



Senior Living Facilities Community Meeting #5
Primrose at Monticello Park Senior Apartments, 2803 Fredericksburg Rd. (CD 7)
August 8, 2019

Comments & Needed Follow-Up

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

Staff = 8 DSD & 1 NHSD

Attendees = 43

Meeting start time: 12:05 PM

- Meeting held at Primrose at Monticello Park Senior Apartments, senior apartment community with 248 units
- Since living in San Antonio, it seems as if management companies spend as little as possible on maintenance. There are a few issues in commenter's building that management has not addressed. Would this program make them fix these issues?
 - Presenter responded that Code responds to all complaints that are made to it. If this program was in place, continued inaction on the part of the owner could cause the property to be required to register and be subject to proactive inspections.
- What will program be available?
 - Presenter responded that Council could review the program in November or December and go into effect in January or February.
- Residents are seniors on fixed incomes. How much more will rents rise across the city? Commenter's rent went up \$100 per month.
- **Mailboxes at senior apartment are always open and management has not fixed issue. Commenter is concerned about the issue.**
- **Security at senior apartment only comes once per night, but it should be three times per night. Security is a problem as cars have been stolen. The issue has increased since the carwash opened next door and remains open late at night.**
- **Exterior lights are not being used at the senior apartment complex pool.**
- **Air conditioner is not working properly as it frequently trips the circuit. Management put in a window A/C unit instead of fixing the central A/C. Commenter is worried about a fire.**
- Only one entrance to the complex is open. This may cause a fire hazard.
- How many maintenance staff should a property have? Resident commented their senior apartment complex only had one maintenance worker.
- **Power outages regularly occur in Building 6 of senior apartment for up to 3 to 4 hours.**
- **Wheelchair ramps are needed around senior apartment complex.**

- Senior apartment complex previously had bed bug issues. Chairs in the nutrition center were not replaced afterwards.
- **There are overgrown weeds behind Building 6 of senior apartment. Vegetation is very dry due to water sprinklers not being in use.**
- Rent at senior apartment complex has increased, but no new services have been offered.
- **Elevators were not working at senior apartment; units on the second floor could not exit the building.**
- In the event of a fire, residents cannot use an elevator. What is the fire plan for the senior apartment complex?
- The hallways and elevators are not cleaned. Commenter has lived at other apartments and has experienced fire and a gas leak.
- Resident of senior apartment has experienced retaliation after issuing complaint. Commenter stated that residents who complain are treated poorly by management, including bullying behavior or slowly addressing issues. Residents should be treated with respect.
- **A portion of the ceiling fell in front of one of the elevators, but maintenance refused to address issue. Issue was reported to San Antonio Police.**
- Resident of senior apartment would meet with property manager to express concerns about the property. Manager would respond that if resident did not like conditions, they can leave.
- **Hallways of senior apartment have animal waste and trash. New manager is better than previous ones but is still slow to respond to complaints.**
- If resident calls 311 to issue complaint, who do they ask for?
 - Presenter responded that residents can describe issue they are having and 311 call-taker will direct their complaint to the correct department.
- **Animals run loose and animal waste is left in hallways at senior apartments.**
- When the wind storm occurred two months ago and power was out, who could residents have called for assistance for those residents on oxygen or electric beds?
 - Presenter responded that residents can call 311 if non-emergency assistance is needed.
- Is there any assistance available for residents in single family homes?
 - Presenter from Neighborhood & Housing Services Department responded with information applicable to residents in single family homes.