

Design Review Board c/o the Planning Department
1700 Convention Center Drive, 2nd Floor
Miami Beach, Florida 33139

Dear Miami Beach Design Review Board,

I have been a resident of Southgate Towers apartments for 24 years. I am also the Community Manager for the property. My job is to interact with Southgate residents every day and help make their experience living at Southgate Towers more comfortable and satisfying. I am writing to express my support for item **DRB24-1041, 900 West Avenue**.

This renovation project will create a more inviting arrival experience at our community by upgrading the canopy, fountain, signage and building entry. This work will complement renovations we plan to do in the lobby – which are part of a separate project – that will include a new package library and more interior community and co-working spaces.

These improvements are being made based on feedback we've received since AIR Communities purchased Southgate Towers in January 2023. With resident satisfaction being our #1 priority, we frequently ask our residents to complete surveys rating their experience living at Southgate and to provide comments on how we can do better. Since AIR Communities purchased the property, we have received nearly 1,200 completed resident satisfaction survey responses from Southgate residents. Our average customer satisfaction score since January 2023 is 4.35 out of 5, and YTD in 2024 it is 4.51 out of 5. While we are pleased with these results, several of our residents have requested upgrades to the main entrance, a more efficient package delivery system and more community spaces in the lobby area.

Keeping our residents happy is of utmost importance to us. For this reason, we are seeking to make these upgrades to the building. As a resident and as a Community Manager who is in constant communication with Southgate renters, I think these improvements will be a very nice addition to our community.

Sincerely,

A handwritten signature in black ink, appearing to read 'Saide Mlayes', with a long horizontal line extending to the right.

Saide Mlayes
Southgate resident
Community Manager, Southgate Towers Apartments
AIR Communities