Comprehensive Resident Survey Summary

Gateway, Dollar House & Rockview Capital Projects

Consolidated Analysis of All Submitted Survey Batches

(May 2026 Town Hall Open House Feedback)

After reviewing all submitted handwritten resident surveys across the uploaded batches, very clear and highly consistent themes emerged. Residents were thoughtful, detailed, emotionally invested, and highly engaged in the future of the Gateway, Dollar House, and Rockview facilities.

The feedback overall was not anti-improvement. In fact, many residents support modernization and renovation. However, the overwhelming majority of comments centered on ensuring that improvements preserve Rossmoor's resident-centered culture, social atmosphere, historic character, and accessibility. The strongest opposition focused on administrative expansion into Gateway and concerns about parking, cost, and loss of community-oriented space.

OVERALL COMMUNITY SENTIMENT

Overall Resident Perspective

Residents generally:

- support thoughtful modernization,
- support accessibility and seismic upgrades,
- support preserving historic buildings,
- support improving meeting and gathering functionality,
- but strongly oppose overbuilding or converting resident-centered spaces into administrative centers.

The strongest recurring message across all batches was:

"Gateway should remain a resident and social hub, while administration should remain at or be consolidated at Rockview."

SECTION-BY-SECTION SUMMARY

SECTION 1

Design Board #2 – Dollar House Renovation

Overall Sentiment

Strongly Positive

This section received some of the most favorable responses overall.

Residents widely agreed that:

- Dollar House needs modernization,
- seismic upgrades are overdue,
- accessibility improvements are necessary,
- and the building should be preserved and revitalized.

Most residents support renovating Dollar House rather than replacing or minimizing it.

Most Commonly Supported Features

Accessibility Improvements

Residents strongly supported:

- elevators,
- ADA accessibility,
- easier access for seniors,
- safer circulation,
- and improved usability.

The elevator was repeatedly referenced as:

- “needed,”
- “overdue,”
- “very positive,”
- and essential for aging residents.

Preservation of Historic Character

This was one of the strongest emotional themes.

Residents repeatedly emphasized:

- preserving architectural charm,
- retaining the building's identity,
- respecting historical significance,
- and modernizing carefully.

Common phrases included:

- "Preserve the character."
- "Respect the architecture."
- "Keep the charm."
- "Historic integrity matters."

Residents generally do NOT want:

- sterile modernization,
- institutional design,
- or excessive alteration.

Kitchen and Meeting Space Improvements

Many residents supported:

- modernized kitchen space,
- updated catering support,
- improved meeting functionality,
- and more flexible gathering space.

Several respondents specifically referenced:

- clubs,
- events,

- and resident programming benefiting from upgrades.

Main Concerns About Dollar House

Cost

Residents repeatedly questioned:

- project cost,
- necessity of certain features,
- and financial burden.

Some residents worried:

- the project may become “too ambitious,”
- or exceed what residents truly need.

Construction Disruption

Residents asked:

- how long construction would last,
- how programs would continue,
- and whether resident events would be displaced.

Parking

Parking concerns were frequently tied to Dollar House improvements, particularly if additional activity or café use increases demand.

SECTION 2

Design Board #3 (Option 1)

Rockview Office Renovation/Replacement + Gateway Café + Renovated Meeting Space

Overall Sentiment

Most Favored Option Overall

Across all survey batches, Option 1 consistently emerged as the strongest-supported concept.

This option was viewed as:

- the least disruptive,
- most practical,
- most resident-focused,
- and best balanced.

Why Residents Favored This Option

Keeps Administration at Rockview

This was the single strongest reason for support.

Residents overwhelmingly preferred:

- administrative operations staying at Rockview,
- rather than moving into Gateway.

Repeated comments included:

- “Keep admin at Rockview.”
- “Least disruptive.”
- “Gateway should remain for residents.”
- “Rockview is the appropriate place for offices.”

Many residents viewed Rockview as:

- operationally appropriate,
- easier to modernize,
- and less harmful to community functions.

Preserves Gateway as a Community Space

Residents liked that this option:

- maintained Gateway's resident identity,
- preserved gathering areas,
- and minimized institutionalization.

Viewed as Most Balanced and Practical

Residents frequently described this option as:

- "reasonable,"
- "best compromise,"
- "most sensible,"
- and "least disruptive."

Concerns About Option 1

Parking

Even residents who favored this option expressed concerns about:

- café traffic,
- additional activity,
- and parking capacity.

Cafés

Residents were mixed regarding café additions.

Some supported:

- social café environments,
- coffee gathering spaces,
- and outdoor seating.

Others questioned:

- necessity,
- parking impact,
- and whether cafés justify the cost.

Meeting Room Availability During Construction

Some residents worried about:

- temporary displacement,
- club impacts,
- and meeting room continuity.

SECTION 3

Design Board #4 (Option 2)

Gateway as Resident Hub + Consolidated Administrative Services

Overall Sentiment

Mostly Negative

This option received substantial resistance throughout nearly every batch.

Residents repeatedly expressed concern that:

- Gateway would become too administration-focused,
- community atmosphere would diminish,
- and resident-centered spaces would be displaced.

Strongest Resident Objections

Moving Administration Into Gateway

This was overwhelmingly the largest concern.

Residents repeatedly stated:

- “Gateway is for residents.”

- “Do not move admin.”
- “Administration should stay at Rockview.”
- “Residents first.”

Many feared:

- loss of community atmosphere,
- institutionalization,
- increased traffic,
- and office dominance.

Loss of Resident Spaces

Residents worried about:

- library relocation,
- reduced gathering space,
- meeting room displacement,
- and reduced social interaction opportunities.

Parking and Traffic

Parking concerns intensified significantly under this option.

Residents repeatedly mentioned:

- insufficient parking already,
- employee parking conflicts,
- circulation concerns,
- and worsening congestion.

Several residents stated:

- parking alone could make them oppose this option.

Library and Computer Center Concerns

The library issue became highly emotional.

Repeated comments included:

- “Do not move the library.”
- “Keep the library where it is.”
- “Preserve the computer center.”

Many residents view these functions as:

- essential community services,
- highly used,
- and socially important.

SECTION 4

Design Board #5 (Option 3)

Gateway Resident Hub + Business Center + Consolidated Administration

Overall Sentiment

Mostly Negative / Lowest Support

This option generally received the weakest support overall.

Residents frequently viewed this concept as:

- overly administrative,
- too commercialized,
- too disruptive,
- and insufficiently resident-focused.

Main Resident Concerns

Gateway Becoming a Business Center

Many residents strongly disliked:

- the “business center” concept,
- large administrative consolidation,
- and corporate/institutional feel.

Residents repeatedly wrote:

- “Too much administration.”
- “Not resident-focused.”
- “Do not institutionalize Gateway.”

Parking

Parking concerns were especially severe for this option.

Residents feared:

- employees overtaking resident parking,
- congestion,
- and increased traffic.

Loss of Rossmoor Identity

Residents repeatedly referenced:

- preserving Rossmoor culture,
- maintaining social interaction,
- and protecting community identity.

Many comments suggested this option:

- felt too corporate,
- too office-oriented,
- or disconnected from Rossmoor’s culture.

FINAL THOUGHTS SECTION

Most Common Themes Across All Surveys

MOST SUPPORTED IDEAS

1. Preserve Gateway as a Resident Social Hub

This was by far the most repeated theme.

Residents overwhelmingly value:

- social interaction,
- community gathering,
- spontaneous connection,
- and the existing atmosphere.

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2. Keep Administration at Rockview

Extremely strong consensus.

Residents repeatedly favored:

- modernizing Rockview,
- consolidating administration there,
- and keeping resident activity areas resident-focused.

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3. Preserve Historic Character

Residents consistently support:

- modernization WITH preservation,
- not replacement or overbuilding.

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4. Improve Accessibility

Strong support existed for:

- elevators,
- ADA improvements,

- safer navigation,
- and aging-friendly access.

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5. Maintain the Library and Community Spaces

Residents feel emotionally connected to:

- the library,
- Fireside Room,
- Redwood Room,
- computer center,
- and multipurpose rooms.

MOST COMMON CONCERNS

1. Parking

This was the single most repeated operational concern.

Residents consistently fear:

- insufficient parking,
- employee parking conflicts,
- traffic congestion,
- and reduced accessibility.

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2. Administrative Expansion Into Gateway

Strong opposition emerged across nearly all batches.

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3. Cost and Financial Burden

Residents repeatedly questioned:

- affordability,

- project scope,
- long-term impacts,
- and prioritization.

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4. Loss of Community Identity

Many residents fear:

- institutionalization,
- over-commercialization,
- and losing Rossmoor's social culture.

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5. Construction Disruption

Residents worry about:

- displacement,
- meeting interruptions,
- and loss of programming during construction.

OVERALL CONSOLIDATED FINDINGS

Residents generally support:

- Dollar House renovation,
- accessibility improvements,
- seismic and HVAC upgrades,
- preserving historic architecture,
- modernizing thoughtfully,
- and renovating Rockview for administration.

Residents generally oppose:

- major administrative consolidation at Gateway,
- turning Gateway into a business center,
- moving the library,
- reducing resident-centered spaces,
- worsening parking,
- and overly ambitious redevelopment.

STRONGEST OVERALL COMMUNITY DIRECTION

The clearest community-supported direction emerging from the surveys appears to be:

✓ Preserve Gateway primarily as a resident-centered social and community hub

✓ Renovate and modernize Dollar House carefully while preserving its character

✓ Consolidate or modernize administration at Rockview

✓ Preserve the library, Fireside Room, Redwood Room, and community gathering spaces

✓ Improve accessibility and infrastructure

✓ Avoid overdevelopment, excessive administration at Gateway, and parking impacts

The surveys reveal a community that values:

- connection,
- social interaction,
- history,
- practicality,
- and resident-centered design above administrative convenience.