



Senior Living Facilities Community Meeting #4
Elvira Cisneros Senior Community Center, 517 SW Military Dr. (CD 3)
August 7, 2019

Comments & Needed Follow-Up

(Comments in bold are being investigated by DSD Code Enforcement)

Staff = 9 DSD & 1 NHSD

Attendees = 54 (43 in Meeting 1 & 11 in Meeting 2)

Two sessions due to turnout: 10:30 to 11:15 AM & 11:25 AM to 12:15 PM

- Attendee reported that she knows people who live in senior apartments
- **Attendee reported alarm system in home is not working**
- Why would proposed program only apply to senior apartments?
 - Presenter referenced Council request to explore issues documented at this type of property and the goal of the request to ensure safety of vulnerable population.
- How do residents know if complaints they make to apartment management are recorded/documented?
 - Presenter explained that each property establishes own process to handle maintenance requests or complaints. Advice was given to follow these processes, put things in writing, and make copies of all information submitted.
- Does Code Enforcement responds to SAHA properties?
 - Presenter affirmed that Code responds to any location within the City of San Antonio where a complaint is made, including these properties.
- **Attendee asked to have presentation given at their senior apartment complex.**
- Attendee reported that they had to move away from senior apartment complex due to a lack of follow-up by managements on complaints former resident made, as well as due to the intimidation directed toward former resident. Manager would never repair outdoor lights or security gate.