

HOUSING

APARTMENT
INNOVATION SURVEY
-
RAW RESULTS

CONDUCTED FROM MAY 28 THROUGH JUNE 17, 2020

416 RESPONSES / 1,635 COMMENTS



Ankrom Moisan

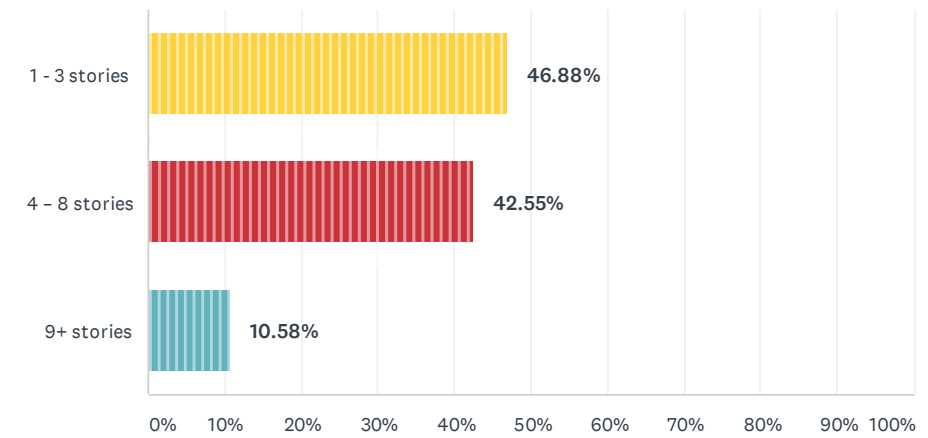
What city or town do you live in?

Answered: 401 Skipped: 15

Most respondents live in Portland metro, followed by Seattle and San Francisco

What size of building do you live in?

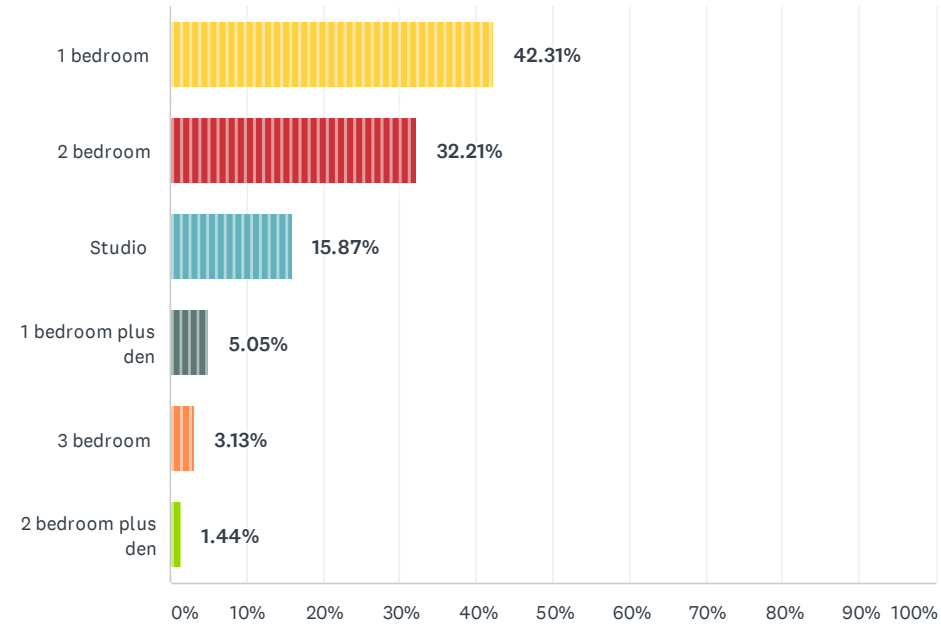
Answered: 416 Skipped: 0



ANSWER CHOICES	RESPONSES	
1 - 3 stories	46.88%	195
4 - 8 stories	42.55%	177
9+ stories	10.58%	44
Total Respondents: 416		

What size of unit do you live in?

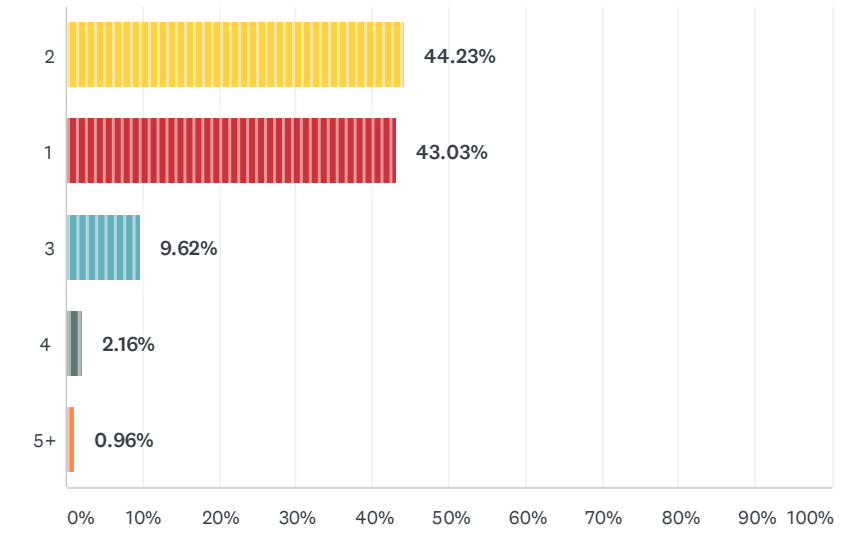
Answered: 416 Skipped: 0



ANSWER CHOICES	RESPONSES	
1 bedroom	42.31%	176
2 bedroom	32.21%	134
Studio	15.87%	66
1 bedroom plus den	5.05%	21
3 bedroom	3.13%	13
2 bedroom plus den	1.44%	6
Total Respondents: 416		

How many people live in your apartment?

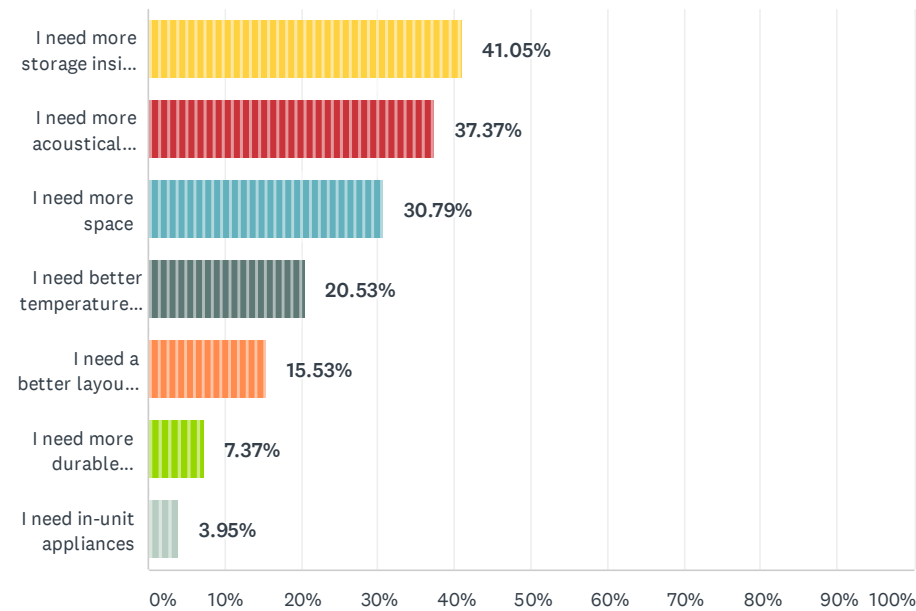
Answered: 416 Skipped: 0



ANSWER CHOICES	RESPONSES	
2	44.23%	184
1	43.03%	179
3	9.62%	40
4	2.16%	9
5+	0.96%	4
Total Respondents: 416		

What has been the biggest challenge in relation to the design of your unit during this time? Choose up to 2 options.

Answered: 380 Skipped: 36



ANSWER CHOICES	RESPONSES	
I need more storage inside the unit	41.05%	156
I need more acoustical privacy	37.37%	142
I need more space	30.79%	117
I need better temperature control	20.53%	78
I need a better layout of the space	15.53%	59
I need more durable finishes	7.37%	28
I need in-unit appliances	3.95%	15
Total Respondents: 380		

Biggest needs in unit design: storage, acoustical privacy, and more space

109 COMMENTS ELABORATED ON THE FOLLOWING, IN ORDER OF PREVALENCE:

1. BETTER/PRIVATE OUTDOOR SPACE
2. ACOUSTICAL PRIVACY BETWEEN UNITS
3. BETTER TEMPERATURE CONTROL, ACCESS TO AIR AND LIGHT, AND LAYOUT OF SPACE

“Upstairs and downstairs neighbors—side-to-side neighbors are great; can’t hear anything. But you can hear a LOT from the people above and below.”

“ More outdoor space; if all units could have a balcony and also screens on the windows. Also, it would be preferable if the windows opened more than they do.”

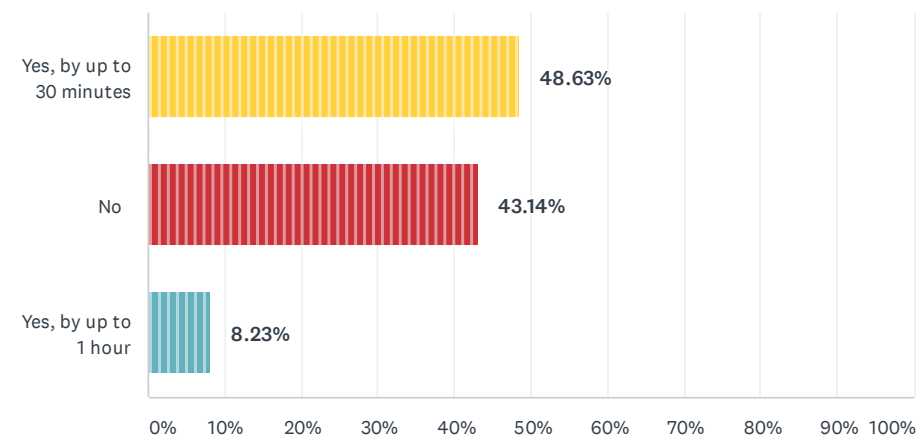
“Need more versatile spaces and space arrangements—spaces doubling as work spaces, education spaces, play spaces, rest spaces—and considering the adjacency of those spaces.”

“Better use of the space; i.e. they added a small built-in desk in the entryway. I would have much rather decided myself how to use that space.”

“I need more connection to the outside (balcony/more operable window).”

Would you be willing to have a longer commute to your workplace if you are able to work from home some of the time? Pick one:

Answered: 401 Skipped: 15



ANSWER CHOICES	RESPONSES	
Yes, by up to 30 minutes	48.63%	195
No	43.14%	173
Yes, by up to 1 hour	8.23%	33
Total Respondents: 401		

A longer commute time is okay, but...

52 RESPONDENTS COMMENTED

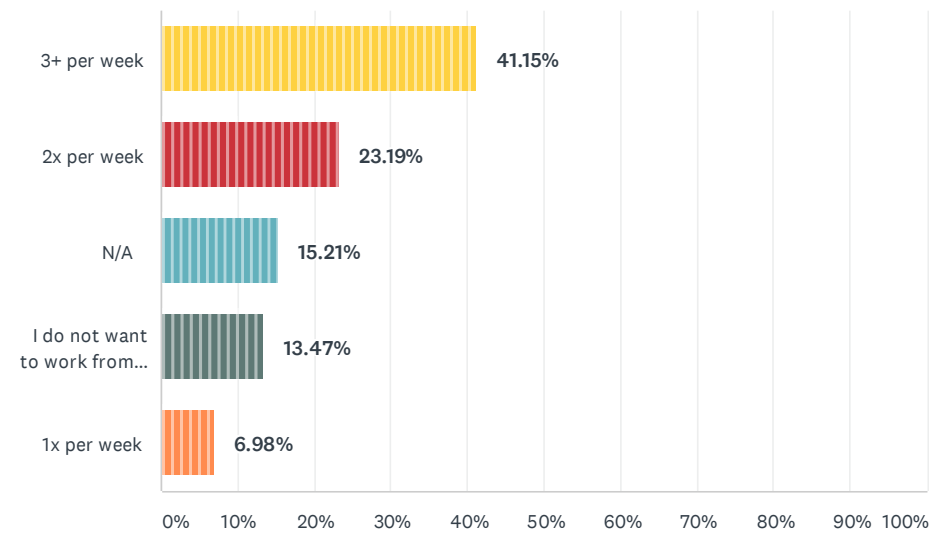
- 17% OF COMMENTERS ARE OKAY WITH A LONGER COMMUTE TIME IF THEY WORK FROM HOME 2-3 DAYS A WEEK AND/OR IF CHILDCARE IS CLOSE TO WORK OR HOME
- 23% OF COMMENTERS CANNOT WORK FROM HOME DUE TO THE NATURE OF THEIR JOB
- 17% ALREADY WORK FROM HOME

“As long as it’s accessible to mass transit.”

“Longer commute would be acceptable if daycare/school commute for kids is short [or] close to home. Longer commutes would be more acceptable if work from home was the majority.”

If permitted, do you prefer to continue working from home long term?
Pick one:

Answered: 401 Skipped: 15



ANSWER CHOICES	RESPONSES	
3+ per week	41.15%	165
2x per week	23.19%	93
N/A	15.21%	61
I do not want to work from home	13.47%	54
1x per week	6.98%	28
Total Respondents: 401		

Most prefer to work from home 3+ days per week, if they are able

109 COMMENTS ELABORATED ON THE FOLLOWING, IN ORDER OF PREVALENCE:

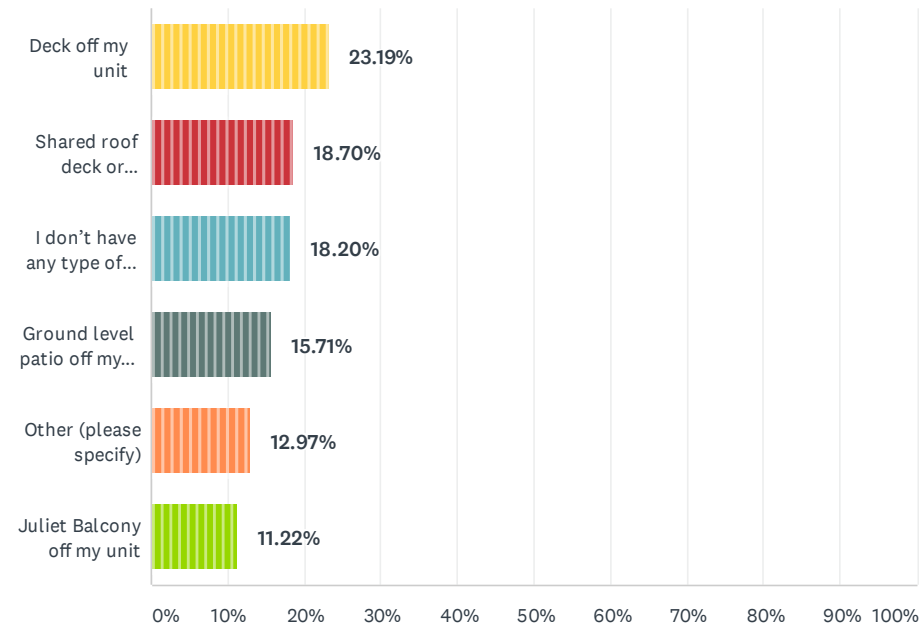
1. BETTER/PRIVATE OUTDOOR SPACE
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“Once I have a house I do want to work from home. 2 people working from home in a tiny apartment isn’t my preference.”

“I have less distractions and interruptions working at home. I think my team is communicating well, and collaborating. The biggest drawback in the lack of sense of office culture/community by being isolated at home. However, part-time in the office could still achieve that.”

Please tell us what type of outdoor space you use the most. Pick one:

Answered: 401 Skipped: 15



ANSWER CHOICES	RESPONSES	
Deck off my unit	23.19%	93
Shared roof deck or courtyard	18.70%	75
I don't have any type of outdoor space	18.20%	73
Ground level patio off my unit	15.71%	63
Other (please specify)	12.97%	52
Juliet Balcony off my unit	11.22%	45
TOTAL		401

Private deck is most widely used and desired space

52 RESPONDENTS COMMENTED

- MOST COMMON SPACES HAVE BEEN CLOSED DURING THE PANDEMIC

“Personal balcony and I love it!”

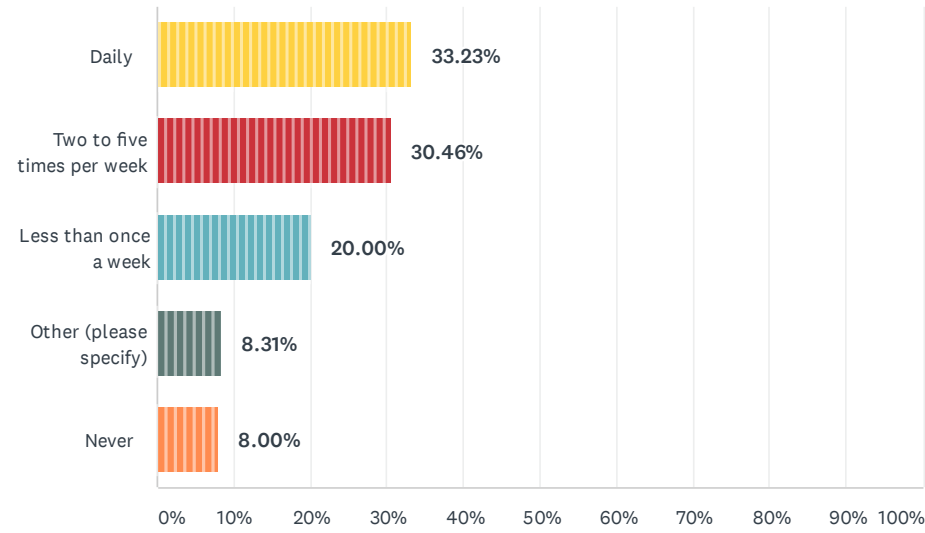
“I have a Juliet balcony but I don't even remotely consider that outdoor space. I don't keep them open because I don't want any crows or bugs in my apartment.”

“I really wish we had outdoor space right now. I have children and with the roof deck closed, getting outside is challenging. A deck would be a great add.”

“There is a courtyard, but I don't use it. Too public of a space to sit and enjoy being outside. An intentional small patio for a chair outside my door would help.”

Describe how often you use that outdoor space? Pick one:

Answered: 325 Skipped: 91



ANSWER CHOICES	RESPONSES	
Daily	33.23%	108
Two to five times per week	30.46%	99
Less than once a week	20.00%	65
Other (please specify)	8.31%	27
Never	8.00%	26
Total Respondents: 325		

Those who have access use their outdoor space daily

27 RESPONDENTS COMMENTED

- MOST COMMON AREAS/AMENITIES, INCLUDING ROOF DECKS, HAVE BEEN CLOSED DURING THE PANDEMIC
- RENTERS WANT A COVERED PATIO OR DECK

“Hardly use during summer months. No shade in my area of patio.”

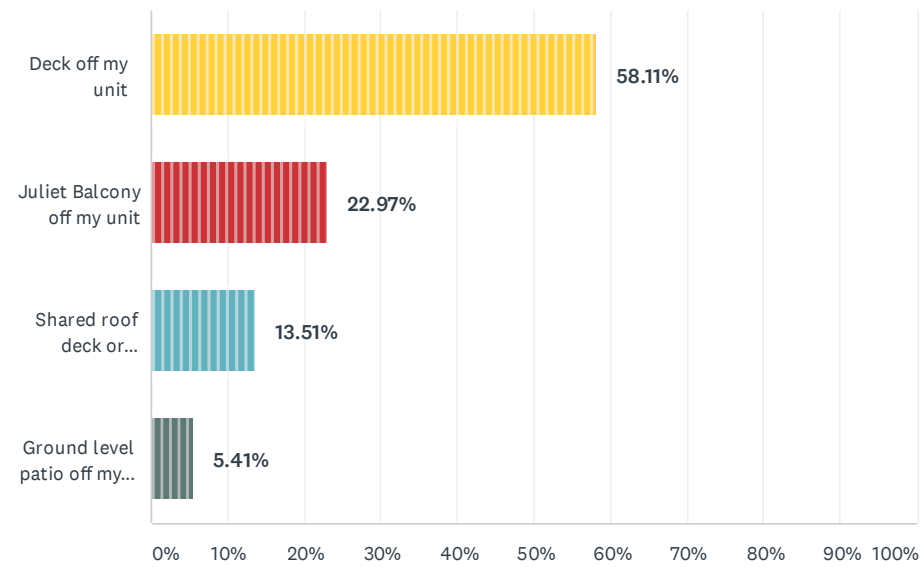
”Before the rooftop was closed, we used the space multiple times per week.”

“We don’t really get to use our balcony because it’s not covered.”

“Right now my roof top is closed due to COVID. Prior to COVID, in the summer, we used 3-5 times per week. Because it doesn’t have a covered area, however, it is hard to use during the rainy season.”

Please tell us what type of outdoor space you want the most. Pick one:

Answered: 74 Skipped: 342

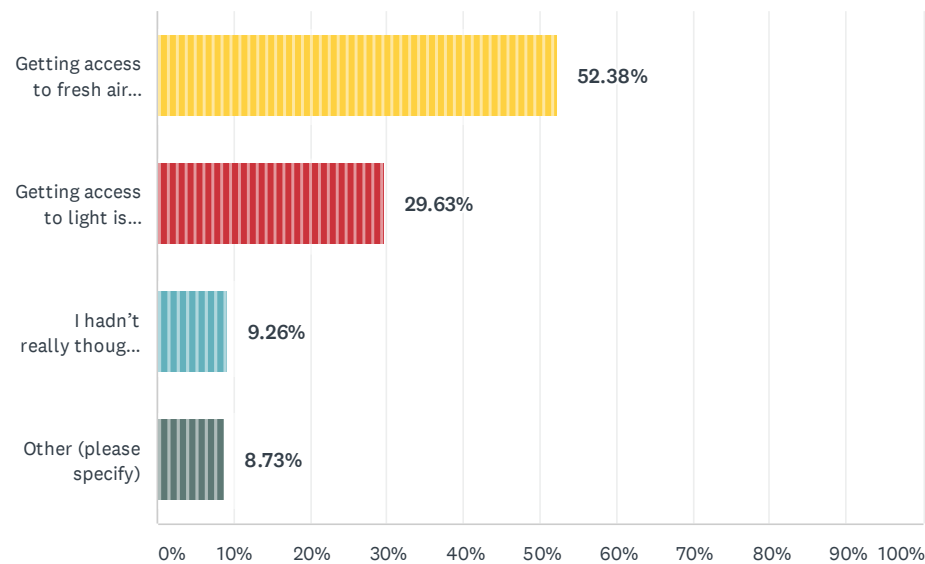


ANSWER CHOICES	RESPONSES	
Deck off my unit	58.11%	43
Juliet Balcony off my unit	22.97%	17
Shared roof deck or courtyard	13.51%	10
Ground level patio off my unit	5.41%	4
Total Respondents: 74		

Most want private outdoor space

Since the pandemic began what do you feel is most important in regard to light and fresh air? Pick one:

Answered: 378 Skipped: 38



ANSWER CHOICES	RESPONSES	
Getting access to fresh air is most important	52.38%	198
Getting access to light is most important	29.63%	112
I hadn't really thought about it	9.26%	35
Other (please specify)	8.73%	33
Total Respondents: 378		

Operable windows are highly valued and desired

33 RESPONDENTS COMMENTED

- MOST COMMENTERS WANT BOTH AMPLE LIGHT AND BETTER ACCESS TO FRESH AIR THROUGH OPERABLE WINDOWS AND PRIVATE DECKS

“Both are important—also important is the ability to see and interact with others at a distance.”

“Both fresh air and light; I couldn't manage without either.”

“Light AND fresh air are important—no one should have to choose between those two. And to the point of fresh air, screens on the windows would be nice. Having mosquitos chomp me in my own apartment isn't awesome.”

“Both light and air. I live in a corner unit with floor to ceiling windows that I am grateful every day. Air flow could be better, however.”

What built-in modifications to your unit would make you comfortable due to this pandemic experience?

Answered: 277 Skipped:139



Thermal comfort, access to outdoors, air and light, and dedicated workspace are top comfort factors

277 RESPONDENTS COMMENTED ON:

1. THERMAL COMFORT
2. PRIVATE OUTDOOR SPACE
3. BETTER ACCESS TO LIGHT/AIR
4. DEDICATED WORKSPACE
5. ACOUSTICAL SEPARATION

“Air conditioning or central heating/cooling—lack of air movement in a small unit feels very uncomfortable for long periods of time.”

”Personal balcony [for] access to outdoors safely.”

”Improved windows/walls/ceiling to reduce noise from landscapers and neighbors.”

”Built-in shelving would be helpful. Putting bookshelves and shelving all around the apartment has made the living space even smaller.”

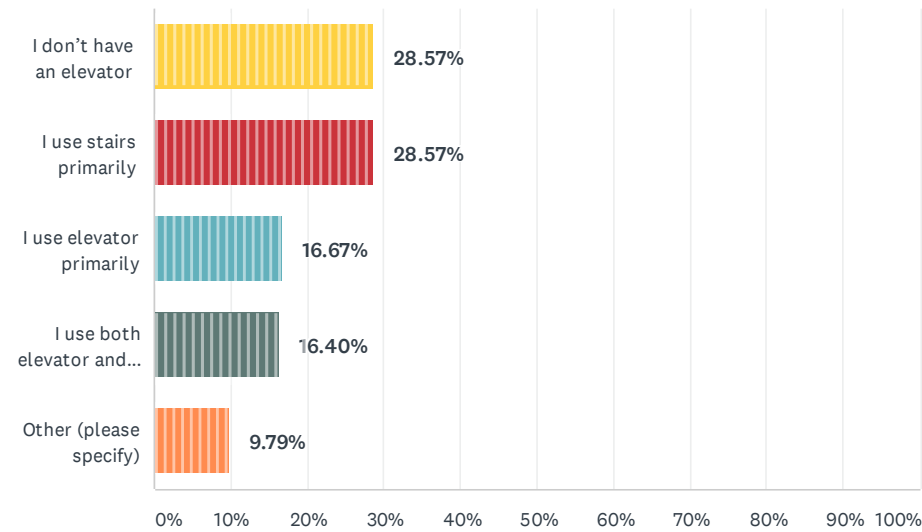
“A retractable wall or other way to separate work space from living space. Corner desk that folds down for use or an office alcove.”

“‘Bedroom’ doesn’t get enough natural light. Window doesn’t have screen or open full all the way.*”

**Many commenters were bothered by no screens on their windows*

Has your elevator and stair use changed due to the pandemic?
Pick one:

Answered: 378 Skipped: 38



ANSWER CHOICES	RESPONSES	
I don't have an elevator	28.57%	108
I use stairs primarily	28.57%	108
I use elevator primarily	16.67%	63
I use both elevator and stairs somewhat equally	16.40%	62
Other (please specify)	9.79%	37
Total Respondents: 378		

Majority of respondents use stairs or do not have an elevator

37 COMMENTS

“No, my usage habits haven’t changed. Still about 85% stairs, 15% elevator.”

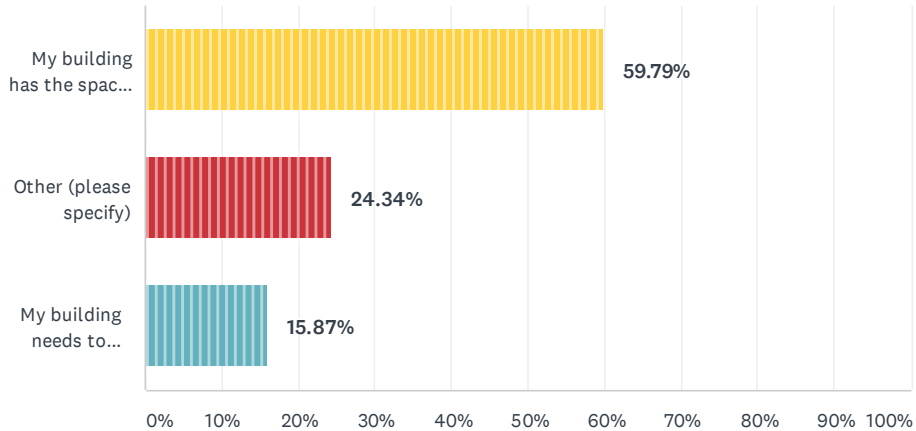
“Elevator mainly. Beginning of COVID, [I] used stairs so wouldn’t [need to] share elevator. Now everyone knows only 1 person/household in the elevator at once. Using my foot to push the elevator button and the ADA button at the door.”

“I try to use the stairs more since I have reduced physical activity to almost zero on some days.”

“My use hasn’t changed; I always used the stairs primarily.”

Please share how your building has managed the increased deliveries due to the pandemic? Pick one:

Answered: 378 Skipped: 38



ANSWER CHOICES	RESPONSES
My building has the space to handle the increased deliveries very well.	59.79% 226
Other (please specify)	24.34% 92
My building needs to increase space to handle deliveries (please explain)	15.87% 60
Total Respondents: 378	

Most reported ample space for deliveries

92 RESPONDENTS COMMENTED

- MANY COMMENTERS FELT SPACE ALLOCATION FOR DELIVERIES WAS SUFFICIENT BUT REPORTED PROBLEMS WITH DELIVERY OPERATIONS
- MANY REPORTED BROKEN PACKAGE LOCKERS

“We don’t have enough locker space for deliveries, so some packages are being left on the ground.”

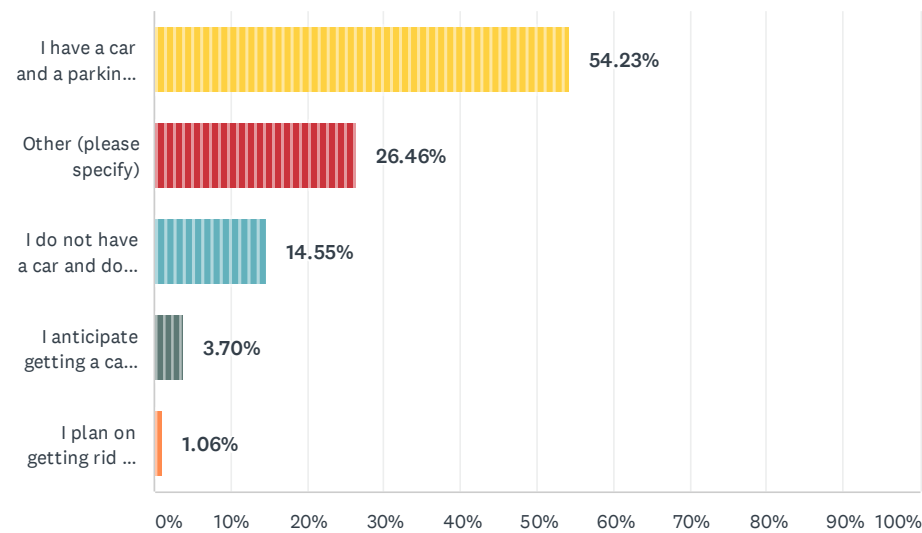
”It gets a little congested because of the huge increase of packages. But normally the space was adequate.”

“No system in place—packages are left outside unit doors.”

“Building needs to increase space to handle delivers. All packages go to the leasing office.”

Have your thoughts changed about your access and use of purchased parking spaces? Pick one:

Answered: 378 Skipped: 38



ANSWER CHOICES	RESPONSES	
I have a car and a parking space and I plan on keeping it	54.23%	205
Other (please specify)	26.46%	100
I do not have a car and don't anticipate getting one	14.55%	55
I anticipate getting a car and will need a parking space	3.70%	14
I plan on getting rid of my car	1.06%	4
Total Respondents: 378		

Most intend to keep a car and parking space

100 RESPONDENTS COMMENTED

- 65 PARK ON STREET OR FREE SPACE
- 10 SAID PARKING WAS TOO EXPENSIVE

“I have a car but I only use it sparingly, so I park on the street. It’s not worth spending the money on a parking spot.”

“I have a car, but parking is WAY too expensive in the building. It’s cheaper for me to get 3 tickets a month from street parking.”

“Free parking is far more limited, but I cannot fathom paying to park when rent is already so high.”

“I have a car but am using a temporary permit for street parking. Parking space is limited and too expensive. I would consider renting a space if it were less expensive. The limited access to parking does not influence me on considering to sell my car. If the city stops offering a free temporary permit but I am still working for home, I’m more likely to park my car in another neighborhood.”

What has been the biggest change in your use of your unit or the building since the pandemic?

Answered: 299 Skipped: 117



Work from home, increased use of outdoor space, and closed amenities are biggest changes (and burdens)

299 RESPONDENTS COMMENTED

- SEVERAL REPORTED NEIGHBORHOOD SAFETY CONCERNS AND TOO MUCH NOISE FROM NEIGHBORS
- MANY REPORTED INCREASED CLEANING AND KITCHEN USE
- PEOPLE ARE DISAPPOINTED ABOUT NOT HAVING ACCESS TO AMENITIES

“Using my kitchen island as a desk as well as food prep. In the past, I could move to the conference rooms or coffee bar downstairs to work. Public spaces in the building have been closed during the pandemic. Also roof deck access is restricted so the public park has become more used.”

“The use of my patio is #1. It really helps keep my sanity.”

“Using my living room as an office space and trying to keep a bit of separation between the two is hard. I also go out onto my deck more than I used to and have put more effort into making that space nicer.”

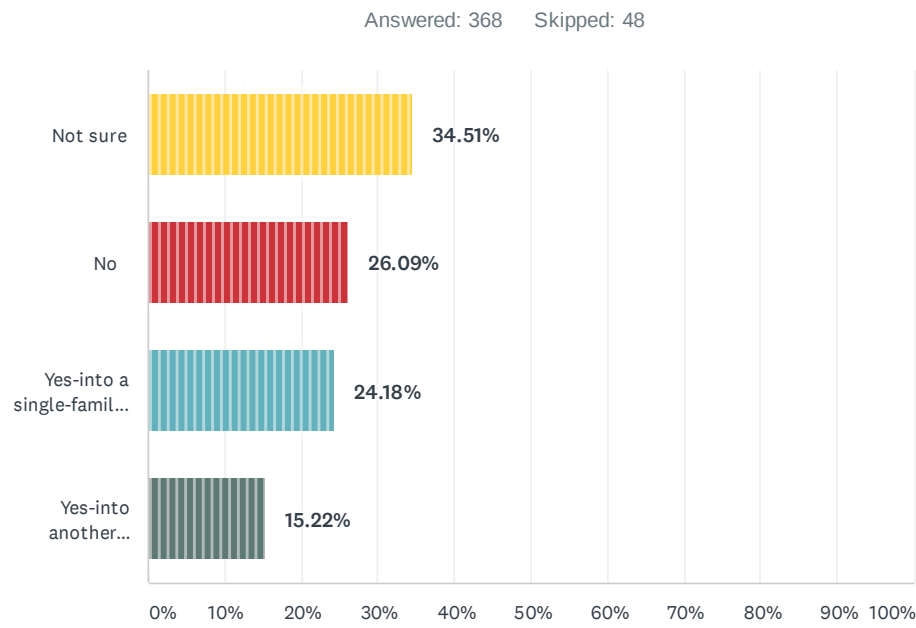
“Home office in the living room and cooking more.”

“Creating livable space for work, exercise, and relaxation.”

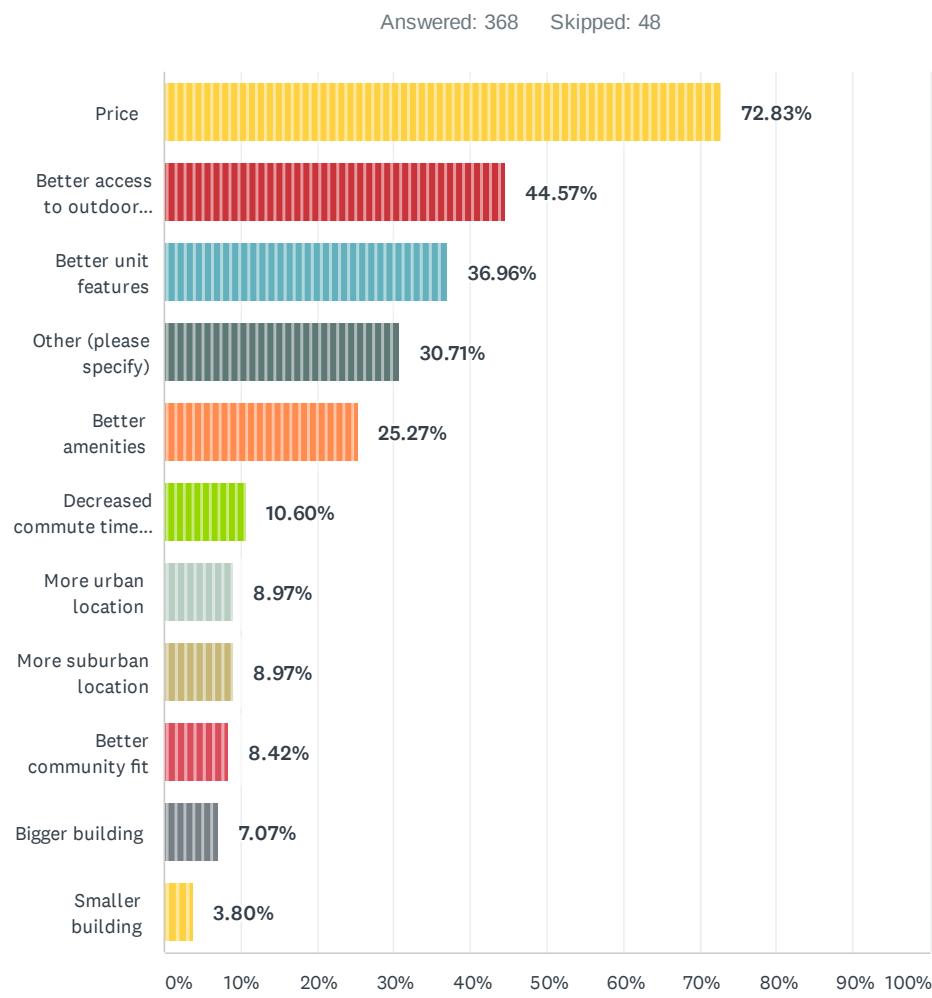
“The lack of windows has been a challenge. A bank of windows along one wall and they barely even open. Barely counts as ventilation let alone fresh air/breeze. I’ve had to take the limiters off to allow the window to swing open all the way.”

“At home more, stuck inside, [with] no access to building outdoor space or amenities such as the fitness room.”

Are you considering moving in the next 6-12 months? Pick one:



Please identify your top 3 priorities in choosing your next apartment.



In choosing their next apartment, most commenters prioritize space and privacy

113 RESPONDENTS COMMENTED

- MANY PLAN TO MOVE TO A HOUSE OR SOMEWHERE WITH MORE SPACE AND PRIVATE OUTDOOR SPACE

“Next place will be a house with a back yard.”

“A balcony and better acoustical separation.”

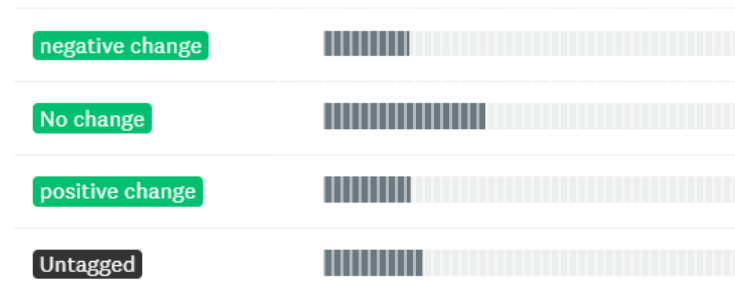
“Bigger and better distributed unit and access to private outdoor space.”

“Ready to look into renting or buying a house with back yard. This whole thing has made us really want an easily accessible outdoor space, along with just being in control of our own utilities.”

“I would pay attention more to the HVAC units—how they noisy they are and where they are placed, as the ones in my current unit waste a lot of limited floor space and are quite noisy & inefficient.”

How have your expectations of community & connection in a multifamily apartment setting changed since the pandemic? Please explain:

Answered: 228 Skipped: 188



Most reported no change in expectations for community and connection

228 RESPONDENTS COMMENTED

- LACK OF ACCESS TO AMENITY SPACES MAKES MANY FEEL ISOLATED FROM COMMUNITY

“Disappointed to see how the building has restricted us. Less communal amenity space and more private outdoor space like decks. Making friends in apartment buildings just got a lot harder.”

“I’ve realized how important it is for me to have some sort of outside space. It’s helpful to take in some fresh air, but also helpful mentally to see other people passing by or in their own spaces.”

“My work/life balance has become more fluid, as have my neighbors’. We are certainly more present and noticeable of others and our impact on them.”

”Living in a studio alone, during a pandemic, left me feeling isolated and alone. The next apartment I live in will have a yard or patio I can use so I can more freely be outside and engage with the public easier.”

“Very isolated without access to gather in community spaces.”

“If anything I feel it’s somewhat stronger.. We are in this together.”

Is there anything additional about apartment design that you would like to share?

Answered: 185 Skipped:231



Most commenters want better apartment layouts

185 RESPONDENTS COMMENTED ON, IN ORDER OF PREVALENCE:

1. BETTER LAYOUT
2. ACCESS TO LIGHT AND AIR
3. BETTER OUTDOOR SPACE
4. ACOUSTICAL PRIVACY

“The open one bedrooms are appealing to someone on a budget who won’t be home very much. They are not conducive for those WFH nor even having guests over. Having lived in one for 2-3 years, I won’t live in one again. Lack of storage and real closets is also challenging. I’ve toured several newer apartment buildings and none of them have had adequate storage, which promoted me to look for single family home instead.”

“I want better windows; the poor quality and performance of my current aluminum windows are making me cold in the winter and hot in the summer. [I] can’t do much about the rest of the building, but putting in high performance windows is possible and recommended.”

“ Even a small outdoor space directly accessible from inside the unit is very desired. I technically live in a condo, and when buying, I didn’t think about this much as a deal-breaker. Now, I am regretting not realizing how much I long for at least a small balcony, because I’m more fearful lately to go on the streets alone after being approached more often and feel unsafe.”

“Anything to reduce or better yet eliminate normal living noises between floors would be a huge improvement.”

“We need more storage—smaller units should be treated like tiny homes (lots of clever built-in storage and space-saving design).”

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HOUSING

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Let's get to work.

PORTLAND

Isaac Johnson
isaacj@ankrommoisan.com
(503) 977-5274

SEATTLE

David Kelley
davidk@ankrommoisan.com
(206) 576-1632

SAN FRANCISCO

Travis Throckmorton
travist@ankrommoisan.com
(415) 767-2047