Student Housing Communications with Parks Residents: 2009 - 2014

Student Housing began notifying residents of Orchard and Solano Park about the closure and future of The Parks in 2009. Multiple methods have been used to get the information out to the community. The following information is a summary of the communication that has taken place over the past five years.

Mailed Letters & Email Correspondence

Mailed letters and email correspondence has been one of the most common communications to the residents of the Parks community. Below is a list of information regarding the closure since 2009:

- **May 8, 2009**: Rate increase letter announced plans to redevelop Orchard and Solano Park.
- **March 1, 2010**: Rate increase letter mentioned plans to redevelop Orchard and Solano Park.
- **April 20, 2011**: Rate increase letter mentioned that there are plans to redevelop Orchard and Solano Park.
- **January 2012**: Information was adding to the application for new leaseholders that Orchard Park was closing in July 2014 at the beginning of 2012.
- **January 31, 2012**: Email was sent to all Orchard and Solano Park residents regarding the closure and future of the projects.
- **April 2, 2012**: Rate increase letter shared information about redevelopment of Orchard Park.
- **November 13, 2012**: Email reminder was sent to all Orchard Park residents regarding the closure and transferring to an apartment at Solano Park.
- **February 12, 2013** – Email advertising the Graduate Student Family Focus Group.
- **March 18, 2013**: Budget meeting reminder sent. Budget meeting was held in both complexes on April 4, 2013.
- **April 1, 2013**: Lease renewal email indicated that leases would only be renewed for one year and to contact Student Housing for Housing resources.
- **April 5, 2013**: Annual rent increase letter sent, outlining closure and increase of 3%.
- **April 18, 2013**: Email sent to all Orchard Park residents with a closure update.
• April 18, 2013: Orchard Park waitlist was emailed about the closure and they were asked to consider applying for housing at Solano Park.
• May 10, 2013: Email to all Orchard Park residents about transfer policy to Solano Park and status of available apartments.
• May 31, 2013: REVISED rate letter was sent with new rate reduced to 2%.
• August 1, 2013: Email to all Orchard Park residents about transfer policy to Solano Park and status of available apartments.
• December 13, 2013: Email regarding Town Hall Meeting on January 11, 2014.
• January 7, 2014: Reminder email about town hall meeting.
• January 10, 2014: Email sent to Orchard Park residents regarding availability of 2 bedroom units in Solano Park.
• January 15, 2014: Email to remaining 75 Orchard Park residents regarding their housing plans with moving resources included.
• January 21, 2014: Email sent about January 24, 2014 Town Hall Meeting.
• March 5, 2014: Email sent about February 28 Communication regarding Orchard Park Redevelopment.
• March 7, 2014: Email sent about upcoming Parks Redevelopment Information Session.

Additional content is available upon request.

**Community Newsletter**

The Parks Messenger is a monthly newsletter published every month with information regarding community, campus, and academic news, lists upcoming events, and features articles on a variety of topics. Student Housing has used the Parks Messenger to help disseminate information to the community regarding the closure of the Parks. Copies of the Parks Messenger can be found on the Student Housing website. Below is a list highlighting the information that has been included in the newsletter:

• February 2012: Parks Messenger article regarding the future of the Parks.
• April 2012: Parks Messenger article regarding changes in the process for requesting a transfer.
• March 2013: Parks Messenger article regarding lease renewal and closure of Orchard Park in 2014. Second article regarding the process for requesting a transfer.
• April 2013: Park Messenger articles regarding closure of Orchard Park and process for requesting a transfer.
• May 2013 – Current: Park Messenger article each month regarding the process for requesting a transfer to Solano Park.
Student Housing Website

Student Housing has also used the housing website to communicate information and store documents related to living at The Parks and the closure. Below is a list of notable changes:

- **January 2012**: (This) webpage, "Important Information for Orchard Park and Solano Park Residents", added to Student Housing website regarding important information for Parks residents.
- **February 22, 2012**: New Transfer Application posted on website noting that transfers can occur any time of year.
- **May 9, 2013**: New Parks Application posted to website; no longer accepting applications for Orchard Park and information included about Solano Park closing in July 2016.
- **January 13, 2014**: Parks Closure Resources were posted to the website with moving and housing services.
- **February 25, 2014**: Revise (this) webpage, "Important Information for Orchard Park and Solano Park Residents", to more clearly present and summarize all communication with Parks residents, renamed "Communication with Orchard Park and Solano Park Residents".

Open Forums

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Surveys
Student Housing has also conducted a number of surveys of our graduate and student family population. The information collected has been used to help make decisions regarding housing offered on campus. Below is a list of surveys Student Housing has put together or assisted in collecting:

- **January 2012**: Graduate Student Apartment Survey - Collected information regarding amenities and housing costs graduate students want. 355 Respondents.
- **October 2012**: UC Davis Student Housing: Graduate Student and Family Housing – Collected information about income and rent paid. 1255 Respondents.
- **September 2013**: Family and Graduate Student Housing Survey – Collected information regarding amenities and housing costs student families and graduate students look for. 77 Respondents.
- **January 2014**: Danter Student Family and Graduate Student Housing Survey – Still in progress.