

University Park (UP) Quality of Life Survey Preliminary Results:

WHAT IS IT?

This survey was launched in January 2011 and ran for 5 months to both UP North and South residents. Two blocks were surveyed at a time for 30 days. It was a first attempt to understand the satisfaction of residents who live in University Park and what is important to them.

Participation (number): **75**
Participation (percentage): **3%***
Number of Questions asked: **25+**

Format: Both paper and online formats were used

** Not a representative sample*

General Findings: Resident Demographics

52 Number of **residents who responded** from University Park North

20 Number of **residents who responded** from University Park South

48 % of respondents identified as students

23 % of respondents identified as Faculty/Staff

21 % of respondents identified as unaffiliated with the University

29 % of respondents who have lived in University Park for less than a year

36 % of respondents who have lived in University Park for 1-3 years

35 % of respondents who have lived in University Park for 4 or more years

General Findings: What Respondents Value

63 % of respondents value the option of having a pet in their home

75 % of respondents value the option of having assigned parking

80 % of respondents value rent at below San Francisco market value

84 % of respondents value lawns and green space at University Park

84 % of respondents value the University's smoke free environment

60 % of respondents value living in a diverse community

31 % of respondents demonstrate little knowledge about or value for onsite storage

General Findings: Communication

> 88 % of respondents prefer to contact the university via telephone or email to resolve problems.

When needing assistance, respondents chose the following top 3 resources when resolving problems:

76% Univ. Prop. Mgmt Service Desk

67% Univ. Park Leasing Office

35% University Police

General Findings: Community

- 35** % of respondents own a **bicycle**.
65% do not own a bike at all.
- 23** % of respondents own **2 or more cars**.
24% do not own a car at all.
- 56** % of respondents believe neighbors are respectful of sleep time.
37% do not.
- 54** % of respondents believe neighbors are respectful of personal property.
17% do not.
- 72** % of respondents believe neighbors are respectful of privacy.
- 53** % of respondents believe neighbors are respectful of study time.
- 89** % of respondents believe they were respectful of other neighbors.
While **63 & 64%** felt that other neighbors and University staff were respectful to the (respectfully).

Service: Residents Are Generally Satisfied with:

- 53** % of respondents are satisfied overall
- 72** % of respondents are satisfied with the appearance of the grounds at University Park
- 79** % of respondents rate the appearance of the grounds as very important/important
- 48** % of respondents is satisfied with the physical condition of their apartment (23% neutral)
- 97** % of respondents rate the physical condition of their apartment as very important/important

- 73** % of respondents feels safe in their apartment
- 99** % of respondents rate their safety in the apartment as very important/important
- 36** % of respondents are satisfied with the renewal process (36% neutral)
- 69** % of respondents rate the renewal process as very important/important
- 61** % of respondents are satisfied with their internet service
- 85** % of respondents rate the internet service as very important/important

Service: Residents Are Generally Dissatisfied with:

- 52** % of respondents are dissatisfied with the ability to regulate the temperature in their apartment
- 89** % of respondents rate temperature control of their apartment as very important/important
- 44** % of respondents are dissatisfied with the laundry facilities
- 97** % of respondents rate the laundry facilities as very important/important
- 43** % of respondents are dissatisfied with the timeliness of repairs
- 97** % of respondents rate the timeliness of repairs as very important/important
- 39** % respondents are dissatisfied with the Service Desk/service request
- 87** % of respondents rate the Service Desk/service request as very important/important