and donated by volunteers. They provide a natural screening of the urban environment beyond



The multipurpose room has distinct zones for different activities for residents: puzzles television, phone calls, games, and reading.

Case study buildings with trauma-informed principles in common area design in Seattle, WA. From left to right: Stewart Apartments, First Hill Apartments, Stewart Apartments, Scargo Apartments. Images and text are referenced from the report: Supportive Housing: Four Case Studies from Seattle and Denver by Christina Bollo and Amanda Donofrio.

01/ PROJECT OVERVIEW

PROJECT DETAILS

1690
SOUTHWEST
EXPRESSWAY

LEIGH AVENUE
RENTAL APARTMENTS

LEIGH AVENUE APARTMENTS

The project is a four-story infill development with 64 1-bedroom units of wood framed affordable housing over concrete podium commercial space on the ground floor. Amenity spaces include laundry, computer, and community rooms. The outdoor spaces include a large outdoor courtyard with community gardens at the second floor, an outdoor terrace at the fourth floor, living roofs full of pollinator gardens, plentiful landscaped gardens, and a pet washing and relief area.

The project is designed to achieve LEED Platinum and is a pilot project for the Healthy Building Network’s HomeFree Initiative whose goal is to improve the health of residents in affordable housing by using healthier building materials. Located within 1,550 feet of a light rail station, all individuals housed receive a free annual transit pass to encourage use of public transit.



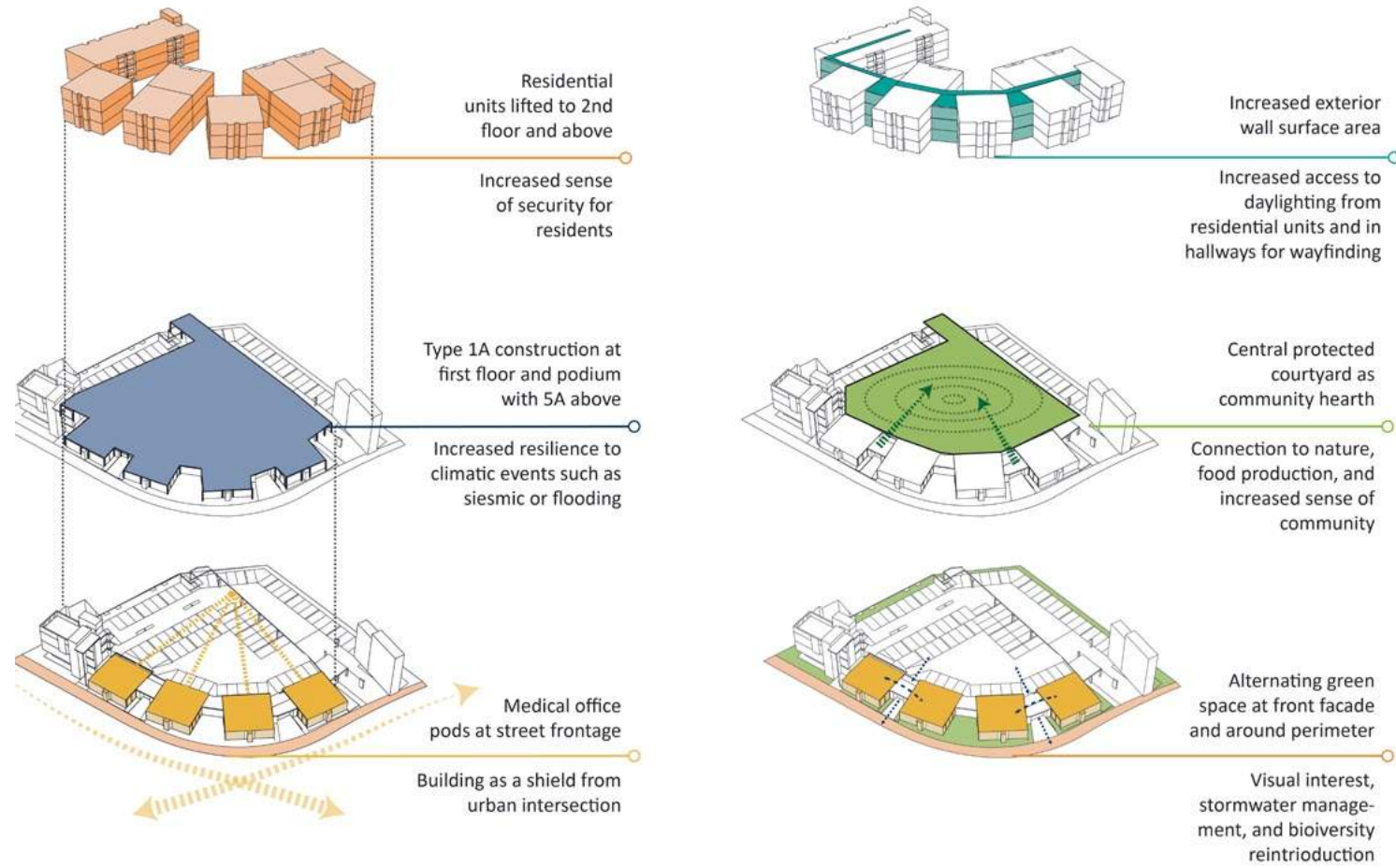
The City of San Jose and County of Santa Clara approached the developer, First Community Housing, with a plea to help meet a critical need to house seniors suffering from chronic homelessness, so the project pivoted to provide 100% permanent supportive housing (PSH) for seniors who have been homeless for at least twelve months.

Communities utilizing the PSH model realize over 90% success in avoiding residents returning to homelessness. Abode Services provides the on-site social services which include housing retention, clinical case management, benefits advocacy and income support assistance, money management, nutritional counseling, community building, and assistance in obtaining other resources and support such as child care, transportation, and job training and placement.

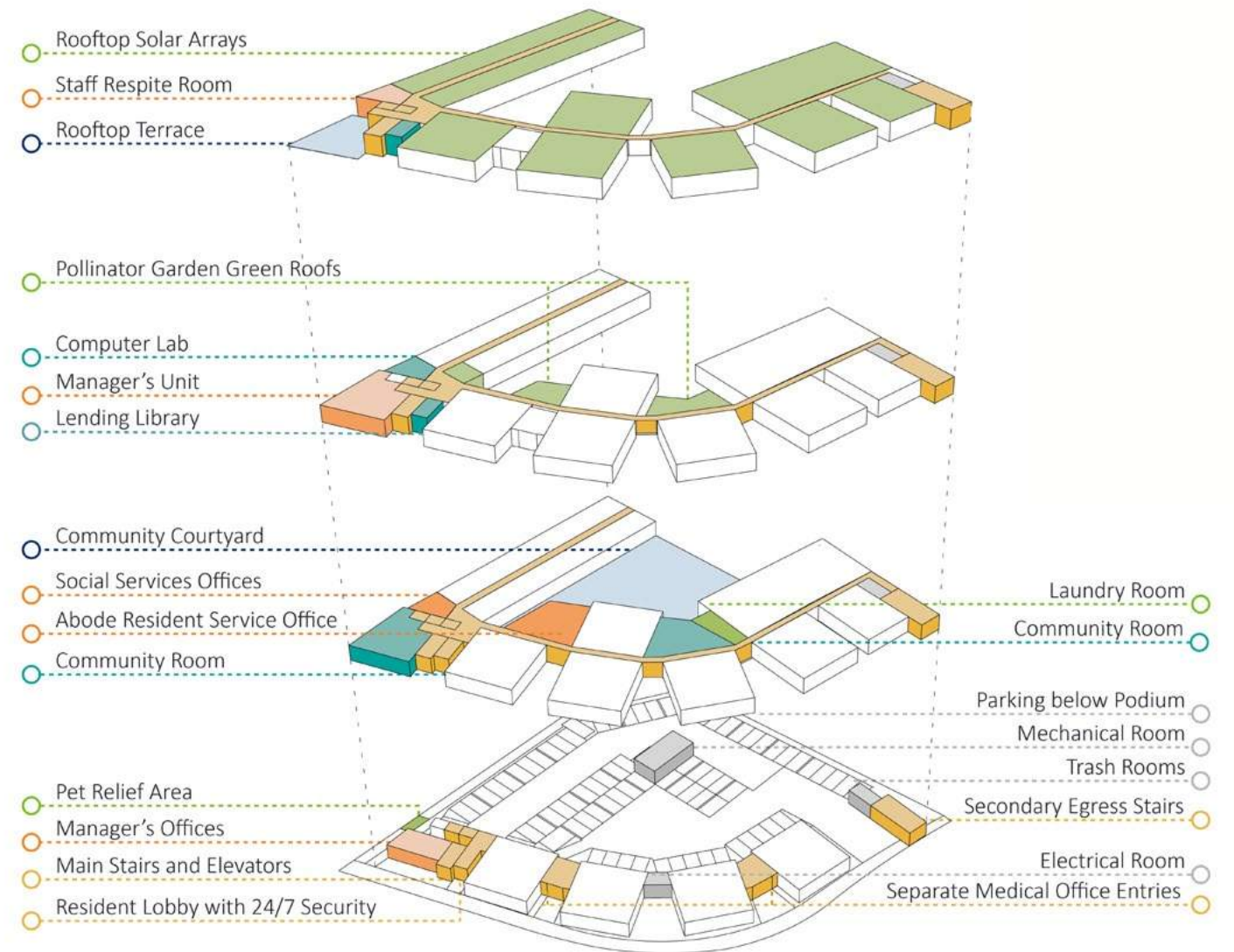
Leigh Avenue Senior Apartments exterior views (both images)

SPACE DIAGRAMS

/ Building Features



/ Amenities & Floor Adjacency



BUILDING SECTION

/ Universal Design Elements

KITCHENS

- 34" countertops
- removeable casework at sink
- shelves in reach zone
- oven timers
- pressure-sensitive burners



LIVING SPACES

- ample daylighting and private balconies or floor-to-ceiling bay windows in every living space



BEDROOMS

- Program to provide reclaimed in-unit furniture in partnership with Bay Area Furniture Bank



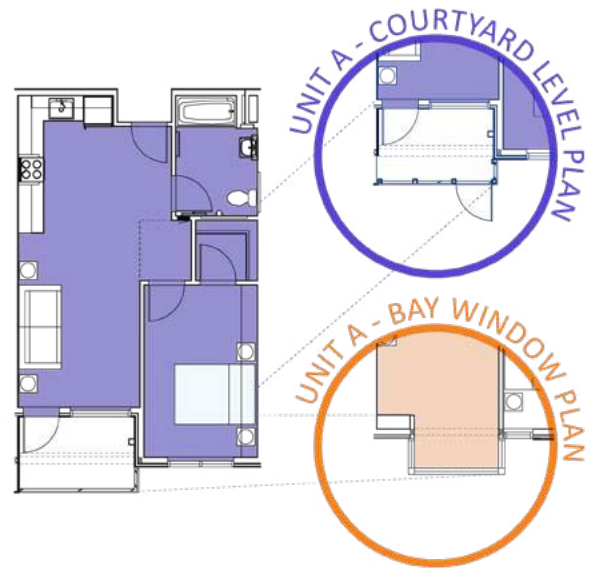
BATHROOMS

- roll-under sink
- tilting over-sink mirrors
- reach-height medicine cabinets
- grab bars at toilet and shower
- adjustable shower heads



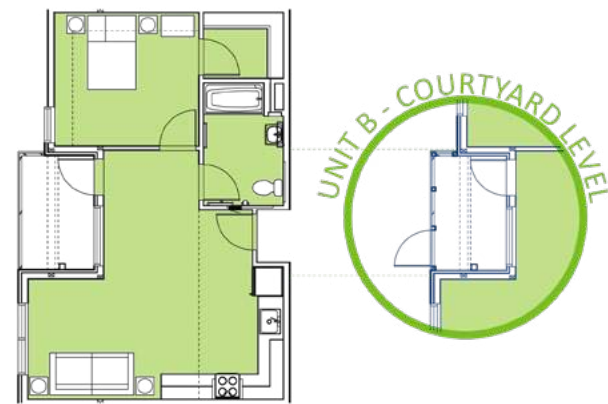
UNIT TYPES

TYPE A / ONE-BEDROOMS
45 UNITS



BALCONY UNITS x12
COURTYARD UNITS x6
BAY WINDOW UNITS x27
(AT STREET FRONTAGE)
= 45 TOTAL

TYPE B / ONE-BEDROOMS
18 UNITS



BALCONY UNITS x15
COURTYARD UNITS x3
= 18 TOTAL

TYPE C / TWO-BEDROOM
1 MANAGER'S UNIT



MANAGER'S UNITS x 1

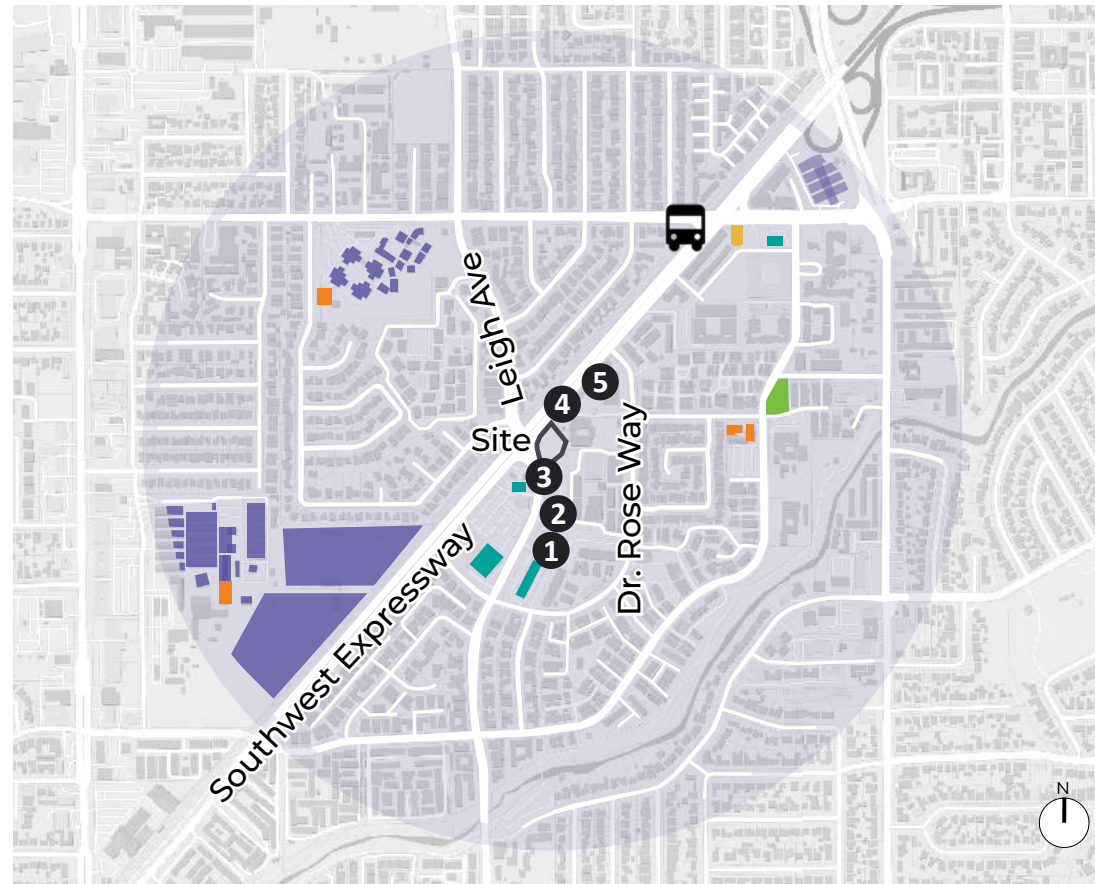
Survey Notes:

Some survey results, such as solar heat gain due to large bay windows, have been color-coded with associated unit colors indicated here, when POE responses are related to unit type.

See plans on pages 37-39 to see the locations of survey respondents in association with unit type.

SITE INFORMATION

/ Site context: 1/2 mile radius



Walk Score 73 Very Walkable
Most errands can be accomplished on foot.

Transit Score 47 Some Transit
A few nearby public transportation options.

Bike Score 87 Very Bikeable
Biking is convenient for most trips.

WalkScore metrics, 2022

Legend

- School
- Hospital
- Church
- Food Store
- Convenience Store
- Park
- VTA Stop

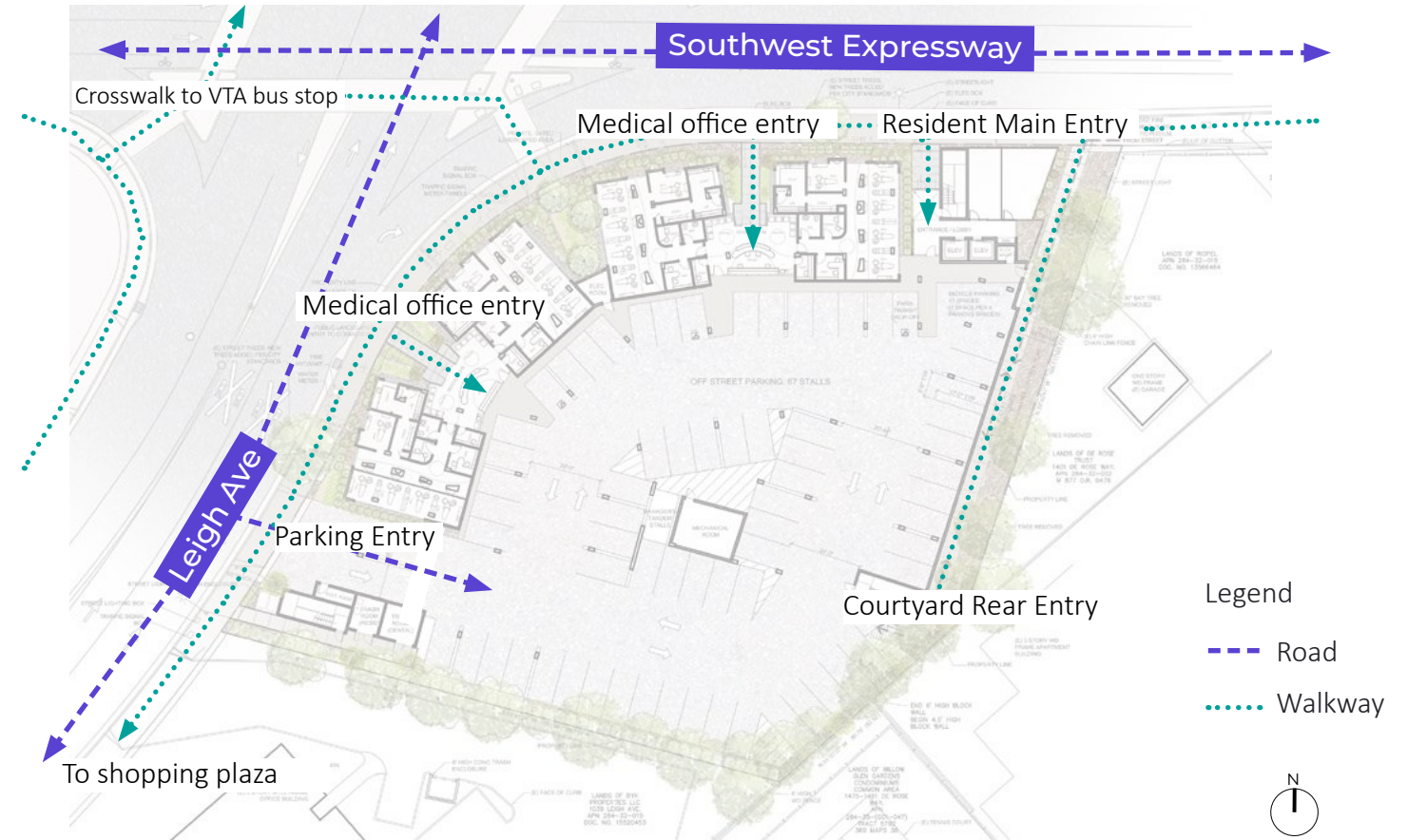


2



1

/ Site Plan



Legend

- - - Road
- . . . Walkway



4



5



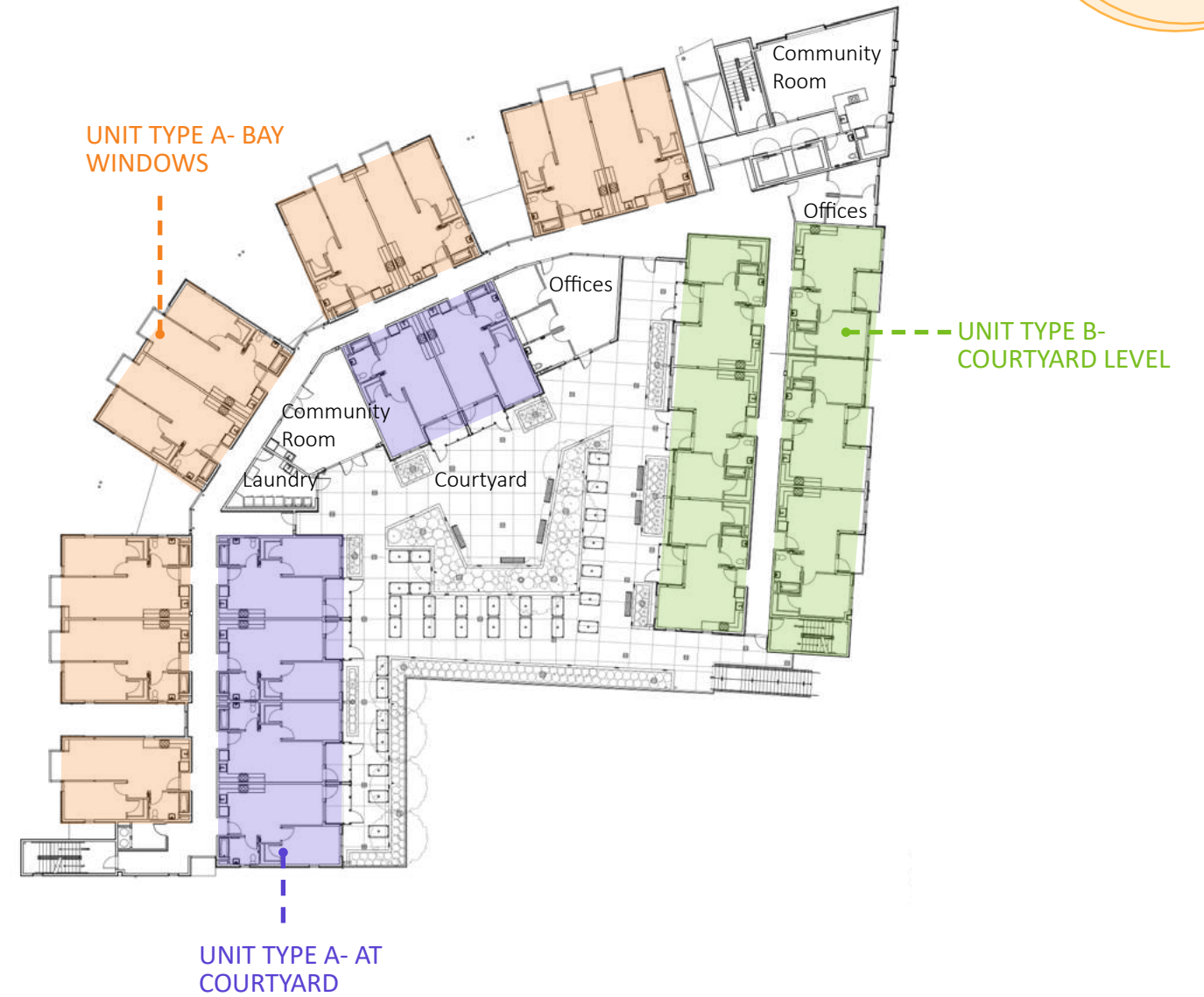
3

UNIT LAYOUT & PROGRAM

/ Ground Floor



/ Podium Level



- UNIT TYPES AND LOCATIONS**
- Unit Type A (Bay Windows)
 - Unit Type A (At Courtyard)
 - Unit Type B

For unit type plans, visit pages 32-33

UNIT LAYOUT & PROGRAM

/ Third Level



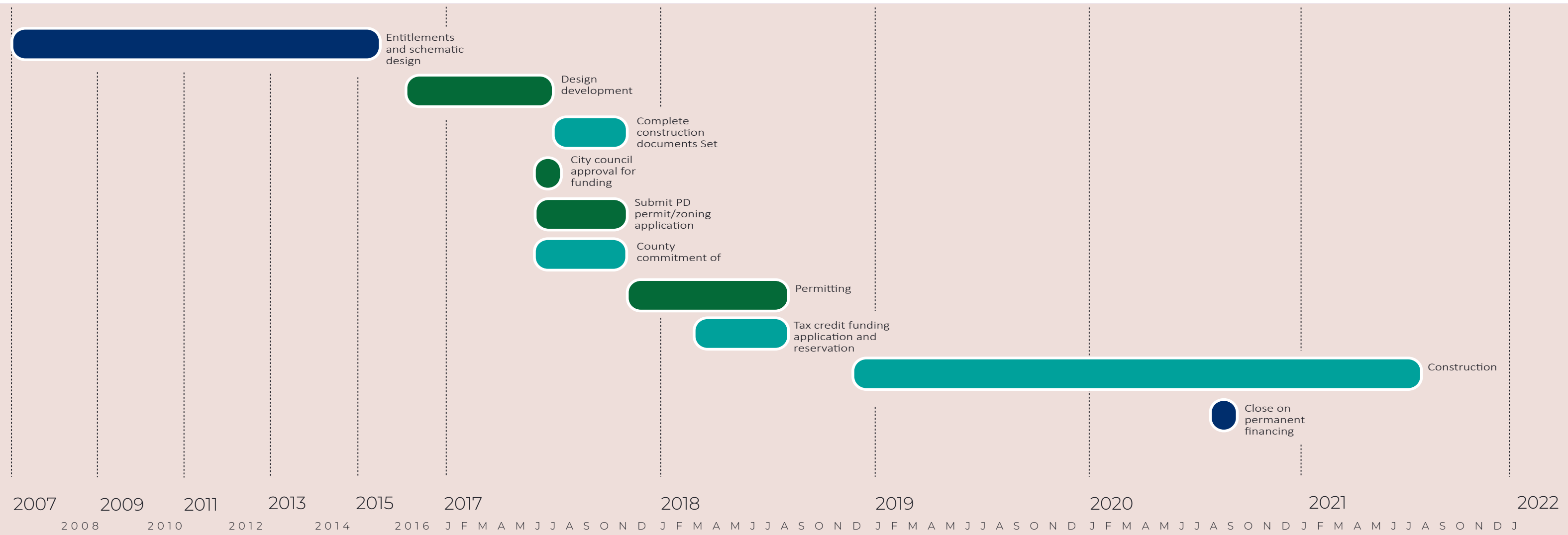
- UNIT TYPES AND LOCATIONS
- Unit Type A (Bay Windows)
 - Unit Type A (At Courtyard)
 - Unit Type B
 - Unit Type C

/ Fourth Level



- UNIT TYPES AND LOCATIONS
- Unit Type A (Bay Windows)
 - Unit Type A (At Courtyard)
 - Unit Type B

PROJECT DEVELOPMENT TIMELINE



/ Street-view History



2019



2020



February 2020



2021



02 / POST-
OCCUPANCY
EVALUATION
PROCESS

POST-OCCUPANCY EVALUATION (POE) PROCESS

The POE survey for this report was developed and conducted by Architects FORA in the interest of evolving as designers for the benefit of those we serve. The survey consisted of 44 questions related to 5 major themes: design functionalities in the building and inside the units, occupant comfort, security and safety, amenities and building community, and resident stories.

The question types included scales indicating how strongly residents agree or disagree with a prompt, check all that apply options, as well as yes or no questions. The survey also consisted of fill in the blank questions within the different themes where residents were able to expand on their opinions and share recommendations for improvements. The format of the survey was a 4-page hard copy which was distributed to all residents in the apartment complex and thoroughly explained by resident services and support staff. FORA also organized an in-person interview process on May 16th, 2022, where the team went door-to-door to residents apartments to record responses from residents who did not fill out the paper survey. Residents were informed of the visit in advance and had an option to decline to meet if they wished to do so.

In total, 31/63 residents responded to the survey, as well as property management. Resident and support services were interviewed prior to support services. Free lunch vouchers were given to residents that responded to the survey and FORA hosted a catered lunch for those residents in the weeks following the on-site interviews.

A Post Occupancy Evaluation (POE) aims at understanding what is working well in a building from the perspective of residents and building staff, after residents have been occupying it for some time. A POE helps designers gain knowledge of community needs, their values and uses, as well as necessary improvements needed in design and operations to help guide future design decisions. They provide information into how spaces makes residents feel and how to best address their needs.

Architect & Design Sustainable Design Leaders- Post Occupancy Evaluation; Survey Report

"We wanted to give residents an opportunity to respond verbally or in written form based on their preferences, abilities and time availability"

/ Sarah Vaccaro, Principal



FORA Team

POE GOALS & AREAS OF STUDY

Why are we doing this?

Internal

- Do our projects feel like home?
- Tracking trends of improvement over time
- Confirm design accomplishes what we set out to do
- Validating research topics and goals for future projects
- Connect FORA team to our residents

External

- Investigate what it means to empower our residents; is that outcome being realized?
- helping clients see our missions are aligned
- Ensuring our mission, empowering communities, is actually
- Reinforcing framing architecture as a people-first practice
- How does it serve the community?

What are we answering?

Survey

- aesthetically pleasing?
- Width of hallways, doorways, etc.
- What does the space mean to you?
- Do you use the community garden?
- Front desk

Interview

- do you have enough storage space?
- Would a walk in shower be easier/better?
- What is your background?
- Do you feel connected to your neighbors?
- do you feel safe?



METHODS USED

/ Brainstorming Session on survey questions

In preparation for the survey, the FORA team conducted an hour-long charrette to brainstorm questions for residents and understand the format in which the POE would take place. Ideas regarding the content we wished to learn about were grouped according to major themes, and team members organized these by topics. We then translated the ideas into questions. During this process, the team underwent a time test reading and determined that 20 minutes was a good duration to aim for, with a total duration of surveying to last about 2 hours.

Another 1-hour charrette meeting was held to polish the survey. We refined and edited the survey questions extensively, opting for more open-ended questions that would cover the wide-range of content we were curious to learn. We were careful to use easy-to-understand language. Because we were working with a senior population, we opted for physical surveys. Additionally, we chose to create two variations of the survey to give residents more choice when answering the survey: a written and a verbal version. This led to our team crafting two versions of the survey with language specific to each context.

/ Paper Survey

As one option, residents at Leigh Ave were invited to complete a paper survey, which was to be filled and returned to the resident services office. The survey included close and open-ended questions that assessed how the building was working for them. The questions focused on residents experience within their unit, the building complex, as well as within common areas. Open-ended questions allowed residents to explain their opinion, while close-ended questions allowed residents to respond with yes or no, or to check boxes for their answers. On this handout, residents were notified that they could instead wait for an in-person survey.

/ In-Person Survey Interview

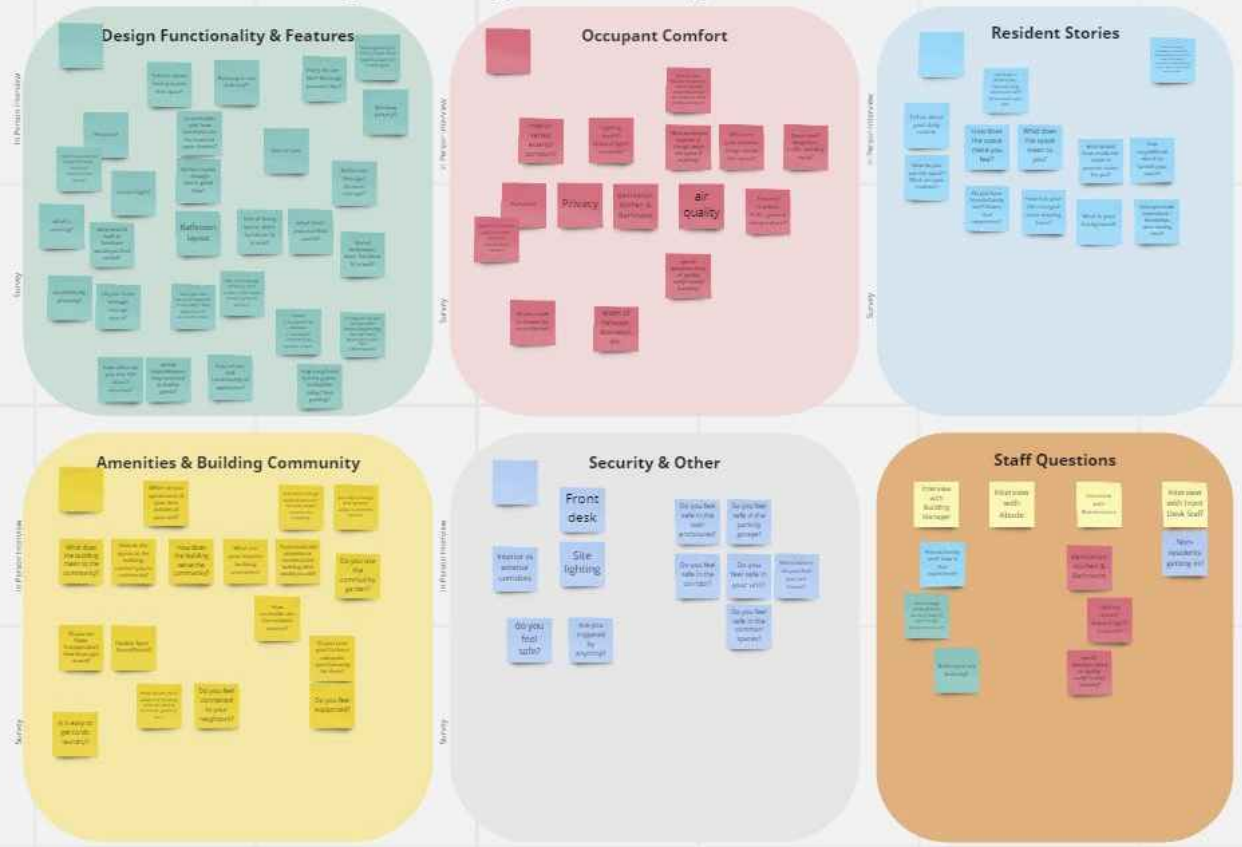
As a second option, following the paper survey method, Architects FORA team conducted one-on-one interviews with residents. The questions focused on the different subcategories of the survey, with emphasis on residents personal stories and an explanation for their response.

/ Survey Analysis

The survey responses were digitized and summarized in this report. The data derived from this was converted into graphs and charts for qualitative and quantitative analysis. Additional charrettes and smaller group meetings were held to identify key findings and recommendations.

- Agenda**
1. The Why's of Post Occupancy Studies
 2. Identify Areas of Focus & Questions We Want Answered
 3. Outline The Process & Details
 4. Create Action Plan for Leigh
 5. Identify 2022 Operational Goals and 2023-2024 Strategic Goals

Post-Occupancy Study:



/ Participatory compensation

Resident expertise on lived experience is valuable and deserves compensation. Our team recognizes both the time and knowledge contribution of Leigh Avenue participants. They provided an invaluable learning experience for our team, shaping the way we design in the future. For that, we thanked participants with a catered lunch in the Leigh Avenue community room.





03 / ANALYSIS & RECOMMENDATIONS



03 / ANALYSIS & RECOMMENDATIONS

RESIDENTIAL UNITS: FUNCTIONALITY + COMFORT

OVERALL FINDINGS

“ It's hard getting used to being able to have things and keep them, and not have them taken away. Place is tidy, clean, and nice. It is a place to respect.”

/ Resident

/ Resident Units: Functionality + Comfort

Residents report that they **enjoy the spaciousness** of their units and those with a balcony space enjoy the extra **fresh air**. Many reported feeling content with being able to establish themselves in a permanent space that is clean and has everything they need including new appliances. Residents find the kitchen storage to be adequate and spacious for their needs.

1 / Noise

Residents report that they are able to easily hear their neighbors from their unit. This causes disturbance during the day or even late at night when they are falling asleep. Residents with courtyard-facing units reported hearing **a lot of noise** from activities and dogs in the courtyard.

2 / Light

Some residents feel that the window **shades don't block enough light** and this is uncomfortable for them; some residents pinned sheets or blankets up to block light.

3 / Air Quality

There is a difference in resident **control over natural ventilation** between the unit types due to different operable window and exterior door configurations between unit types. Residents without a balcony space have large bay windows however no operable lites, a decision made due to road noise concerns. These units have only one operable window in the bedroom. They report that they would like more opportunities to let fresh air, like having more windows or a unit with a balcony space.

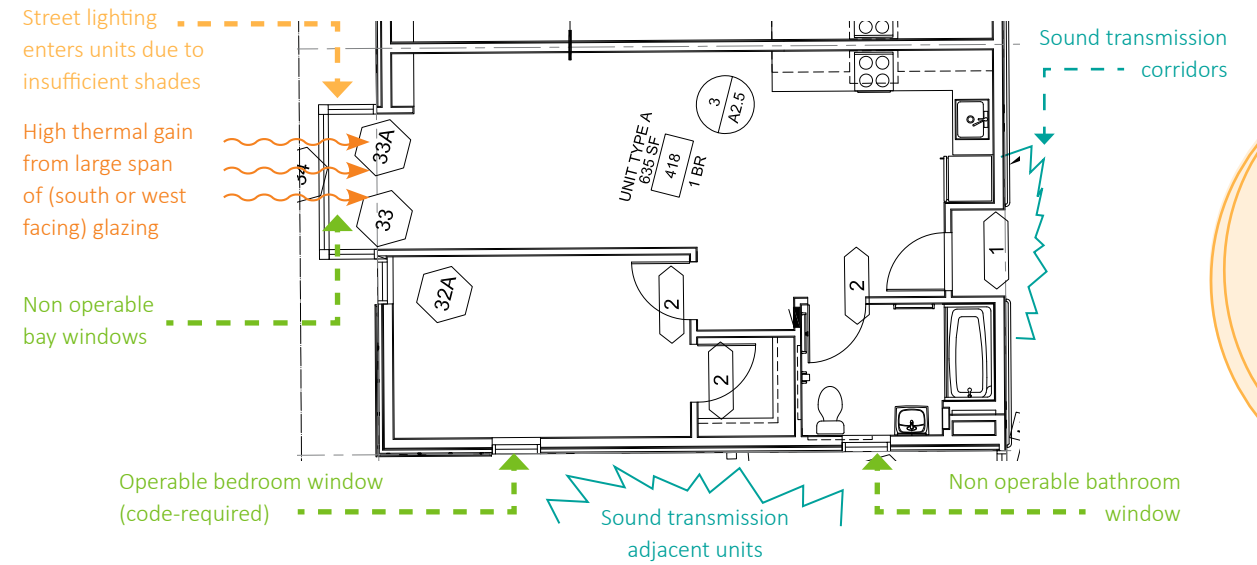
4 / Thermal Comfort

Many residents shared that it **can feel hot and stuffy** depending on the day, something even our team members experienced while visiting. This was especially true in the units with large bay windows facing south and west, with large spans of glazing and no operable windows for natural ventilation.

5 / Storage

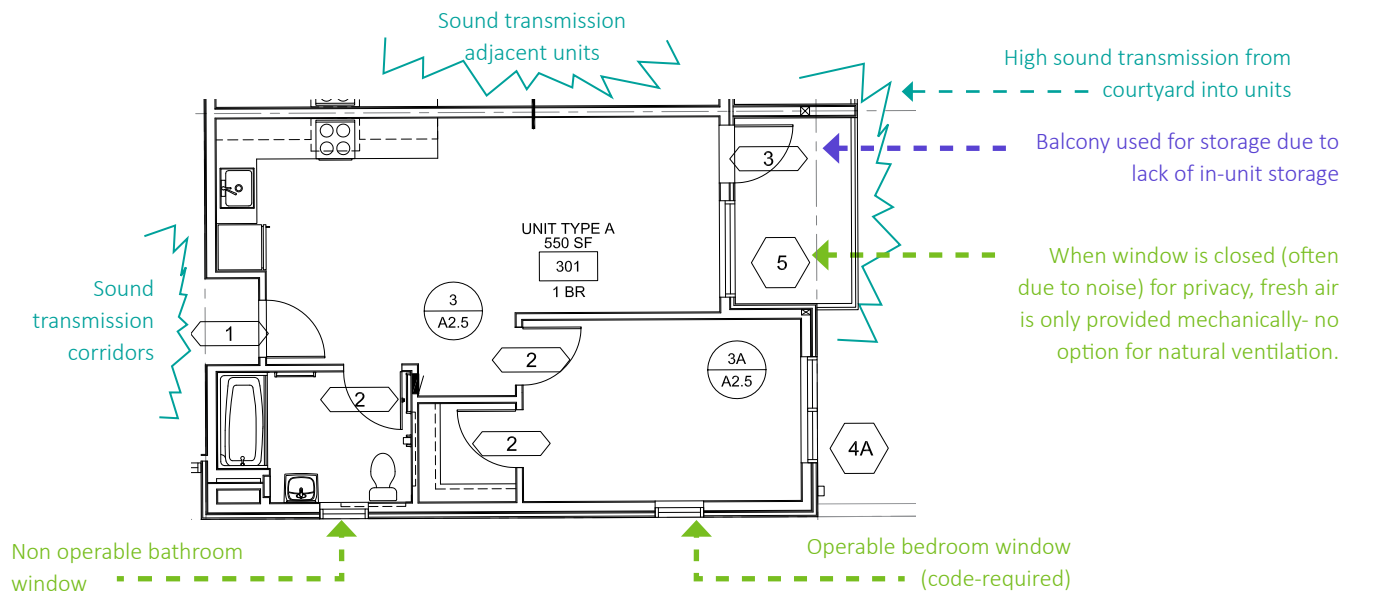
Among things residents like least about their dwellings was a lack of storage. Several residents stated that there is no bathroom storage or other **dedicated storage** for them to put away their cleaning essentials or linens. To address this deficiency, some residents with a balcony use a portion of their balcony for storage. However, some residents shared that they are not allowed to do so and have no place for their toiletries and supplies.

Type A / Bay Window Units



For data and illustrations related to this section, visit pages 82-85

Type A / Courtyard-facing Units



Courtyard facing units at Leigh Ave receive noise from the amphitheater-shaped courtyard when doors are open

RECOMMENDATIONS

/ Residential Units: Functionality + Comfort

1 ACOUSTICS IN DWELLINGS

Recommendation: Increase the overall unit acoustical rating envelopes, including: double-stud walls with an air gap at demising walls between units, and staggered stud walls between units and corridors. Ensure courtyard doors and windows have high sound transmission class STC ratings.



Courtyard facing units at Leigh Ave receive noise from the amphitheater-shaped courtyard when doors are open

2 LIGHTING IN DWELLINGS

Recommendation: Select and configure shades to block exterior light more fully. Position/shield exterior light fixtures away from bedroom windows.



Window wall ratio at Betty Anne gardens adequately clock out light, and courtyard lighting is directly away from windows.

3 FRESH AIR ACCESS

Recommendation: Include alternative cross ventilation strategies for units without balconies like door-sized openings within the living space; even a single operable window in the living space could serve a huge benefit by creating cross-ventilation through the space



Large operable windows at Garfield park give residents control over fresh air.

4 THERMAL COMFORT

Recommendation: Use windows with lower U-value, higher SHGC, and smaller window-to-wall ratio on south and west-facing facades.



Larger windows at Japantown are shaded by balconies or solar shades.

5 MORE STORAGE

Recommendation: Make room for a linen / cleaning supplies closet in the unit. Include under counter drawers or open shelves in bathrooms. Consider providing built-in storage on balconies or bike-sized storage lockers (regardless of what residents fill with it) on balconies.



Bathrooms at Leigh Ave have medicine cabinets but limited storage options for larger items.



03 / ANALYSIS & RECOMMENDATIONS

OVERALL BUILDING: AMENITIES + COMMUNITY

OVERALL FINDINGS

For data and illustrations related to this section, visit pages 86-90

/ Overall Building: Amenities + Community

1 / Common Areas

The majority of residents enjoy the building's common amenity spaces. 67% of residents agree that the community room works well for its various uses. They report that it is a great place for meetings, crafts, and conversations. They describe the space as roomy, well air conditioned with good lighting and furniture. However, they report that the **operating hours** of the community room are inconvenient for them to use. Residents also reported that common areas overall could be improved with **more specific-use** furniture, programming, and room names. Some residents would like the **choice** to not to be in the same space as those they may be in conflict with, however, there is only one laundry room space within the building.

2 / Pet Amenities

The pet relief area is close to the road and openings in the fence are too large for small dogs. The same **fence is a concern** in the courtyard. People spend a lot of time in the pet relief area.



Wide spacing in fencing corner for pet owners with small dogs



(Right) The Fruitdale VTA stop is a 0.4 mile walk for residents. There is a 7-Eleven convenience store across the street (top) where residents report shopping often.

3 / Proximity to Food Stores

Residents report that there are very **few nearby places to shop** for essentials and healthy groceries. However those that have a personal vehicle say that the services are easier to get to by driving. After the local CVS was shut down, a resident says they do most of their shopping from the nearby 7-Eleven convenience store. The majority of residents report that they have a lot more options by traveling just 2 stops on the bus. Residents have the option to use the light rail station, the bus, their personal bike, or vehicle.

4 / Design Finishes

Various residents shared that the design of some **parts of the building feel sterile** and jail-like, specifically, the flooring and wall finishes in many spaces. Additionally, the lack of soft, sound absorbing materials make the spaces feel noisier and less enjoyable. Some residents reported that they would like the opportunity to **personalize and decorate** their doors and hang art on the walls of the hallways.

RECOMMENDATIONS

/ Overall Building: Amenities + Community

1a DIFFERENTIATE SPACES

Recommendation: Differentiate common spaces incorporating a variety of common room sizes, locations and uses, rather than a few generic spaces with generic furnishings. Enhance autonomy of use with more specificity in naming: "TV Lounge" or "Game Room" not "Common Area". Together, these changes would provide residents with more choice in the spaces they use, how they use them, and who they use them with.



Creating a computer and seating zone at Japantown helps differentiate common spaces.

2 BETTER SPACES FOR PETS

Recommendation: Design and locate pet relief area(s) for people and pets to enjoy. Make easily accessible space for sitting, enclosed with fencing appropriate for all sized dogs.



Opportunities to add more pet-friendly areas at the Leigh Avenue courtyard.

1b OPTIONS FOR RESPITE

Recommendation: Provide more seating along corridors and smaller private rest areas throughout circulation paths. In common areas, such as the laundry room, consider creating distinct seating zones.



Seating options exist outside of units and common areas at Japantown.

3 VENDING FOR ESSENTIALS

Recommendation: Add vending machines with healthy food options for resident convenience; going to the store may not always be an option for residents. Add vending machines for personal hygiene, cleaning, and pharmaceutical products.



At Auzerais, MeFit Nourish to Flourish Vending Machines provides healthy food options for residents.

RECOMMENDATIONS

/ Overall Building: Amenities + Community

4a COMMON AREA DESIGN

Recommendation: Use sound-absorptive materials in common areas and corridors, choose materials that bring warmth into spaces and make them more inviting; make them feel more like home.



The community room at Gish Apartments utilizes warm earthy materials and soft seating.

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4b PROMOTE PLACE-MAKING

Recommendation: Promote participation and in community place-making- a resident art gallery in the lobby, for example, would feel more welcoming while creating a sense of a community “front door.” Create spaces at unit alcoves, such as shelves, for residents to personalize their front doors.



The Starling developed by Eden Housing, shows a mural by artist Jason Jagel displayed at the lobby/entrance spaces of the building.



03 / ANALYSIS & RECOMMENDATIONS

OVERALL BUILDING: FUNCTIONALITY + SAFETY

OVERALL FINDINGS

For data and illustrations related to this section, visit pages 87-89

/ Overall Building: Functionality + Safety

The majority of residents reported that they feel the most privacy within their unit and feel strongly about maintaining their privacy. Whereas the balcony can provide fresh air and sunlight, some residents refrain from using it to avoid their neighbors hearing them, seeing them, or looking into their space. This is partially due to the balcony railings having gaps between vertical slats allowing for high visibility. Another resident shared that they like their corner apartment a lot because it gives them more privacy from their neighbors.

30% of residents feel unsafe within areas around the surrounding property. The residents observe non-residents loitering near the property which increases feelings of a lack of safety. 65% of residents feel that the security in the building is adequate. However, they feel that this comes with a violation to their privacy due to a feeling of being overly surveilled.

1 / Entry & Access

Residents reported issues with the intercom system at the front door to the lobby which made it difficult for them to welcome guests into their unit. They reported there is no guest parking, or a pick-up/drop-off/ride-share space. They also report they feel over-surveilled in many spaces, the lobby especially.

2 / Common Space Functionality

Residents reported that they dislike the strict rules and policies for building amenities like the hours for the laundry room or community spaces. Because of limiting hours, the laundry room tends to be packed. They wish that these rules were more flexible to accommodate more hours.

3 / Safety and Surveillance

Residents shared safety concerns involving outsiders who do not reside in the building using the front entrance area regularly to meet and hang out. Residents shared that they are fearful that non-residents will enter the building without permission.

4 / Misc. (Bikes, Trash Collection)

Residents reported that the trash chute location is inconvenient for them as they have to walk across the building to use it. Residents who live far from the trash chute shared that they often will use a cart to take their trash out. Residents also reported that there is insufficient bike parking in the building.

RECOMMENDATIONS

/ Overall Building: Functionality + Safety

1a DESIGN WELCOMING ENTRANCES

Recommendation: Provide parking for visitors and pickup/ drop off area near the main entrance Ensure intercom has an easy to use interface for visitors and residents.



Separate guest parking at the front of The Fairways San Antonio welcomes visitors.

1b SOFTEN SECURITY SPACES

Recommendation: Use trauma-informed principles in design such as visual site lines from adjacent spaces, proper lighting, and material choices that feel calming. Soften security areas with warmer, natural materials to reduce "institutional" appearance; hide views of screens which display camera grids by the design of the desk or create a separate room for these screens.



Karis Apartments designed by Shopworks Architecture removes the power dynamics of a traditional reception desk, by including a café-style lobby.

RECOMMENDATIONS

/ Overall Building: Functionality + Safety

2 COURTYARD DESIGN

Recommendation: Design courtyard geometry to dissipate sound and use landscaping to absorb/ block sound within courtyard. Avoid parallel walls across the courtyard. Consider more solid materials for balcony guardrails to prevent dogs being disturbed by courtyard activities as well as to block their sound.



The roof deck at Leigh Ave is a much quieter space to meet ; it's shape doesn't amplify noise.

2 ACCESS & SAFETY MEASURES

Recommendation: Have Town Hall discussions about why safety measures are in place. Encourage the community to work with property management/resident services to co-create safety and access guidelines



Earth day educational event at Jamesi Village

3b ENTRY SEQUENCING

Recommendation: For transit-adjacent projects, consider layering the entry sequence by creating a protected outdoor entry space before the entrance of the building.



The Villas on the Park by the Dahlin Group contains an entry courtyard with a landscaped area that is secure, and offers a quiet pause-point before entering.

4a BIKE PARKING

Recommendation: Provide more long-term bike parking such as a secure bike room or more bike lockers.



Ample bike parking space at Jamesi Village (photo taken prior to full lease-up)

4b TRASH COLLECTION

Recommendation: Centralize the location of trash rooms on each floor. Include automatic door operators at doors into the trash room to help when hands are full.



At Jamesi Village, trash room locations are centralized on each floor.

04 / CLOSING



LESSONS LEARNED

/Post-Occupancy Evaluation: What went well

- / Conducting workshops to crowd-source POE questions.
- / Distributing survey beforehand for early response from residents. This allowed residents with varying time schedules to participate in the survey process.
- / Dividing the POE survey team into pairs to visit residents door to door.
- / Being provided full access to the building to conduct a site observation walk during survey.
- / Providing residents and staff with options to respond in writing and verbally. Survey process accommodated different modes of expression and communication by offering in-person interviews.
- / Receiving a great percentage of respondents due to in-person interviewing following mailed surveys.
- / The survey considered a variety of items for evaluation that offer short-term, mid-term, and long-term intervention recommendations.
- / Including comment lines to capture nuanced perspectives and resident quotes during interviews.
- / Interviewing property management and resident services staff to gather well rounded input from all stakeholders.

Post-Occupancy Evaluation - What could be improved

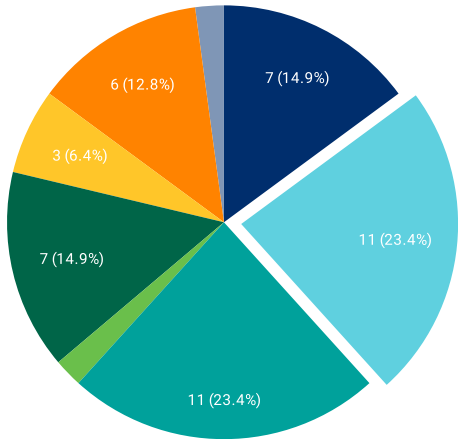
- / Invite clients to the POE initiation phase to gather their input on desired data.
- / Provide survey options in other languages besides English.
- / Find a neutral space to talk to residents, not just inside or outside of their unit.
- / Conduct a shared evaluation walk with other design teams of similar project types with representatives from property management, client, and resident services.
- / Provide a more immediate reward for residents' participation in the survey. This can include thank you notes and gift cards, or lunch immediately to follow on the same day of that the survey was conducted.
- / Add engaging and fun graphics to the layout of the survey such as smiley faces and sad faces for positive/negative answer choices.
- / Phrase survey question types with a scale of 1-5 with a neutral lens.
- / Create a separate survey for case managers and staff at the properties with questions that consider the staff's relationship with the building, their perceptions on maintenance spaces, and on where residents gather/ how they interact with the building. As well as observations they have gathered from residents.
- / Introduce survey questions that consider resident's mobility in relationship to their physical abilities, vehicle ownership, and use of and proximity to transportation services.
- / Significantly reduce time to produce the Report, using this now-established template, focusing on key takeaways, and building off of each report as it's created. Also by separating research work from the survey and reporting efforts.
- / Review this initial POE Report with the Client to understand the most important information for them, and reformat accordingly. For example, perhaps recommendations are given according to ability to take action: For Immediate Correction, For 10/20 Year Building Maintenance, For Future Developments.
- / Conduct Post Occupancy Evaluation after 1-2 years of resident occupancy to let the community settle, overcome "break-in" period adjustments, and thus receive more critical, long-term impact feedback.
- / Interviewing property management and resident services staff with same survey provided to residents gathering well rounded input from all stakeholders.



05 / APPENDIX

What do you most like about your home?

- New building/ appliances
- Spaciousness
- Layout
- Building staff
- Everything
- Comfort
- Balcony/ Patio
- The location



/ New building and appliances

Residents appreciated being in a home with new appliances and finishes, large windows, and furnishings.

/ Spaciousness

Residents shared their feelings of being able to own their belongings and keep them safe.

/ Layout

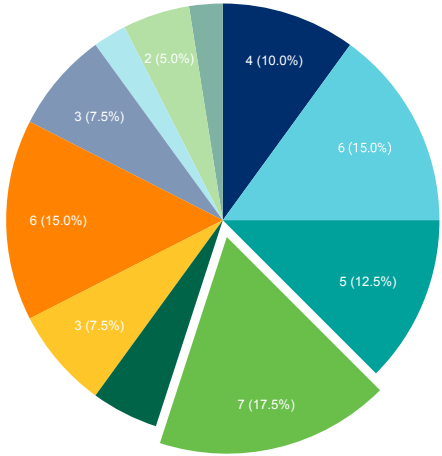
Residents with favorable amenities really enjoyed their layout. These included: corner units, walk in closets, and balconies.

/ Comfort

Residents noted that they enjoy that their unit is quiet, and that they can be in private.

What do you least like about your home?

- I like my home/ nothing
- Too noisy
- Building policies
- Lack of storage
- Mix of residents
- Building location
- Problem with amenities
- N/A
- The design
- Lack of ventilation
- Accidents



/ Noise

Noise reported: barking dogs, chirping sounds, proximity to the maintenance room, and sounds from chatty neighbors that is heard from within their unit.

/ Building Policies

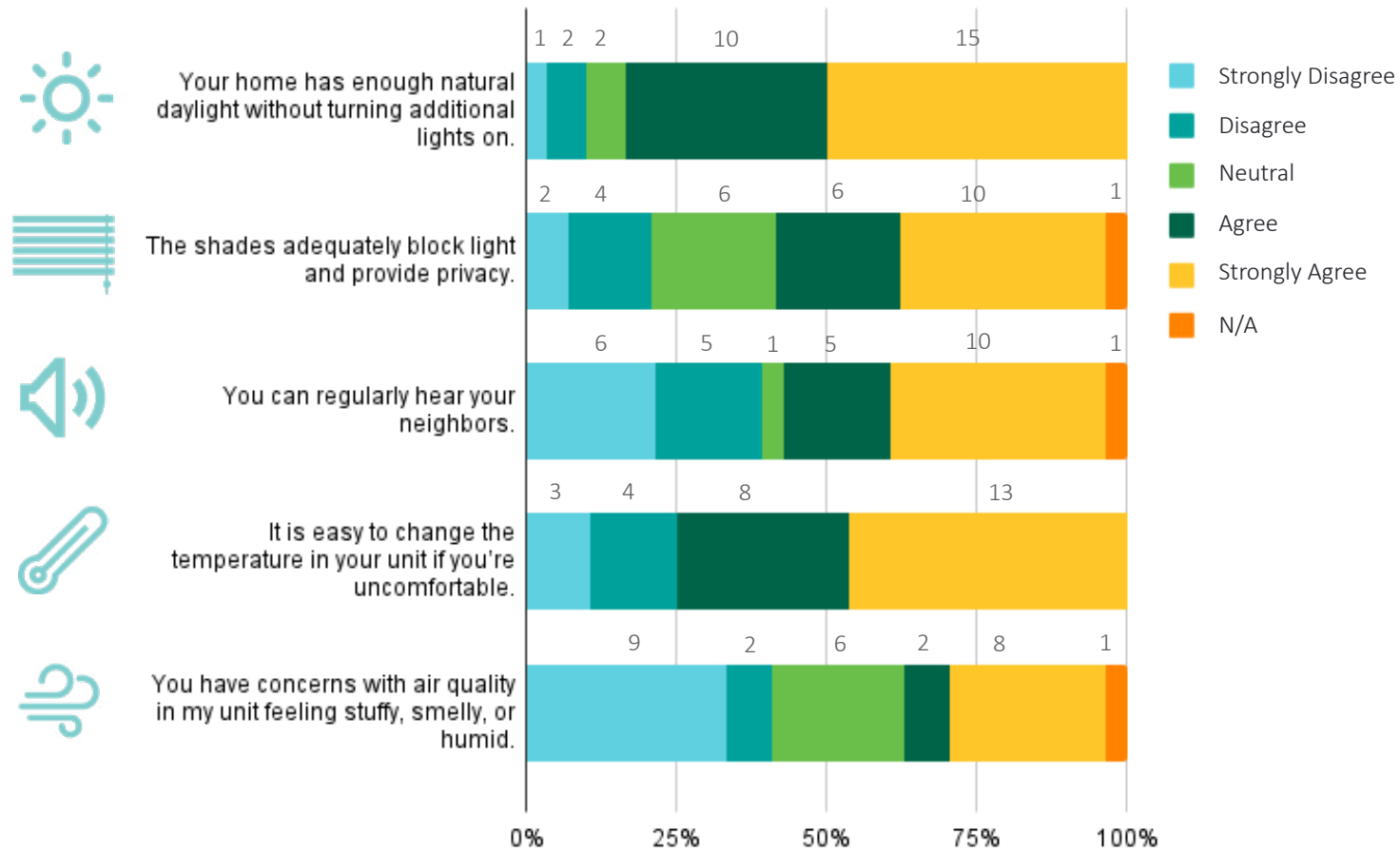
There is a lot of security in the building making residents feel that there is too much supervision. The cameras were also noted to feel like too much surveillance.

/ Lack of Storage

There is adequate kitchen storage but there is no bathroom storage for cleaning/ toiletries supplies. When allowed, residents with a balcony use it for extra storage.

/ Problem with amenities

There is no proper intercom system, no garbage disposal, some doors are too heavy, some residents have balconies and some do not.



/ Air Quality

Residents would like more options for fresh air in their units. Unfavorable responses came from residents residing in units without operable windows/ openings.

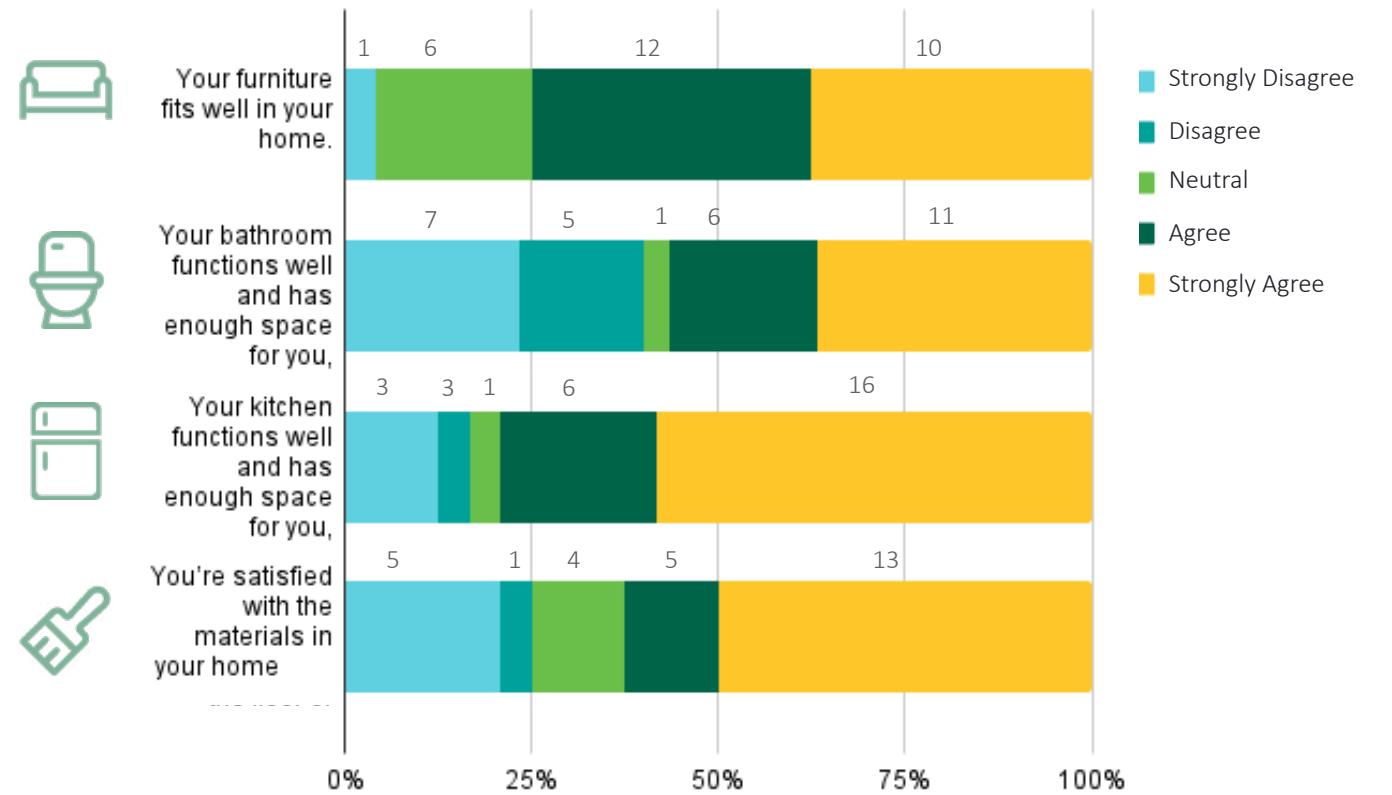
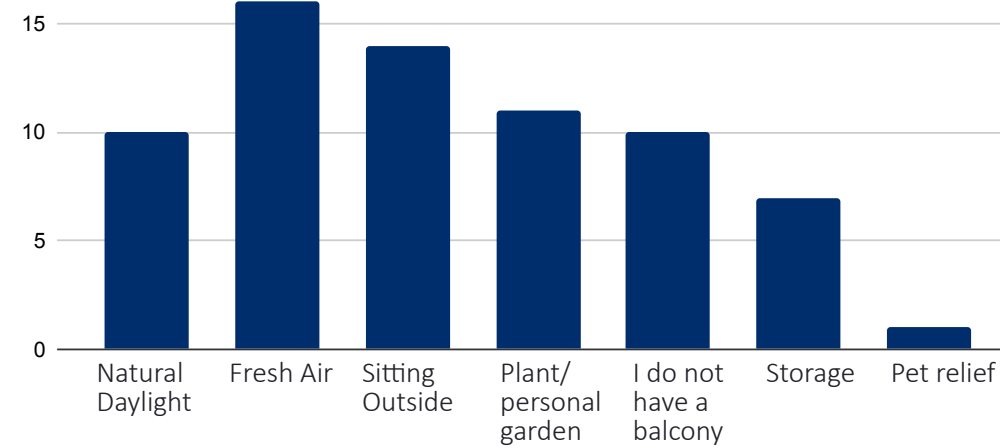
/ Noise

Residents can often hear their nearby and upstairs neighbors from their unit.

/ Shades and Privacy

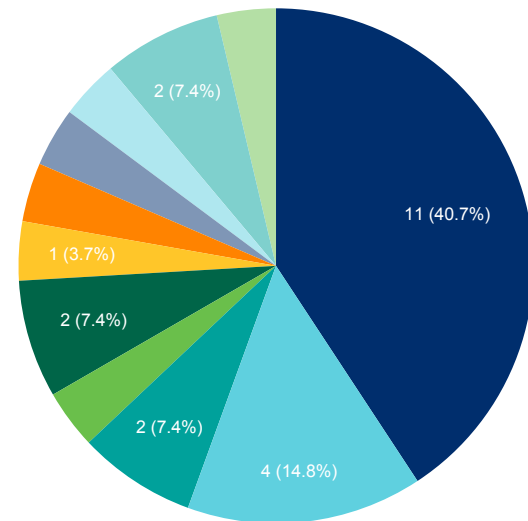
Residents feel the most private in their unit. The railing design on units with a balcony is too open, affecting their feelings of privacy.

How do you use your balcony?



Outside of your unit, what is your favorite space on the property?

- Courtyard
- Smoking Area
- N/A
- Friend's Apartment
- Garden Area
- Balcony
- 4th Floor Terrace
- Garage
- Sun Room
- Library
- Outside Door



/ Courtyard

Residents report that this space is highly favorable. It is an adequate space to meet with friends, or let the dogs play.

/ Smoking Area

While there is no designated smoking area, residents are referencing a space within the courtyard area.

/ Library

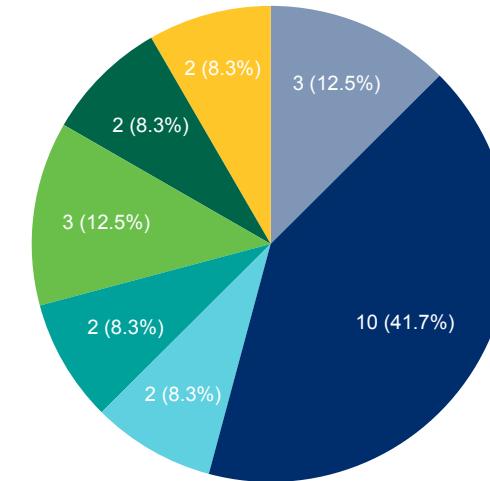
Residents enjoy the visiting area of the library and its amenities for visitors.

"I like the second floor outside area it's a nice place to meet up with people and let the dogs play.."

/ Sandra Y., Unit Type A- Bay Windows

Outside of your unit, what is your least favorite space on the property?

- Areas with dogs
- N/A
- Office
- Stairs
- Areas with non-residents
- Hallways
- Laundry room



/ Areas with non-residents

These areas include the front of the building where there is often a lot of commotion from non-residents trying to get into the building. Non-residents also loiter.

/ Areas with dogs

Residents report that they do not favor public areas with dogs. Dogs are often not on leashes, climbing into flower boxes, or there is a lot of dog waste.

/ Laundry Room

Residents report that the laundry room gets very busy due to their non-flexible hours of operations.

"The hallways. Makes me feel like I'm in jail on a program or a hospital. All white, all the same is very institutional."

/ Sandra Y., Unit Type A- Bay Windows

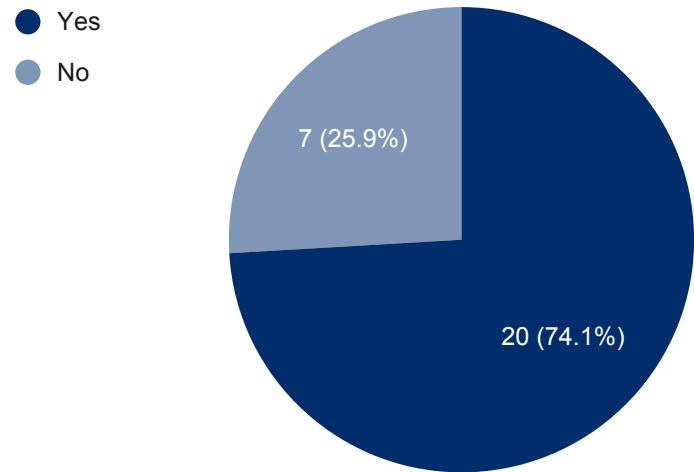
Where do you interact most with your neighbors?

COURTYARD
IN UNIT
LAUNDRY ROOM
HALLWAYS
ELEVATORS
SMOKING AREA
I DON'T INTERACT
4TH FLOOR TERRACE

What amenities would you add do the building?

EXERCISE ROOM
GARAGE MIRROR
ESSENTIALS STORE
BBQ AREA
WEIGHT ROOM
24/7 LAUNDRY
STORAGE
DOG LAWN
VENDING MACHINES
JACUZZI
WORKSHOP SPACE
DOG RELIEF

Is it easy to get to transit, groceries, recreation, and other services that you need and use regularly?



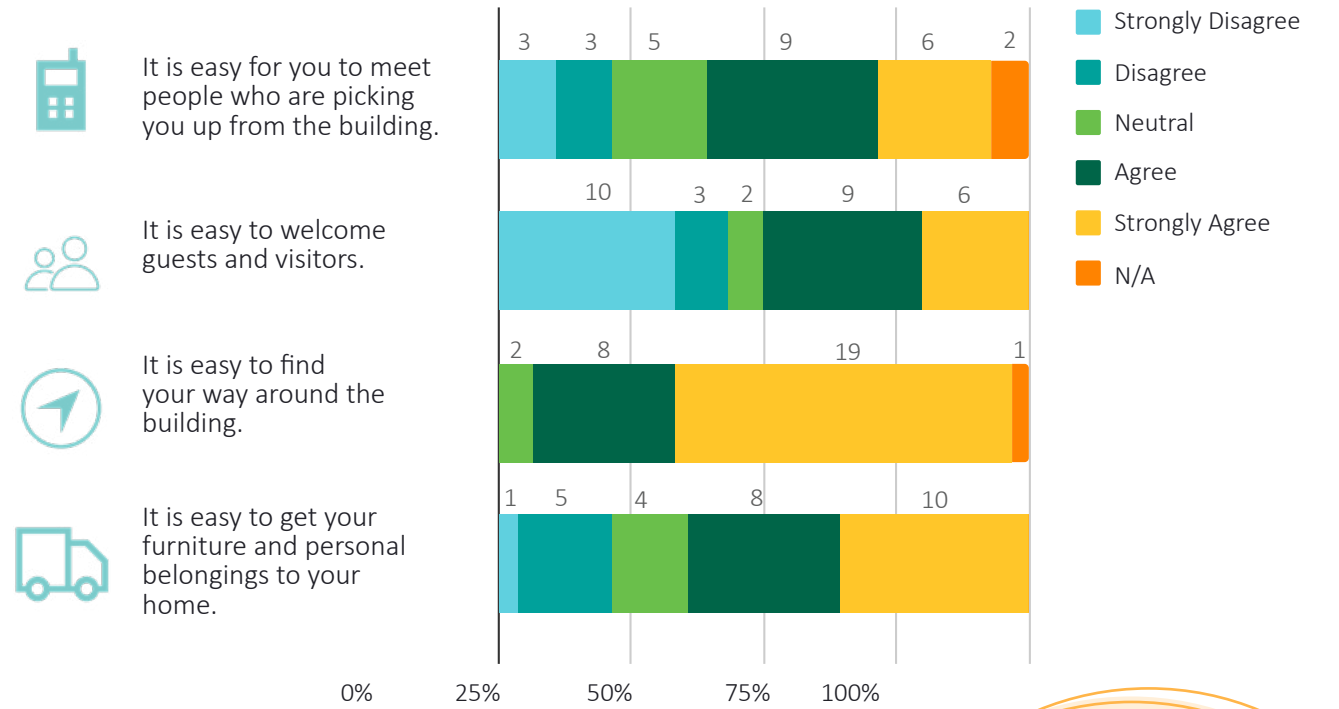
/ Proximity to services

While the majority of residents agree that it is easy for them to reach the location of services, some report that there are very few nearby places to get groceries to shop from. Those with personal vehicles say that the services are easier to get to because they can drive and own a personal vehicle.

Residents who don't drive and don't own a personal vehicle report that they have a lot more options by traveling just 2 stops on the bus. They may use the light rail station, the bus, their personal bike, or vehicle.

“There is very little around here. I am glad to have a good car to go the extra mile for food.”
/ Willi W., Unit Type B

“... 7-11 is the only place I can buy most of my food”
/ Michelle L. , Unit Type A- Bay Windows



/ Elevator and Stairs

90% of interviewed residents use elevators more frequently over stairs.

/ Hallway handrails

51.9% of interviewed residents do not use handrails in the hallways.

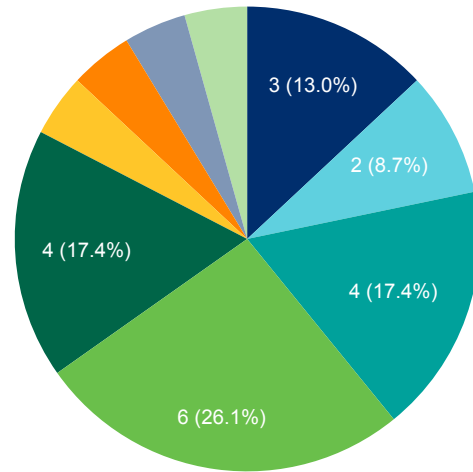
/ Hallway Benches

When asked if they would use benches to sit and rest in the hallways, 57% of interviewed residents reported saying yes and 42.9% said no.

“Yes I would use a bench. I need places to rest. I have a bad heart and need to rest.”
/ Luis C., Unit Type A- Bay Windows

At what point in your trip do you feel like you've arrived at "home"?

- N/A
- I dont feel at home
- Garage
- Front door of building
- In my unit
- My bedroom
- Front office
- Inside the elevator
- Corner of apartment



/ Security

Residents report feeling overly policed by the presence of security and security cameras.

/ Safety

Most residents feel safe in the building but worry about non-residents trespassing.

Lighting/

Residents do not feel that any areas are too dark during the night.

"I feel at home once I settled in and got used to the lights and water being there all the time... It really felt like home when I have food in the refrigerator."
 / Sandra Y., Unit Type A- Bay Windows

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WE WANT TO HEAR FROM YOU

JOIN US!

MAY 16th @ 2 PM

1. WHO WE ARE

We are Architects FORA, formerly OJK Architecture and Planning, the architects who designed Leigh Avenue, and we're coming to visit you on May 16th!

3. WHY IT MATTERS

By sharing your thoughts and experiences with us, we'll be able to learn what works, what doesn't, and how to design better housing for our future projects.

2. WHAT WE'RE DOING

Along with First Community Housing and Leigh Avenue's Property Management, we are conducting surveys and interviews to learn about your living experience in the building.

4. SCHEDULE

A questionnaire is attached, please fill it out and return to resident services, before we arrive. On May 16th, pairs of us will visit door-to-door between 2 - 4PM to ask follow-up questions.

At 4PM, meet us at the community room to share further thoughts during a tour of the building and amenities.

To show our thanks, we're giving lunch vouchers to those who fill out a survey.

QUESTIONS?

✉ LEIGH@ARCHITECTSFORA.COM



POST-OCCUPANCY SURVEY



FIRST COMMUNITY HOUSING: LEIGH AVENUE
Post-Occupancy Survey for Senior Housing

NAME: _____

UNIT NUMBER: _____

SURVEY PROCEDURE

- Hi, we're from Architects FORA, the architecture firm that designed this building, and this afternoon we're asking residents to take a quick 10-minute survey about how the building is working for you. Did you receive a written survey from us last week?
 - (If they have it, take it and ask them if they would be willing to answer Resident Stories questions + skip to page 6)
 - (If they don't have it or haven't filled it out, ask them if they would be willing to take it together now)
- Are you able to take the survey together now? Your responses will help us make our next project even better. For your participation we're giving out tickets to a catered lunch later this month. Will you help us by answering some questions today?
 - (If yes)
- Keep in mind that neither of us was on the team that actually worked on this building, so please be as honest as you can with us and rest assured that it will not hurt our feelings. Your comments and criticisms will only help us improve.

DESIGN FUNCTIONALITY + FEATURES - In the Unit

1. What do you **most** like about your home?

2. What do you **least** like about your home?

3. Yes or no: Did you have your home adapted in any way after moving in, like installing grab bars or removing cabinets under the sink?
Circle one: Yes / No

POST-OCCUPANCY SURVEY



For the next questions, we're using a scale of 1-5, 1 being Strongly Disagree and 5 being strongly agree. How much do you agree or disagree with the following statements?

	Strongly disagree	Disagree	Neutral	Agree	Strongly agree	N/A
4. Your furniture fits well in your home.	1	2	3	4	5	0
5. Your <u>bathroom</u> functions well and has enough space for you, including storage.	1	2	3	4	5	0
6. Your <u>kitchen</u> functions well and has enough space for you, including storage.	1	2	3	4	5	0
7. You're satisfied with the materials in your home, like the floor or countertops.	1	2	3	4	5	0

8. Do you have a balcony? Circle one: Yes / No
If yes, how do you use your balcony? (Check all that apply):
 - Storage
 - Natural Daylight
 - Fresh Air
 - Sitting outside
 - Plants/personal garden

9. Additional comments:

OCCUPANT COMFORT

Again using a scale of 1-5, 1 being Strongly Disagree and 5 being strongly agree. How much do you agree with the following statements?

	Strongly disagree	Disagree	Neutral	Agree	Strongly agree	N/A
10. Your home has enough natural daylight without turning additional lights on.	1	2	3	4	5	0
11. The shades adequately block light and provide privacy.	1	2	3	4	5	0
12. You can regularly hear your neighbors.	1	2	3	4	5	0
13. It is easy to change the temperature in your unit if you're uncomfortable.	1	2	3	4	5	0
14. You have concerns with air quality in my unit feeling stuffy, smelly, or humid.	1	2	3	4	5	0

15. Additional comments:

DESIGN FUNCTIONALITY + FEATURES - In the Building

Again using a scale of 1-5, 1 being Strongly Disagree and 5 being strongly agree. How much do you agree with the following statements?

	Strongly disagree	Disagree	Neutral	Agree	Strongly agree	N/A
16. It is easy for you to meet	1	2	3	4	5	0

Page 3

	Strongly disagree	Disagree	Neutral	Agree	Strongly agree	N/A
people who are picking you up from the building.						
17. It is easy to welcome guests and visitors.	1	2	3	4	5	0
18. It is easy to find your way around the building.	1	2	3	4	5	0
19. It is easy to get your furniture and personal belongings to your home.	1	2	3	4	5	0

20. Which do you use more frequently? (Circle one): Stairs / Elevator

21. Do you use the handrails in the hallways? Circle one: Yes / No

22. Would you use benches to sit and rest in the hallways? Circle one: Yes / No

23. Additional comments:

AMENITIES + BUILDING COMMUNITY

24. Outside of your unit, what is your favorite space on the property? And what do you like about it? (Fill in the blank)

25. Outside of your unit, what is your least favorite space on the property? And what do you dislike about it? (Fill in the blank)

Page 4

26. Does the Community Room work well for the different ways that you use it? (Fill in the blank)

27. Are there any amenities you wish you could add to the building? (Fill in the blank)

28. Where in the building do you most interact with your neighbors? (Fill in the blank)

29. Is it easy to get to transit, groceries, shopping, recreation, and other services that you need and use regularly?

SECURITY + SAFETY

30. Is there anywhere on the property that you feel unsafe? Circle one: Yes / No

If yes, where? (Fill in the blank)

Page 5

31. At what point in your trip from the street or garage to your unit do you feel like you've arrived at "home"? (Fill in the blank)

32. Is the security of the property adequate?

33. Are there any areas on the property that feel too dark at night? (Fill in the blank)

Thank you for your input! We'll log your unit number and add you to the list for lunch. We also welcome you to join us in the Community Room for a building tour at 4 pm to share more of your thoughts about specific places throughout the building.

If this resident has already filled out a survey before May 16 and indicated that they would be willing to answer more questions, ask these:

RESIDENT STORIES INTERVIEWS

1. Tell us about your daily routine? How do you use your space?

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2. How much of the day do you estimate you're inside your unit? On the property? Outside the property?

3. What does your living space mean to you? How does it make you feel?

4. How does this unit compare to the last place you lived? (perhaps eliminate or rephrase out of consideration for formerly homeless residents)

5. What would have made the move-in process easier for you?

6. How easy or difficult was it to furnish your space?

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7. How easy was it to meet your neighbors?

8. Have you made any connections or friendships since moving here?

9. What is your favorite thing about yourself? What makes you you?

10. If you're comfortable sharing, how did you come to live at Leigh Avenue?

11. How has your life changed since moving here?

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Sample Survey- Filled out by Resident

POST-OCCUPANCY SURVEY



FIRST COMMUNITY HOUSING; LEIGH AVENUE
Post-Occupancy Survey for Senior Housing

NAME: _____

UNIT NUMBER: _____

SURVEY PROCEDURE

- Hi, we're from Architects FORA, the architecture firm that designed this building, and this afternoon we're asking residents to take a quick 10-minute survey about how the building is working for you. Did you receive a written survey from us last week?
 - (If they have it, take it and ask them if they would be willing to answer Resident Stories questions + skip to page 6)
 - (If they don't have it or haven't filled it out, ask them if they would be willing to take it together now)
- Are you able to take the survey together now? Your responses will help us make our next project even better. For your participation we're giving out tickets to a catered lunch later this month. Will you help us by answering some questions today?
 - (If yes)
- Keep in mind that neither of us was on the team that actually worked on this building, so please be as honest as you can with us and rest assured that it will not hurt our feelings. Your comments and criticisms will only help us improve.

DESIGN FUNCTIONALITY + FEATURES - In the Unit

1. What do you most like about your home?

"Oh I love it. Balcony, space. Abode - very helpful."

2. What do you least like about your home?

None "feels unsafe at times. Strange things people coming into our space."

3. Yes or no: Did you have your home adapted in any way after moving in, like installing grab bars or removing cabinets under the sink?

Circle one: Yes / No

POST-OCCUPANCY SURVEY



For the next questions, we're using a scale of 1-5, 1 being Strongly Disagree and 5 being strongly agree. How much do you agree or disagree with the following statements?

	Strongly disagree	Disagree	Neutral	Agree	Strongly agree	N/A
4. Your furniture fits well in your home. <i>but have too much furniture</i>	1	2	3	4	5	0
5. Your bathroom functions well and has enough space for you, including storage. <i>love the restroom</i>	1	2	3	4	5	0
6. Your kitchen functions well and has enough space for you, including storage. <i>plenty</i>	1	2	3	4	5	0
7. You're satisfied with the materials in your home, like the floor or countertops.	1	2	3	4	5	0

8. Do you have a balcony? Circle one: Yes / No

If yes, how do you use your balcony? (Check all that apply):

- Storage
- Natural Daylight
- Fresh Air
- Sitting outside
- Plants/personal garden

laundry

- no, wants to get a garden bed @ courtyard

9. Additional comments:

"Hard getting used to being able to have things + keep them. Not have them taken away"
Plac is tidy, clean, nice. A place to respect."

POST-OCCUPANCY SURVEY



OCCUPANT COMFORT

Again using a scale of 1-5, 1 being Strongly Disagree and 5 being strongly agree. How much do you agree with the following statements?

	Strongly disagree	Disagree	Neutral	Agree	Strongly agree	N/A
10. Your home has enough natural daylight without turning additional lights on.	1	2	3	4	5	0
11. The shades adequately block light and provide privacy. <i>also pinned table cloth, wants curtains</i>	1	2	3	4	5	0
12. You can regularly hear your neighbors. <i>loud echo from courtyard</i>	1	2	3	4	5	0
13. It is easy to change the temperature in your unit if you're uncomfortable. <i>sometimes really hot. seldom</i>	1	2	3	4	5	0
14. You have concerns with air quality in my unit feeling stuffy, smelly, or humid. <i>Just hot</i>	1	2	3	4	5	0

15. Additional comments:

Loud motor on roof in afternoon through night

DESIGN FUNCTIONALITY + FEATURES - In the Building

Again using a scale of 1-5, 1 being Strongly Disagree and 5 being strongly agree. How much do you agree with the following statements?

	Strongly disagree	Disagree	Neutral	Agree	Strongly agree	N/A
16. It is easy for you to meet	1	2	3	4	5	0

POST-OCCUPANCY SURVEY



people who are picking you up from the building.						
17. It is easy to welcome guests and visitors.	1	2	3	4	5	0
18. It is easy to find your way around the building.	1	2	3	4	5	0
19. It is easy to get your furniture and personal belongings to your home.	1	2	3	4	5	0

20. Which do you use more frequently? (Circle one): Stairs / Elevator
21. Do you use the handrails in the hallways? Circle one: Yes / No *Sometimes but concerned about germ*
22. Would you use benches to sit and rest in the hallways? Circle one: Yes / No *"That'd be nice" love the views*
23. Additional comments:
Speeding cars @ this corner are scary

AMENITIES + BUILDING COMMUNITY

24. Outside of your unit, what is your favorite space on the property? And what do you like about it? (Fill in the blank)
Community garden. Really pretty.
25. Outside of your unit, what is your least favorite space on the property? And what do you dislike about it? (Fill in the blank)
Garbage is really far away

POST-OCCUPANCY SURVEY



26. Does the Community Room work well for the different ways that you use it? (Fill in the blank)
comfortable. Meals, classes.
27. Are there any amenities you wish you could add to the building? (Fill in the blank)
NO
28. Where in the building do you most interact with your neighbors? (Fill in the blank)
Know everyone @ each others units
knew people before moving here, shatters, etc.
29. Is it easy to get to transit, groceries, shopping, recreation, and other services that you need and use regularly?
↳ 2 stops on bus. lots of options

SECURITY + SAFETY

30. Is there anywhere on the property that you feel unsafe? Circle one: Yes / No
 If yes, where? (Fill in the blank)

POST-OCCUPANCY SURVEY



31. At what point in your trip from the street or garage to your unit do you feel like you've arrived at "home"? (Fill in the blank)

Staff makes us feel @ home. Treat us like we matter, don't pry.

32. Is the security of the property adequate?

Yes.

33. Are there any areas on the property that feel too dark at night? (Fill in the blank)

No. Occupancy sensor lights are good

Thank you for your input! We'll log your unit number and add you to the list for lunch. We also welcome you to join us in the Community Room for a building tour at 4 pm to share more of your thoughts about specific places throughout the building.

If this resident has already filled out a survey before May 16 and indicated that they would be willing to answer more questions, ask these:

RESIDENT STORIES INTERVIEWS

1. Tell us about your daily routine? How do you use your space?

Blank lines for handwritten response.

POST-OCCUPANCY SURVEY



FIRST COMMUNITY HOUSING: LEIGH AVENUE
Post Occupancy Survey for Senior Housing

NAME: Property Management (Daisy & Jackie)

UNIT NUMBER: (leasing office)

SURVEY PROCEDURE

- Hi, we're from Architects FORA, the architecture firm that designed this building, and this afternoon we're asking residents to take a quick 10-minute survey about how the building is working for you. Did you receive a written survey from us last week?
- (If they have it, take it and ask them if they would be willing to answer Resident Stories questions + skip to page 6)
- (If they don't have it or haven't filled it out, ask them if they would be willing to take it together now)
- Are you able to take the survey together now? Your responses will help us make our next project even better. For your participation we're giving out tickets to a catered lunch later this month. Will you help us by answering some questions today?
- (If yes)
- Keep in mind that neither of us was on the team that actually worked on this building, so please be as honest as you can with us and rest assured that it will not hurt our feelings. Your comments and criticisms will only help us improve.

DESIGN FUNCTIONALITY + FEATURES - In the Unit

1. What do you most like about your home?

Spacious

2. What do you least like about your home?

Doors too heavy

3. Yes or no: Did you have your home adapted in any way after moving in, like installing grab bars or removing cabinets under the sink?

Circle one: (Yes) / No

Reasonable Accomodation (process is hard but installation was easy)

POST-OCCUPANCY SURVEY



For the next questions, we're using a scale of 1-5, 1 being Strongly Disagree and 5 being strongly agree. How much do you agree or disagree with the following statements?

	Strongly disagree	Disagree	Neutral	Agree	Strongly agree	N/A
4. Your furniture fits well in your home.	1	2	3	4	5	0
5. Your bathroom functions well and has enough space for you, including storage.	1 <i>no storage</i>	2	3	4	5	0
6. Your kitchen functions well and has enough space for you, including storage.	1	2	3	4	5	0
7. You're satisfied with the materials in your home, like the floor or countertops.	1	2	3	4	5	0

8. Do you have a balcony? Circle one: Yes No

If yes, how do you use your balcony? (Check all that apply):

- Storage
- Natural Daylight
- Fresh Air
- Sitting outside *not too many*
- Plants/personal garden

9. Additional comments:

POST-OCCUPANCY SURVEY



OCCUPANT COMFORT

Again using a scale of 1-5, 1 being Strongly Disagree and 5 being strongly agree. How much do you agree with the following statements?

	Strongly disagree	Disagree	Neutral	Agree	Strongly agree	N/A
10. Your home has enough natural daylight without turning additional lights on.	1	2	3	4	5	0
11. The shades adequately block light and provide privacy.	1	2	3	4	5	0
12. You can regularly hear your neighbors.	1	2	3	4	5	0
13. It is easy to change the temperature in your unit if you're uncomfortable.	1 <i>thermostat</i>	2	3	4	5	0
14. You have concerns with air quality in my unit feeling stuffy, smelly, or humid.	1	2	3	4	5 <i>operable windows</i>	0

15. Additional comments:

DESIGN FUNCTIONALITY + FEATURES - In the Building

Again using a scale of 1-5, 1 being Strongly Disagree and 5 being strongly agree. How much do you agree with the following statements?

	Strongly disagree	Disagree	Neutral	Agree	Strongly agree	N/A
16. It is easy for you to meet	1	2	3	4	5	0

POST-OCCUPANCY SURVEY



people who are picking you up from the building.	pick up					
17. It is easy to welcome guests and visitors.	1 <i>parking issue</i>	2	3	4	5	0
18. It is easy to find your way around the building.	1	2	3	4	5	0
19. It is easy to get your furniture and personal belongings to your home.	1	2 <i>green size bed fit but issue</i>	3 3	4	5	0

have call box but I

- 20. Which do you use more frequently? (Circle one): Stairs Elevator
- 21. Do you use the handrails in the hallways? Circle one: Yes No
- 22. Would you use benches to sit and rest in the hallways? Circle one: Yes No
- 23. Additional comments:

AMENITIES + BUILDING COMMUNITY

24. Outside of your unit, what is your favorite space on the property? And what do you like about it? (Fill in the blank)

terrace

25. Outside of your unit, what is your least favorite space on the property? And what do you dislike about it? (Fill in the blank)

need a RR on first floor

POST-OCCUPANCY SURVEY



26. Does the Community Room work well for the different ways that you use it? (Fill in the blank)

yes

27. Are there any amenities you wish you could add to the building? (Fill in the blank)

designated smoking area with shade

28. Where in the building do you most interact with your neighbors? (Fill in the blank)

smoking area

29. Is it easy to get to transit, groceries, shopping, recreation, and other services that you need and use regularly?

yes

SECURITY + SAFETY

30. Is there anywhere on the property that you feel unsafe? Circle one: Yes No

If yes, where? (Fill in the blank)

POST-OCCUPANCY SURVEY



31. At what point in your trip from the street or garage to your unit do you feel like you've arrived at "home"? (Fill in the blank)

Garage

32. Is the security of the property adequate?

Yes

33. Are there any areas on the property that feel too dark at night? (Fill in the blank)

Not on-site at evening

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Thank you for your input! We'll log your unit number and add you to the list for lunch. We also welcome you to join us in the Community Room for a building tour at 4 pm to share more of your thoughts about specific places throughout the building.

If this resident has already filled out a survey before May 16 and indicated that they would be willing to answer more questions, ask these:

RESIDENT STORIES INTERVIEWS

1. Tell us about your daily routine? How do you use your space?



Residents design from arts and crafts activity.



Leigh Ave residents and staff gather for luncheon hosted by Architects FORA.



FORA Team conducts POE survey inside residents home.



Architects FORA Team at Leigh Ave facilities.



architectsfora.com

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