

# The Kelsey



# The Kelsey Ayer Station

## Post-Occupancy Evaluation Report

April 2026

## Executive Summary

The Kelsey Ayer Station is a 115-unit affordable, accessible, and inclusive housing development in San Jose, California. Opened in April 2024, the six-story building serves residents earning between 20% and 80% of Area Median Income, with 25% of units reserved for individuals who use Home and Community-Based Services (HCBS). In recognition of its commitment to inclusive design, The Kelsey Ayer Station achieved Gold Certification under Inclusive Design Standards.

In late 2025, The Kelsey conducted a Post-Occupancy Evaluation (POE) to better understand how residents experience the building's design, shared spaces, and operations in daily life. A POE is a structured process for assessing building performance and user experience after residents have had sufficient time to live in and adapt to a space. For The Kelsey Ayer Station, the POE focused specifically on understanding the real-world impact of inclusive design decisions and on identifying opportunities to strengthen future housing developments.

This report shares findings from resident surveys, focus groups, interviews, and conversations with the on-site Inclusive Concierge team. Resident feedback is a critical source of expertise, offering insight into what is working well, where challenges remain, and how disability-forward design can continue to evolve in practice.

Residents with and without disabilities reported high levels of satisfaction with their apartments and shared spaces. Design elements that prioritized usability, clarity, and flexibility were consistently identified as supporting comfort and independence. Social inclusion also emerged as a significant strength, with many residents describing the building as welcoming, highlighting the role of shared spaces and the Inclusion Concierge team in fostering connection. At the same time, there were several areas where design and operations did not fully meet residents' needs in practice. Challenges related to sound transmission, laundry facilities, and unit constraints were raised across multiple engagement methods. Feelings of safety, experiences with property management, and sensory



**"I have been exposed to so many different cultures and people with disabilities that I may not have otherwise."**

comfort were also experienced unevenly, underscoring the importance of pairing inclusive design with responsive operations and continuous improvement.

The results of this evaluation will inform future housing developed by The Kelsey and contribute to open-source tools, guidance, and field-building efforts aimed at advancing affordable, accessible, inclusive, and integrated housing.

## Disability-Forward and Inclusive Design

The Kelsey creates disability-forward housing; an approach that prioritizes the needs, perspectives, and leadership of people with disabilities, centering disabled people in designing systems, spaces, policies, and communities. This approach goes beyond basic compliance to create truly inclusive environments where everyone can belong and thrive. By designing for diverse access needs from the outset and recognizing disability as a vital part of human diversity, this approach delivers universal benefits rather than treating access as just compliance or as an afterthought.



The Inclusive Design Standards, developed by The Kelsey, in partnership with Mikiten Architecture and the Inclusive Design Council, are a set of over 300 design recommendations, or elements, to help designers, architects, developers, and builders create disability-forward, inclusive housing. The elements span the entire lifecycle of a project, from pre-design to operations. They are cross-disability, meaning they do not focus on specific diagnoses, but rather support different access needs by covering six impact areas: mobility and

height, hearing and acoustics, vision, health and wellness, cognitive access, and support needs. Many of the elements are low- to no-cost recommendations that can be easily replicated from one project to another. While the Inclusive Design Standards are not building code, they are designed to work in conjunction with code and funding-specific requirements, helping to create disability-forward solutions.

Housing projects that implement the Inclusive Design Standards are potentially eligible for certification from The Kelsey. Certification demonstrates that broad accessibility and inclusion in multifamily buildings is achievable, and promotes others to do the same. Whether housing projects seek certification or implementation of specific elements, there is a wide array of ways to embed disability-forward, inclusive design.

## **The Kelsey Ayer Station**

In April 2024, The Kelsey's first housing development, The Kelsey Ayer Station, opened in San Jose, CA. This six-story development features 115 accessible units, with 25% of the units set aside for individuals with disabilities who use Home and Community-Based Services (HCBS). This mixed-income affordable community is a combination of studios and 2-bedroom units, includes multiple communal spaces, and has on-site Inclusion Concierge staff: a program created by The Kelsey to connect residents to formal services and supports as well as build an active, supportive community.

The project site was acquired in October 2018. It was an infill site, meaning the development was built on a vacant, underused parcel interspersed among older, existing properties in an established neighborhood. In this case, the parcel consisted of a small office building and a larger parking lot, both zoned for commercial use and situated in an established, transit-oriented residential community.

In 2019, The Kelsey brought in Seres Regis as a development partner; the lot was rezoned for residential use, and the design process began. A Community Advisory Group was formed, and community outreach was initiated to inform the project's design. The project also received funding from the City of San Jose Housing Department and a predevelopment loan from the Google Affordable Housing Fund.

In 2021, additional funding was secured through philanthropic sources and state funding for Transit-Oriented Developments (TOD). Tax Credit applications were also submitted in February, May, and September; the first two were unsuccessful, but the third was awarded, with additional Tax Credits and Bonds awarded in December, when the closing process began. The groundbreaking ceremony took place in June 2022, and construction commenced in July.

The Kelsey Ayer Station opened in April 2024 and was fully leased on October 31, 2024. That same month, with 202 points received, the building was certified at the Gold level of the Inclusive Design Standards.

## Post-Occupancy Evaluation Methodology

The POE was conducted by the Inclusive Design Manager, Kyle Seem, with support from other members of The Kelsey's staff at headquarters. It was critical to distinguish between The Kelsey's headquarters staff and on-site property staff (the Inclusion Concierge team and Property Management) to ensure residents understood that nothing they shared would affect their housing status.

The POE included a survey, focus groups, one-on-one interviews with individuals with high support needs, a lunchtime conversation with the Inclusion Concierge staff, and tabling in the lobby. Residents who participated in one or more of these activities were compensated with gift cards: \$25 for the survey, \$50 (plus snacks) for the focus groups or interviews, and \$5 for answering questions during tabling.

POE questions were informed by the Inclusive Design Standards and covered the following building categories:

- Apartment Units
- Building Site
- Building Components
- Interior Spaces
- Operations and Amenities

The results of the POE are being shared with The Kelsey Ayer Station's residents, Inclusion Concierge team, property management team, and the entire team at The Kelsey headquarters.

Moreover, the results of the POE will inform The Kelsey's future properties, open-source resources, and assistance to the broader housing field.



**"It's a very welcoming and socially inclusive community where everyone feels like family."**


## The Survey

Survey responses were collected using a Likert scale. A Likert scale is a method of measuring attitudes by asking respondents to rate their level of agreement with a series of statements. The survey had 30 statements, all related in some way to

elements outlined in the Inclusive Design Standards. Each statement was written in plain language, ensuring clear, concise, well-organized communication that enabled readers to easily understand what was being asked, avoiding jargon and unnecessary complexity. The statements were then sorted into categories:

- My Apartment
- Building: Physical Accessibility (usable features, reach range, maneuverability through the environment)
- Building: Sensory Experience (sounds, smells, textures, etc. in the environment)
- Building: Cognitive Experience (posted instructions, building layout)
- Building: Wayfinding and Navigation (signage and navigating the environment)
- Building: Safety (lighting, feeling of physical safety)
- Social Inclusion (acceptance and belonging)
- Overall Experience

At the end of each section, a text box was provided for residents to write any additional thoughts related to the category, prompted by the phrase, "Is there anything else you want to tell us about [modified category name]."



**"It's cool to see other people using wheelchairs."**

We also asked each survey respondent to indicate whether they identified as having a disability. We were hoping for a diverse respondent group, as some residents are more affected by certain design choices than others, such as turning space or reach range. A combination of disabled and non-disabled respondents would achieve the greatest insight into the design experience. Our goal was to receive responses from at least 50 residents, which would equal roughly one-third of the resident population.

The survey was available in multiple formats: digital/online using Jotform, small- and large-print in English, and translated into Spanish, Vietnamese, and Simplified Chinese (languages were chosen based on those spoken at The Kelsey Ayer Station). Flyers were posted around the building with a QR code to access the online survey and instructions for obtaining paper or translated versions. The

survey, which was open for approximately two weeks between October and November 2025, received 64 completed, valid surveys.

## The Focus Groups

We hosted five 90-minute focus groups, each with a maximum of six residents. The focus groups were convened over two days: three groups on a Sunday and two the following Wednesday. We hosted morning, afternoon, and evening sessions to accommodate different work and worship schedules. All focus groups had full registration, with five residents dropping out on the day, resulting in a total of 25 participants. All focus group participants signed a consent form.

Ground rules were established at the beginning of each focus group to ensure honest, respectful communication. Each group was then presented with the same eight questions:

- What are your three favorite things about your apartment?
- What are three things you would change about your apartment?
- What are your three favorite things about the building?
- What are three things you would change about the building?
- Where do you spend most of your time in the building?
- Are there areas of the building that you try to avoid?
- Are there any sensory features of the building that you find challenging?
- Is there anything else we should know about the building's design?

The sessions were transcribed while residents took turns sharing their experiences. The focus groups were facilitated by Inclusive Design Manager, Kyle Seem, with support from Managing Director, Allie Cannington, and Senior Project Manager, Louisa Bukiet.

## The Interview

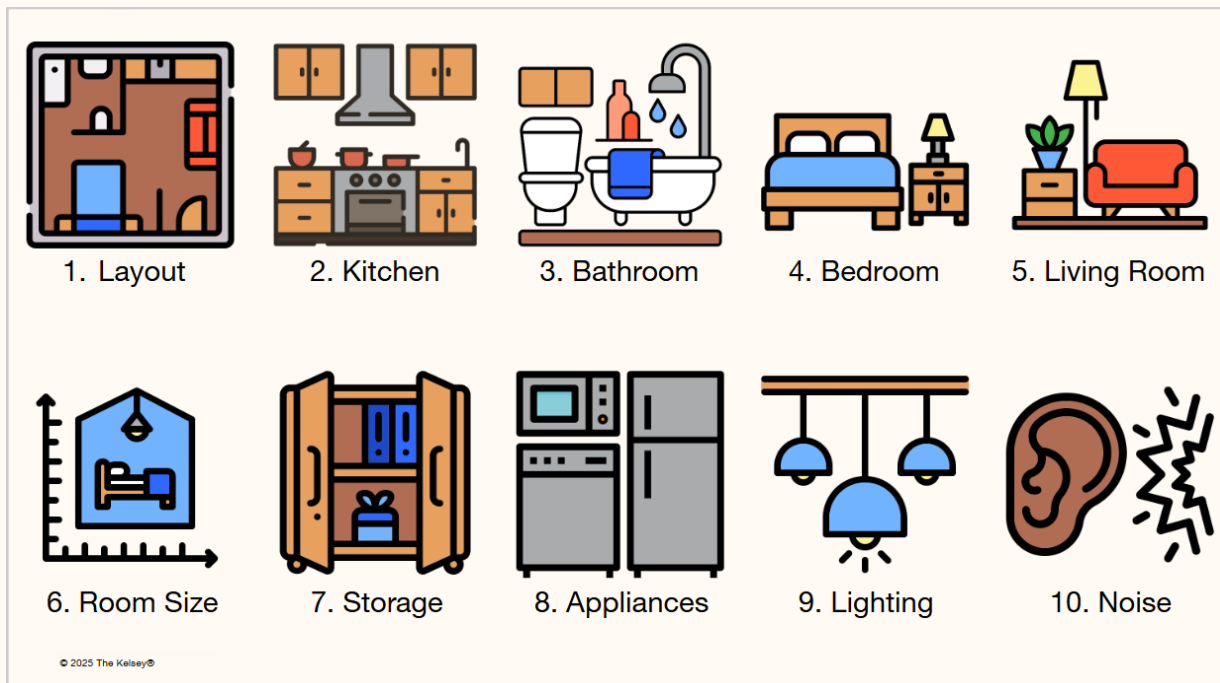
We wanted to conduct individual interviews with residents with high support needs to offer a more accessible environment for their input. The Inclusion Concierge team compiled a list of seven residents with high support needs who may be interested in speaking with us. Based on each contact's preferred communication, we conducted targeted outreach about the



**"I love living here. I moved across the country to live in a building with this mission. The way the building is set up fosters natural community growth."**

opportunity to participate. Only one person responded. We interviewed the resident and their family caregiver.

The interview lasted roughly an hour. We asked the same questions that were asked in the focus groups and provided the resident with images of different categories, such as storage, parking, and noise, as an alternative option for answering. The resident primarily used their AAC (Augmentative and Alternative Communication) device to communicate, and their caregiver provided assistance and additional context to the resident's answers.



## Lunchtime Meeting With Resident Services

A lunch meeting was held with the two Inclusion Concierge team members. Their unique perspective gave us insight into additional resident and staff experiences that may not have been shared in the focus groups or on the survey. One Inclusion Concierge lives onsite.

The meeting lasted roughly an hour and covered topics such as resident satisfaction and dissatisfaction, amenities and facilities, and physical design issues. Some of the information we received was echoed in the focus groups, and some was new.

## Limitations

Although we accomplished a great deal in a short period, we still faced limitations. As previously mentioned, we intended to conduct multiple interviews with residents with high support needs; however, we were able to speak with only one. This failure to collect multiple data points from this group of residents has led us to consider different methods of contact and engagement for future POEs.

We wanted to reach as many residents as possible with our outreach, so we worked with the Inclusion Concierge team to identify the different languages spoken in the building. While the surveys were translated into multiple languages, the fliers were not. With English-only flyers, we may have inadvertently excluded non-English-speaking residents from participating in the various POE activities. Moving forward, we will translate the flyers into the primary languages spoken in the building where we are conducting the POE, and ensure we have appropriate translators available.

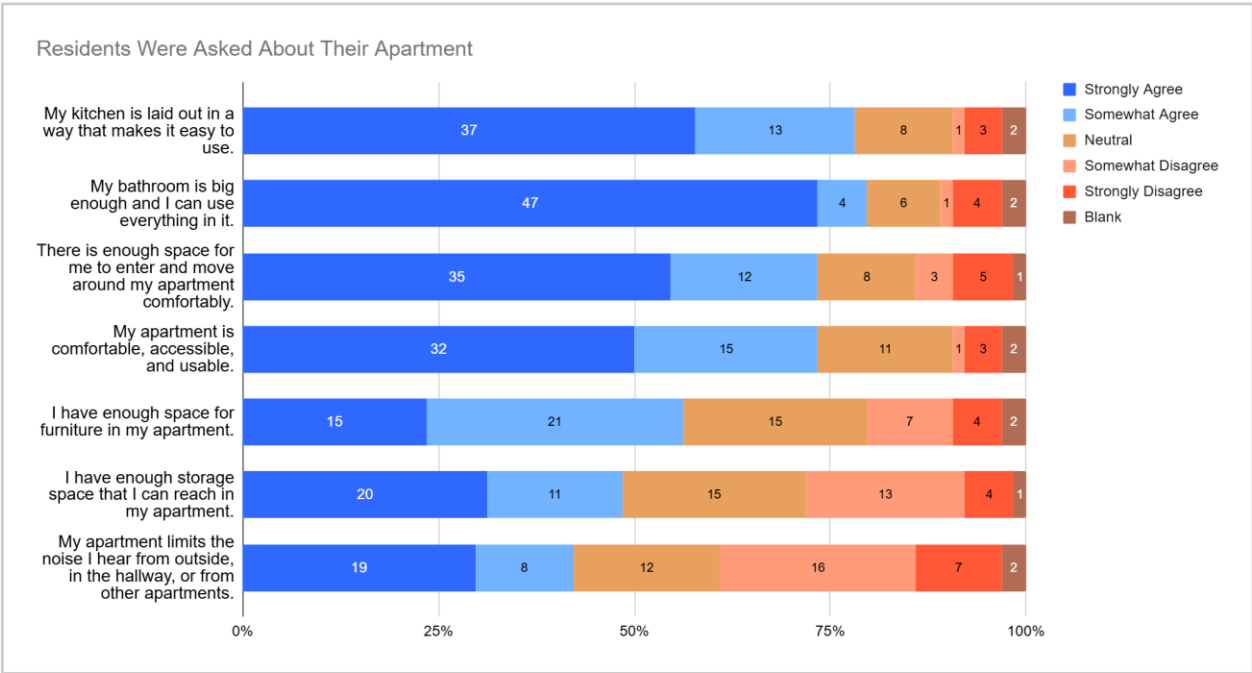
## Findings: Survey

Below are the summary findings from the 64 survey respondents, of whom 30 identified as having a disability, 31 said they did not, and three said they preferred not to answer. A complete list of the survey statements can be found at the end of this report.

### Survey Category: My Apartment

Kitchens and bathrooms received the highest praise, with 78% of residents surveyed agreeing that their kitchen is laid out in a way that makes it easy to use, and 80% agreeing that their bathroom is big enough and that they can use everything in it. 74% of respondents agreed that they have enough space to enter and move around their apartment, and 73% said the apartment is comfortable, accessible, and usable. Conversely, 56% of residents surveyed said they have enough space for furniture in their apartment, 48% reported having sufficient accessible storage, and 42% felt that their apartment limits the amount of noise they can hear from outside.

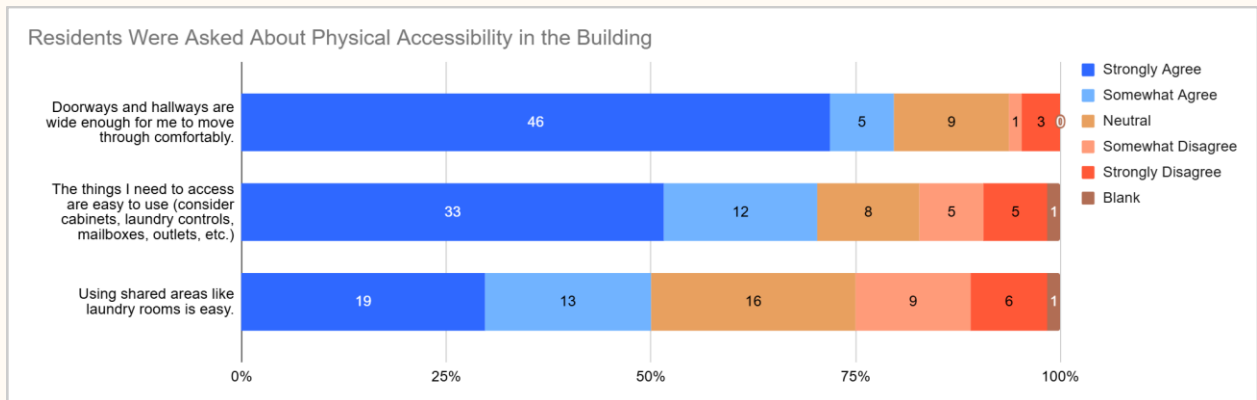
This information indicates that our kitchens and bathrooms are well-designed, with sufficient space and storage, but that the rest of the unit lacks adequate storage and space for furniture. It also indicates that the units' soundproofing can be improved.



### Survey Category: Building: Physical Accessibility

We were interested in the physical accessibility of the development and its impact on residents. Features such as extra-wide hallways and larger turning radii were intentionally incorporated into the project to ensure easy maneuverability, whether one uses a mobility device or not. According to 80% of respondents, the doorways and hallways are wide enough to move through comfortably, and 70% of respondents agreed that features such as mailboxes, laundry controls, cabinets, and outlets are accessible and easy to use. Half of the residents surveyed found using the shared areas, such as laundry rooms, easy.

From this, we can conclude that, for most people, hallways and doorways are adequately sized; however, they could be more usable if the widths were slightly increased. The data received from the statement regarding accessible features suggests that the locations of the mentioned features are suitable for most people, although further research could help us understand what is not working for residents. The topic of laundry rooms came up frequently in the focus groups and may have been the reason the shared areas statement scored lower.

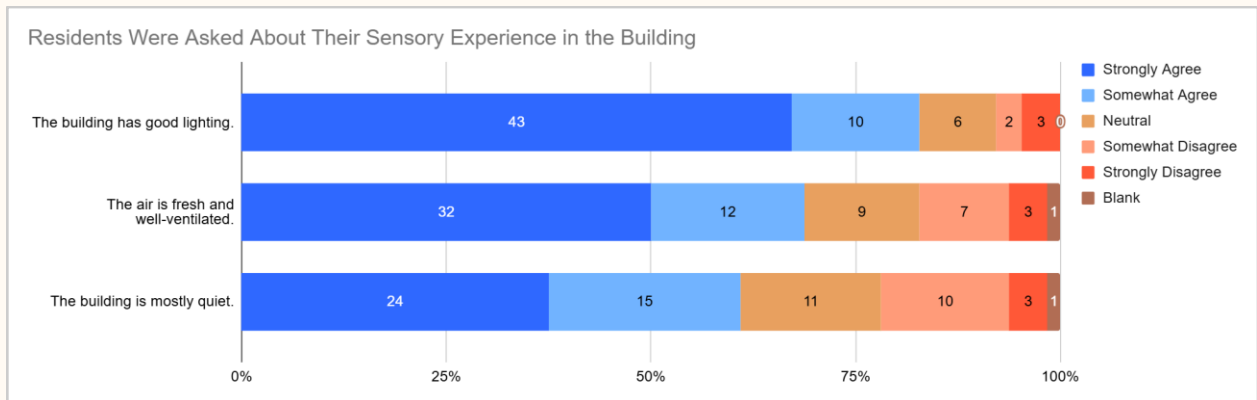


## Survey Category: Building: Sensory Experience

Lighting, noise, and air quality were the subjects of the sensory experience statements in the survey. Natural and overhead lighting were both heavily considered in this project, along with the use of low-glare flooring and surface materials. When asked about the building's lighting, 83% of residents surveyed agreed it is good.

The second statement in this category was about air quality. Volatile Organic Compounds (VOCs), often found in various building materials, emit toxic fumes into the air, which can lead to multiple health issues for residents. Low- and no-VOC materials, including paints, flooring, and furniture, were used throughout the building to improve indoor air quality. When asked about air quality, 69% of surveyed residents agreed that the building's air is fresh and well-ventilated. Comments about the smell of the air emerged in the focus groups, which may be one reason this survey statement scored lower than others. Measuring air quality in the building could yield additional information and help determine whether it meets the initial design's air-quality goal.

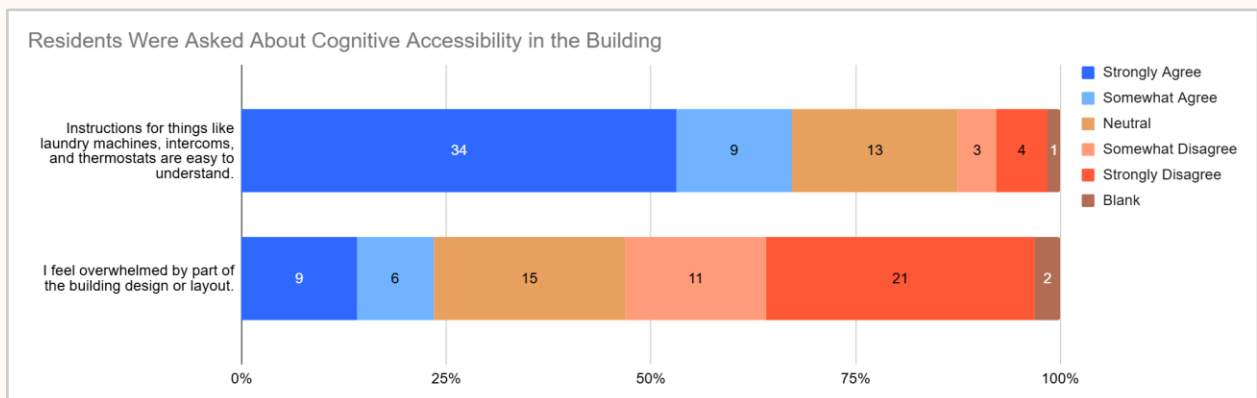
The final statement in the sensory experience category was about sound transmission. Sixty-one percent of respondents agreed that the building was mostly quiet. Sound transmission, touched upon in the My Apartment category, also came up frequently in the focus groups. Given that this topic received the lowest rating in the sensory experience category, we can use this information to inform the design of future buildings, including the incorporation of higher sound transmission class (STC) ratings in windows, doors, floors, and walls.



## Survey Category: Building: Cognitive Experience

Instructions for features such as laundry machines, intercoms, and thermostats should be clearly visible and easy to understand, enabling users to utilize these features effectively and efficiently. With 67% of residents surveyed agreeing that these features were easy to understand, we can revise how instructions are written and posted. Plain language instructions in larger print, accompanied by prominent display in the relevant areas, could enhance user comprehension. Additional testing of interfaces with a user group could determine which is easiest to interact with.

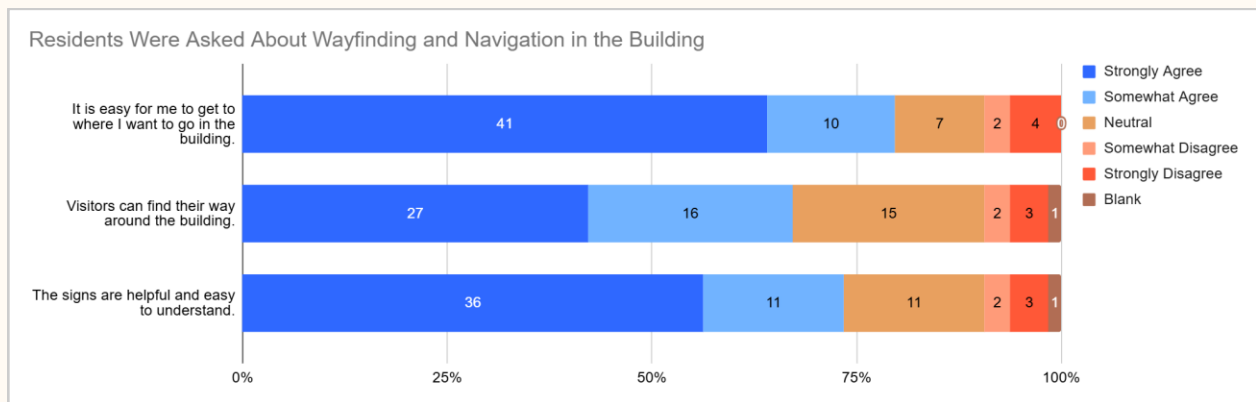
Design choices can determine the type of experience a person has in a space. We wanted to know whether any parts of the building design or layout overwhelmed people. The majority of residents did not find a part of the building overwhelming. Yet some residents (23%) found aspects of the building overwhelming. Further investigation could help us understand the areas that cause this overwhelm and provide insight for future designs, as well as the possibility of making changes to the current building. Having a text area alongside the question, "What part of the building feels overwhelming?" could yield additional insight.



## Survey Category: Building: Wayfinding And Navigation

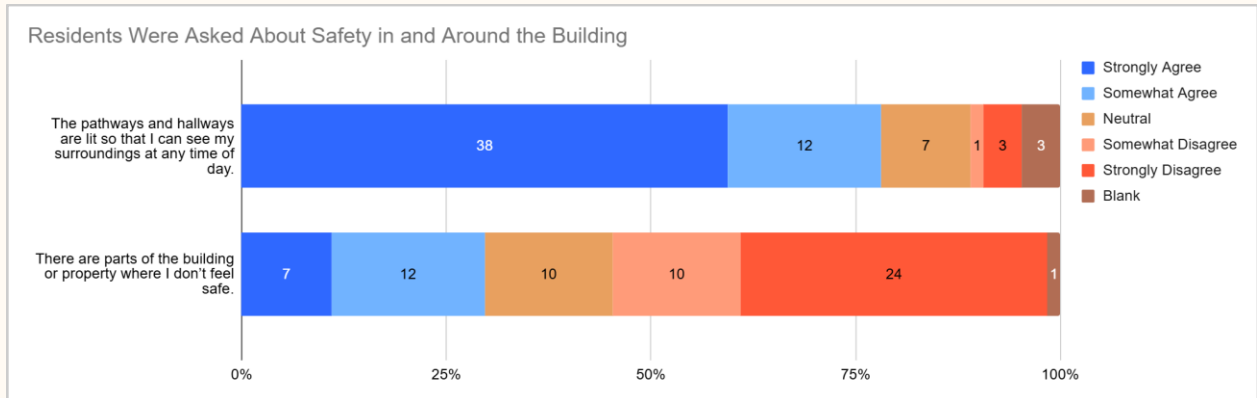
Wayfinding and navigation were thoroughly considered in this project, and several features were incorporated to assist residents, visitors, and staff in navigating the building. Different color themes and images are used for each floor, along with directional signage, to help residents quickly identify the various spaces. Due to these and other factors, 80% of the residents surveyed agreed that the building is easy to navigate, 67% felt that visitors can navigate it easily, and 74% agreed that the signage is helpful and easy to understand.

This data suggests that the wayfinding strategies incorporated into the project are effective, but there is room for continued improvement.



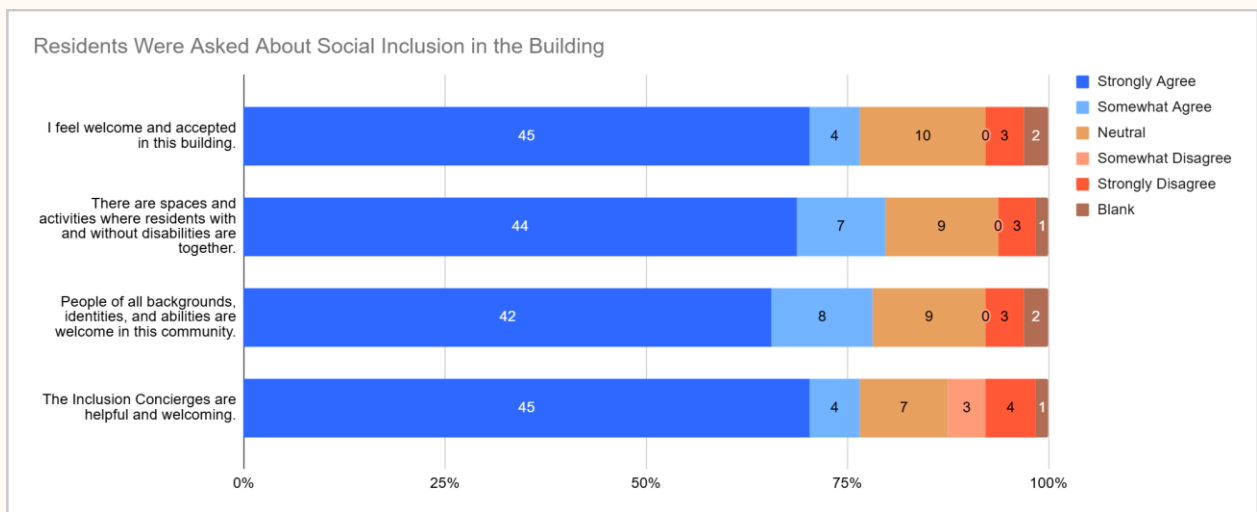
## Survey Category: Building: Safety

A big concern for any property is the safety of its residents. Incorporated features, such as cameras, handrails, non-slip flooring, and lighting, all pertain to resident safety. 78% of residents surveyed agreed that the pathways and hallways are appropriately lit, allowing people to see their surroundings at all times of day. However, 30% of residents surveyed reported feeling unsafe in certain areas of the building or property. The topic of safety arose frequently in the focus groups, with suggestions for enhancing residents' safety.



## Survey Category: Social Inclusion

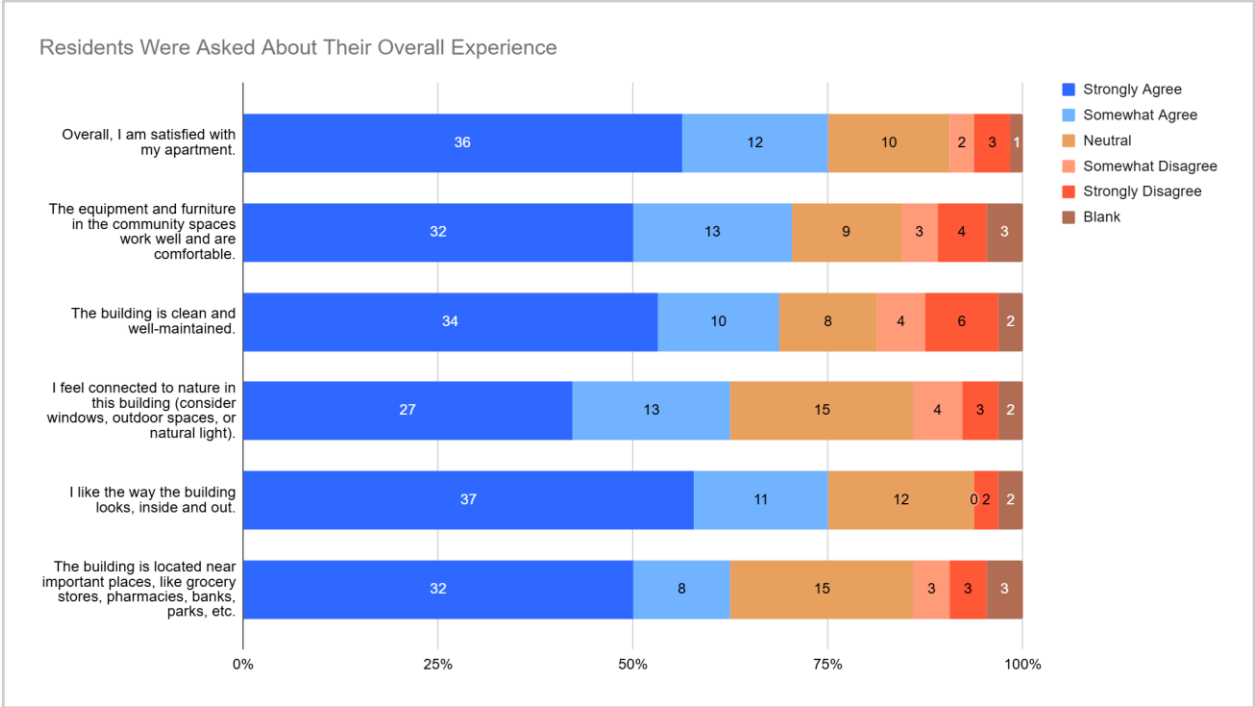
Social inclusion was one of the highest-rated categories in the survey. The Kelsey’s housing model focuses strongly on the inclusion of people of all abilities in the community. Seventy-seven percent of residents surveyed agreed they feel welcome and accepted in the building, with 78% stating that people of all backgrounds, identities, and abilities are welcome in the community. Eighty percent of residents surveyed agree that there are spaces and activities where residents with and without disabilities are together, and 77% of residents surveyed agreed that the Inclusion Concierge team is helpful and welcoming.



## Survey Category: Overall Experience

Overall, 75% of residents surveyed stated that they are satisfied with their apartment. Further investigation could determine whether satisfied residents live in studios or 2-bedroom units. According to 70% of the respondents, the communal equipment and furniture work well and are comfortable. And 73% of

residents surveyed like the way the building looks, inside and out. The lower-scoring statements in this section pertained to building maintenance, connection to nature, and the building's location. Sixty-nine percent of residents surveyed said the building is well-maintained, while 63% said they feel a connection to nature in the building. And 63% of residents surveyed agreed that the building was located near important places and amenities.



## Findings: Focus Groups and Interview

The focus group and interview findings highlight that the building successfully fosters community and increased accessibility while also facing operational and environmental hurdles. The following themes categorize what is currently working for residents and where there are opportunities for improvement.

### What Works: Design, Community, and Accessibility

#### Thoughtful Unit Design:

Residents highly value the spaciousness and functionality of kitchens and bathrooms, specifically citing the accessibility of open floor plans and features such as pull-out cutting boards. The inclusion of all appliances with easy-to-clean

stainless steel finishes and roller shades at unit windows was noted as a significant benefit.

### High-Quality Unit Finishes:

Residents appreciate the luxury vinyl plank flooring for its ease of maintenance and physical accessibility compared to carpet. While sound transmission is an issue elsewhere, the noise isolation between demising (side-by-side) walls is excellent.



### Effective Wayfinding and Movement:

The use of staggered unit entrances facilitates easier movement for those using mobility devices. Additionally, the building's wayfinding system—incorporating specific colors, signs, and animal icons—makes navigation intuitive and easy for residents.

### Pet-Friendly Environment and Maintenance:

Residents value that pets are allowed without a deposit or pet rent. Additionally, while there are staffing concerns, residents spoke very positively about the primary cleaning staff member.

### Robust Social Fabric and Staff Support:

The most praised aspect of the building is the "family-like" community, where disabled and non-disabled residents look out for one another. The Inclusion Concierge team is seen as integral to this success, receiving praise for their professional support and for organizing social events like bingo nights and holiday parties. The residents expressed interest in more events.

## Highly Utilized Communal Spaces and Community Connection:



The lobby serves as a community anchor, offering diverse seating and entertainment, allowing residents to leave their units and engage socially without leaving the building. Other spaces, like the gym and maker space, are also appreciated. Residents also highlighted the building's location near public transit (light rail), parks, and downtown amenities.

## Opportunities for Improvement: Physical and Operational Gaps

### Unit-Specific Challenges:

Many residents find non-kitchen storage insufficient and noted that upper kitchen cabinets are mounted too high to be accessible. Residents expressed frustration with not being able to personalize their units with wall hangings. Additionally, the lack of independent climate control in the second bedrooms of two-bedroom units is a health concern for residents who need temperature regulation for medical reasons. Residents shared that the current studio dimensions were too small. The current under-window AC units are oversized, consuming valuable floor space in already constrained layouts. Feedback about the bathroom included the 10-minute automatic timer frequently leaving residents in the dark mid-shower; the current tub rims being too wide, creating a physical barrier for safe entry and exit; and inconsistent installation of medicine cabinets in units.

## Laundry Facilities - Extreme Difficulties:

This is the most frequent area of complaint. Residents report frequently broken machines, poor ventilation that can trigger seizures, and significant accessibility barriers for wheelchair users, such as dryers that are difficult to reach and rooms too small for multiple mobility devices. Sanitation concerns arose around pet hair and other buildup. There were requests for more laundry rooms, larger rooms, bigger machines for washing blankets and larger items, plus folding stations and seating.



## Parking and Safety:

Residents described parking as incredibly challenging due to limited spaces, vehicle theft, and safety concerns when walking to and from cars at night. Some residents shared a strong desire for a security guard to prevent "tailgating" at the front door and for staff to monitor camera feeds more effectively. Multiple residents shared that relying on a single main entrance creates bottlenecks and increases social anxiety. Multi-point usable entrances are recommended.

## Sensory and Sanitation Gaps:

While demising walls block sound well, there is significant noise transference through floors, ceilings, windows, and unit front doors. Furthermore, pet waste (especially in the pet relief area, sensory garden, and stairwells), trash rooms, and cigarette smoke lead residents to actively avoid certain areas. Concerns were raised about weekend understaffing, particularly regarding the cleanup of pet waste. Some residents expressed interest in a designated smoking area to prevent smoke from drifting into units via open windows.

## Staffing Challenges\*:

Residents reported a high staff turnover rate, making it difficult to forge relationships and build trust. There were also comments about staff needing greater awareness of residents' time and greater practice of confidentiality. Residents reported issues with property management, including inconsistent accountability for violations of community rules and a lack of flexibility and

understanding around maintenance requests, especially for residents who need assistance completing requests through caregivers as proxies. Some residents felt there were extreme punishments for minor infractions, while others felt repercussions for rule-breaking were not strong enough.

*\*Note: On February 1, 2026, The Kelsey Ayer Station went under new property management.*

### Safety and Egress Concerns:

Some residents expressed worry regarding emergency egress protocols and noted that stair treads are not deep enough to allow a wheelchair user to descend backward safely. It was also shared that there were no evacuation chairs in the stairwells for people with mobility disabilities. Narrow hallways near elevators also create "stressful situations" between residents and aggressive dogs.

## Meeting With the Inclusion Concierge Team

Our meeting with the Inclusion Concierge team was an opportunity to gain a different perspective on the building and the community. The team echoed many of the sentiments we heard from residents, including issues with laundry facilities, sound transmission, and safety concerns. There was, however, one topic that residents did not address: the confusion between the Inclusion Concierge team and Property Management and their respective roles and responsibilities.

The Inclusion Concierge team and Property Management are located directly next to each other near the lobby entrance: the Inclusion Concierge team has desks at the front, and Property Management has an office right behind the desks; there are no signs differentiating the two. The Inclusion Concierge team struggles with being conflated with Property Management, which potentially harms community relations. Residents often blame the Inclusion Concierge team for building rules, not understanding the difference between the two staff designations.



**“This is my first apartment because we couldn't find an accessible place for over 15 years.”**

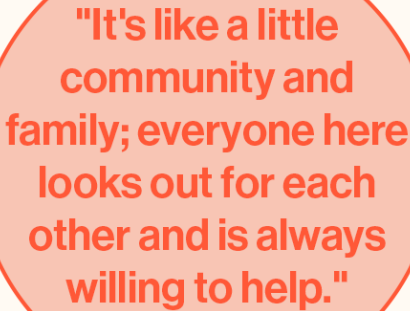
The Inclusion Concierge team also emphasized that many resident challenges stem from the intersection of building design, property management policies, and

the day-to-day realities of providing resident support. A recurring theme was resident frustration with rigid lease terms and unclear rules around unit modifications, which limit residents' ability to personalize their homes. The Inclusion Concierge team observed that this lack of clarity discourages residents - particularly those with disabilities - from seeking accommodations, and undermines feelings of ownership, comfort, and belonging in their units.

## Conclusion

The Post-Occupancy Evaluation of The Kelsey Ayer Station offers a rare opportunity to assess how the Inclusive Design Standards perform in practice and demonstrates the meaningful impact of inclusive design when paired with intentional operations and community-building practices. Overall, the findings affirm that many of the Inclusive Design Standards - particularly those related to dwelling unit layout, physical accessibility, wayfinding, and social inclusion - are translating into positive, everyday experiences for residents. High satisfaction with kitchens, bathrooms, circulation spaces, and inclusive community areas reflects the value of embedding cross-disability design strategies early and consistently across the project lifecycle.

At the same time, challenges related to sound transmission, amenity usability, experiences of safety, unit personalization, and experiences with property management underscore the need for clearer, more effective operational strategies and shifts in product and material choices. Residents' feedback on instructions, signage, shared amenities, and building policies demonstrates that operational decisions are inseparable from design outcomes. This aligns directly with the Inclusive Design Standards' inclusion of Operations and Amenities as a critical design category and highlights the importance of ongoing coordination between design teams, property management, and resident services.



**"It's like a little community and family; everyone here looks out for each other and is always willing to help."**

Ultimately, by closing the loop between design intent and resident experience, this POE demonstrates how inclusive design can continue to advance housing that truly supports dignity, autonomy, and belonging for all.

# Appendix

## Glossary

- Area Median Income (AMI)
  - The midpoint income for a specific geographic area, calculated by HUD, is the income at which half of households earn more and half earn less, and it varies by household size and location.
- Cross-Disability
  - Cross-disability represents the broad and diverse needs of people with disabilities, rather than focusing on specific diagnoses.
- Demising Wall
  - A structural or non-load-bearing interior partition that separates adjacent tenant spaces, or a tenant space from common areas in commercial, residential, or industrial buildings.
- Disability-Forward
  - A disability-forward housing approach centers the needs, experiences, and leadership of people with disabilities to create truly affordable, accessible, inclusive, and integrated communities.
- Home and Community-Based Services (HCBS)
  - A type of Medicaid long-term services and supports that people get in the community and within their own homes.
- Inclusion Concierge (IC)
  - Staff who deliver programming to residents, support community and inclusion within the building and into the surrounding area, and help connect residents with disabilities to essential services, activities, and other needs outside of the building.
- Inclusive Design
  - A design methodology for creating products, services, and environments that are usable by the widest range of people, taking into account diverse human differences like ability, age, gender, culture, and language, rather than designing for an “average” user.
- Infill Site
  - Vacant or underutilized land within an existing urban or developed area that is suitable for new construction or development, such as an empty lot between buildings, old factory sites, or old parking lots.

- Likert Scale
  - A psychometric (psychological measurement) tool used in surveys to measure attitudes and opinions by asking respondents to rate their level of agreement or importance on a balanced, ordered scale.
- Plain Language
  - Clear, concise, and easy-to-understand communication that helps readers quickly find, understand, and use information, focusing on short sentences, active voice, familiar words, and avoiding jargon.
- Post-Occupancy Evaluation (POE)
  - A systematic process to assess a building's performance and user satisfaction after it has been occupied for some amount of time (usually at least 6-12 months) to identify what works, what doesn't, and gather lessons for future projects covering aspects like comfort, functionality, and general design.
- Resident Services (RS)
  - Programs and support systems within housing communities that go beyond basic shelter, aiming to improve residents' well-being, stability, and quality of life through resources, activities, and connections.
- Sound Transmission Class (STC)
  - A single-number rating indicating how well a building partition (like a wall, floor, window, or door) blocks airborne sound, with a higher number meaning better sound isolation.
- Transit-Oriented Development (TOD)
  - A housing development strategy that creates dense, walkable, mixed-use neighborhoods around public transit stations, integrating housing, jobs, and services to reduce car dependency, increase transit ridership, and support sustainable, vibrant communities with improved economic, environmental, and social benefits.
- Volatile Organic Compounds (VOC)
  - Gases emitted from many solids and liquids, characterized by easily evaporating at room temperature, and include chemicals like formaldehyde, benzene, and acetone, often found in paints, cleaning supplies, and building materials.

## Survey Questions/Statements

### My Apartment

- My kitchen is laid out in a way that makes it easy to use.
- My bathroom is big enough and I can use everything in it.
- There is enough space for me to enter and move around my apartment comfortably.
- My apartment is comfortable, accessible, and usable.
- I have enough space for furniture in my apartment.
- I have enough storage space that I can reach in my apartment.
- My apartment limits the noise I hear from outside, in the hallway, or from other apartments.

### Building: Physical Accessibility

- Doorways and hallways are wide enough for me to move through comfortably.
- The things I need to access are easy to use (consider cabinets, laundry controls, mailboxes, outlets, etc.)
- Using shared areas like laundry rooms is easy.

### Building: Sensory Experience

- The building has good lighting.
- The air is fresh and well-ventilated.
- The building is mostly quiet.

### Building: Cognitive Accessibility

- Instructions for things like laundry machines, intercoms, and thermostats are easy to understand.
- I feel overwhelmed by part of the building design or layout.

### Building: Wayfinding and Navigation

- It is easy for me to get to where I want to go in the building.
- Visitors can find their way around the building.
- The signs are helpful and easy to understand.

## Building: Safety

- The pathways and hallways are lit so that I can see my surroundings at any time of day.
- There are parts of the building or property where I don't feel safe.

## Social Inclusion

- I feel welcome and accepted in this building.
- There are spaces and activities where residents with and without disabilities are together.
- People of all backgrounds, identities, and abilities are welcome in this community.
- The Inclusion Concierges are helpful and welcoming.

## Overall Experience

- Overall, I am satisfied with my apartment.
- The equipment and furniture in the community spaces work well and are comfortable.
- The building is clean and well-maintained.
- I feel connected to nature in this building (consider windows, outdoor spaces, or natural light).
- I like the way the building looks, inside and out.
- The building is located near important places, like grocery stores, pharmacies, banks, parks, etc.