

# Building Mixed-Income Communities: Jazz on the Boulevard Case Study

## RESEARCH HIGHLIGHTS

NUMBER FIVE

### EARLY RESIDENT EXPERIENCES: GENERAL SATISFACTION



Overall, most Jazz residents seem generally pleased with the new development and have a positive outlook on their residence. We asked for residents' feedback on issues such as unit design and construction, safety, property management, and neighborhood retail and amenities. While they expressed some concerns regarding the design and construction of their units, residents are largely satisfied with their apartments and townhomes. Residents across all income categories share concerns about safety and security at Jazz and in the greater neighborhood.

#### Initial general satisfaction with Jazz

Most residents expressed high overall levels of satisfaction with their apartments and townhomes in the new development. The former public housing residents we spoke to were particularly excited about their units. They especially liked being in a brand-new unit and part of a newly designed development.

#### Initial dissatisfaction with Jazz

The strongest concerns expressed across all resident categories about the units were size-related issues: bedrooms that were too small, lack of storage space, garages that were too small. We also heard concerns

#### KEY FINDING

**One of the biggest concerns shared by most residents is the lack of local businesses.**

*"No place to shop. No decent neighborhood stores. Everywhere you go, you have to drive if you have to go to the store."*—subsidized renter

from a number of respondents about the walls being too thin and failing to block the noise from neighbors' apartments.

There were also a number of concerns about minor construction issues with items like the carpet, cabinets, and drawers that had to be rectified post-occupancy.

#### Study Overview

THE JAZZ ON THE BOULEVARD CASE STUDY IS DOCUMENTING A NEW MIXED-INCOME DEVELOPMENT ON THE SOUTH SIDE OF CHICAGO BEING BUILT AS PART OF THE CHICAGO HOUSING AUTHORITY (CHA) PLAN FOR TRANSFORMATION.

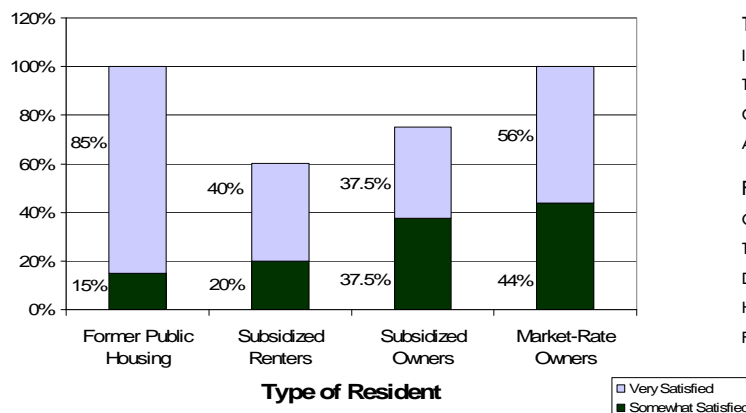
THE DEVELOPMENT TEAM AT JAZZ IS A PARTNERSHIP BETWEEN THE THRUSS COMPANY, HEARTLAND HOUSING AND GRANITE DEVELOPMENT. THE SERVICE PROVIDER IS HEARTLAND HUMAN CARE SERVICES.

TO-DATE, IN-DEPTH INTERVIEWS HAVE BEEN CONDUCTED WITH 46 RESIDENTS OF ALL INCOME LEVELS AT THE DEVELOPMENT, REPRESENTING ALMOST HALF OF THE CURRENT POPULATION, AS WELL AS 69 PUBLIC HOUSING RESIDENTS WHO HAD EXPRESSED INTEREST IN MOVING TO A MIXED-INCOME DEVELOPMENT BUT DID NOT MOVE TO JAZZ.

THE CASE STUDY ALSO INCLUDES INTERVIEWS WITH DEVELOPMENT TEAMS AND THEIR PARTNERS AND OBSERVATIONS OF MEETINGS AND COMMUNITY ACTIVITIES.

FOR PAPERS AND MORE BACKGROUND INFORMATION ABOUT THIS AND OTHER MIXED-INCOME DEVELOPMENT STUDIES, GO TO [HTTP://MSASS.CASE.EDU/FACULTY/MJOSEPH/INDEX.HTML](http://msass.case.edu/faculty/mjoseph/index.html)

**Overall Resident Satisfaction with Development**  
Somewhat Satisfied and Very Satisfied Residents

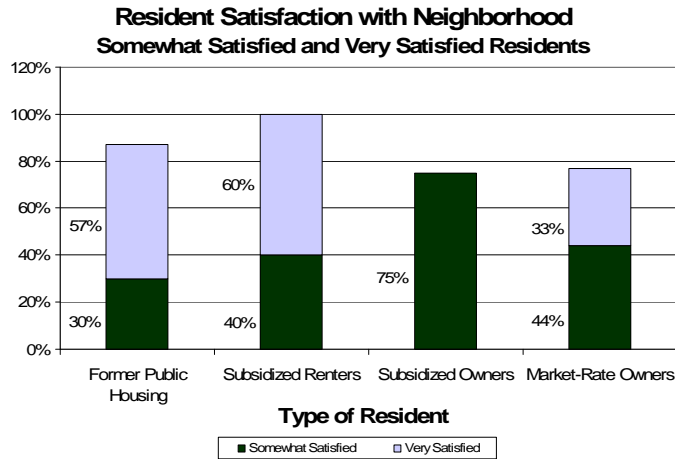


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## Neighborhood satisfaction

“You know people are always like sitting out there (on Drexel Boulevard), just sitting doing nothing. Like that’s fine. I mean, people are going to sit there. But still you never know, like what they’re sitting there for. Like where the person’s come from.” —

*Subsidized homeowner*



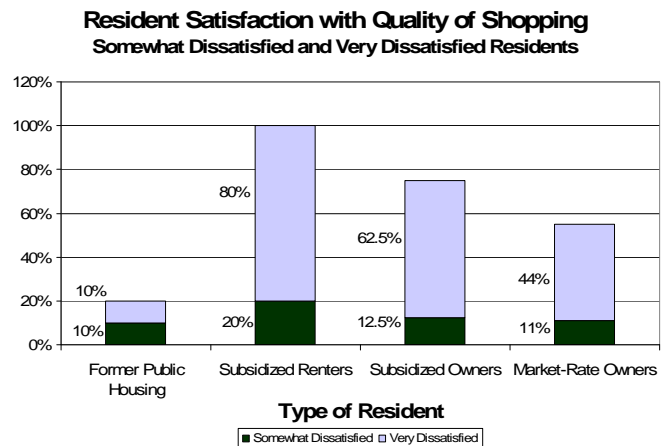
In terms of the development as a whole, homeowners are very pleased with the location and its proximity to the lake and to downtown Chicago.

Former public housing residents are satisfied with the development because of the sense of peace and quiet, and because they live around neighbors who respect the property of others.

## Neighborhood dissatisfaction

### Lack of retail

According to residents, the biggest limitation of the development is the lack of retail in the surrounding area. Residents, particularly homeowners, are anxious to see amenities like a quality grocery store, restaurants, a drycleaner, and a gas station opened nearby.



### Neighborhood appearance

Homeowners also expressed more dissatisfaction with the neighborhood appearance. Only 56% of market-rate homeowners and 63% of subsidized homeowners were satisfied with the neighborhood’s appearance, although over 80% of both subsidized renters and former public housing residents were satisfied.

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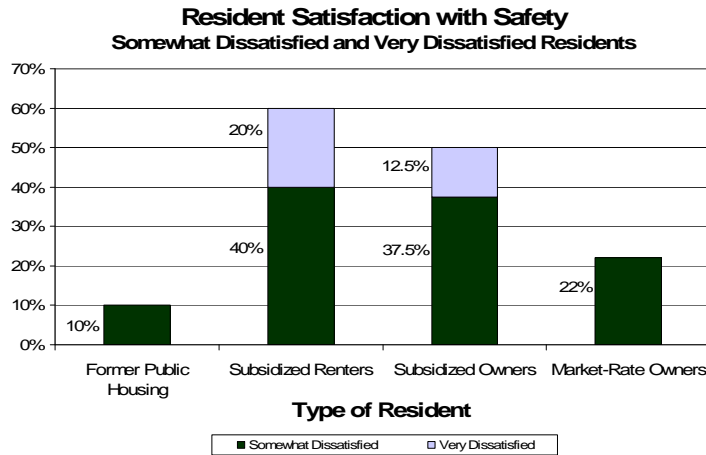
## Neighborhood dissatisfaction

### Safety

Residents across all categories share a common concern about safety and security in the development and the neighborhood. Higher income residents appear more concerned about the general area, while former public housing residents seem more concerned about the security of their units.

Compared to the concrete walls, steel doors, and elaborate door locks to which public housing residents were accustomed in the old developments, the doors, windows, and locks on Jazz units can seem less secure.

For those residents on the first floor with doors and yard areas that could be accessed directly from the street, these concerns were amplified. There have been at least two break-ins to apartments in the first year of development occupancy and this has fueled these concerns.



Several renters and homeowners complained about the loitering around the development and foot traffic through the development by non-residents.

While there has been some criminal activity around the development, the discomfort

**Residents across all categories share a common concern about safety and security in the development and the neighborhood.**

seems driven by the high levels of loitering rather than specific incidents.

However, while safety is a priority concern, it does not appear to be at a level that would cause residents to consider moving from the development. Some homeowners described themselves as savvy about being vigilant in an urban environment. Residents have been able to address safety issues in resident association meetings, including the formation by some residents of a neighborhood watch group.

## Acknowledgements

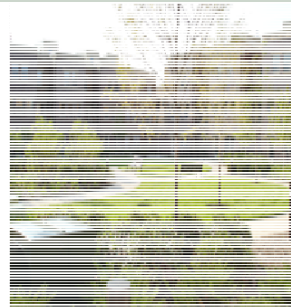
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We thank all of our interviewees and, above all, we are grateful to the public housing residents who gave us their trust and time in the midst of a challenging period of transition and uncertainty.

Special thanks to Rachel Boyle and Jennifer Joseph for design and production of this Highlights series.



### Research Highlights series

This Highlights series explores the early experiences of residents of all income levels who have moved into Jazz on the Boulevard:

1. Movers versus non-movers: Who are they?
2. The resident population at Jazz.
3. Understanding the choice to live at Jazz.
4. Resident perspectives on mixed-income development.
5. **Early resident experiences: General satisfaction.**
6. Early social relations at Jazz.

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