

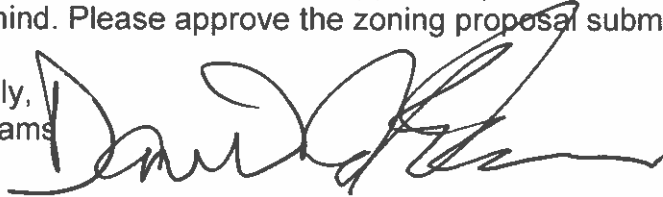
David Addams  
rdaddams@gmail.com

To Whom It May Concern,

I am writing to register my support for The Towers at Tower Lane's zoning proposal. As I understand it, this change would expand availability of access to affordable senior housing in the New Haven area. I am aware of this critical need as my mother recently moved into The Towers at 91 years old on a fixed income from social security and my late stepdad's pension.

Our search was quite extensive and, ultimately, Mom waited a year because there were so few quality options at her income level. As affordability is increasingly vital for low-income seniors, I believe that it is critical for a facility such as The Towers to receive support to provide its unparalleled opportunity for seniors to live in dignity and with peace of mind. Please approve the zoning proposal submitted by The Towers.

Respectfully,  
David Addams

A handwritten signature in black ink, appearing to read "David Addams", written over the typed name.



January 13, 2026

**Re: Letter of Support for The Towers – Tower Three Expansion**

To the Honorable Members of the Zoning Board:

I am writing on behalf of Casa Otoñal, Inc., a nonprofit organization dedicated to serving older adults through affordable housing, supportive services, and community-based care in New Haven. I write in strong support of The Towers' proposed Tower Three expansion and its housing-with-services model for seniors.

As a fellow provider serving an aging population, we understand firsthand the growing and urgent need for affordable senior housing that is paired with accessible support and care services. Too often, older adults are forced into impossible choices—between housing they can afford and care they genuinely need. The Towers has long demonstrated that these two should not be separated, and its model stands as a proven, responsible response to this reality.

The proposed expansion of Tower Three represents not just additional units, but expanded capacity to meet a need that is already present and increasing in New Haven. Adding 150 to 200 units of affordable senior housing with integrated services will allow more older adults to age with dignity, stability, and connection—while remaining rooted in the community they know.

From the perspective of a sister organization, we view The Towers as a valued partner in the broader ecosystem of senior housing and services. Expanding its campus strengthens—not strains—the city's ability to care for its older residents. It reflects thoughtful planning, long-term stewardship, and a commitment to meeting demographic realities with compassion and competence.

For these reasons, Casa Otoñal fully supports the zoning change requested for Tower Three. We respectfully urge the Board to look favorably upon this application and to recognize the essential role this expansion will play in meeting New Haven's current and future senior housing needs.

Thank you for your consideration and for your service to the City of New Haven.

Respectfully,

**Elmer Rivera Bello**

President & CEO

Casa Otoñal, Inc.

January 14, 2026

Board of Alders  
City of New Haven  
City Hall  
165 Church Street  
New Haven, CT 06510



Dear Board of Alders:

As CEO of the Area Agency of South Central Connecticut (AOASCC), I am well-aware of housing and service needs of older adults within the Greater New Haven area. The Towers at Tower Lane (The Towers) is an important partner -- offering a much-needed independent and assisted living setting and connections to services and supports.

AOASCC offers a range of services through our work as the Access Agency for Medicaid programs (e.g., CHCPE, PCA Waiver, MFP, CFC); through older Americans Act programs and state waivers, and by providing service navigation (designated by Connecticut's state budget) to help older adults access these and other programs. The Towers is a strong partner of ours as we collaborate to ensure that eligible residents at the Towers are connected to these services through AOASCC service navigators. Together we support each other's work, avoid duplication, and work hard to help empower seniors to be independent in the setting they choose, with the goal of helping them remain in the community as long as possible.

Given the limited availability of housing in our region, I fully support The Towers in their efforts to expand housing options for more seniors by building a third tower on their campus.

Please support their project by approving the zoning change requested. Thank you.

Sincerely,

Melissa Lang, DrPH, MPH, MPA, MA  
President and CEO  
Area Agency on Aging of South Central Connecticut (AOASCC)

# Yale SCHOOL OF ARCHITECTURE

15 January 2026

Gustave (Gus) Keach-Longo  
President/CEO  
The Towers at Tower Lane  
18 Tower Lane,  
New Haven CT 06519

## OFFICE OF THE DEAN

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New Haven CT 06520-8242  
T 203 432-2279  
F 203 432-7175  
architecture.yale.edu

*courier*  
180 York Street  
New Haven CT 06511

Dear Mr. Longo:

I write in support of proposed zoning changes to allow a substantial residential building to be built on the proposed site of the proposed "Tower 3" at The Towers at Tower Lane. I believe that such a building would be an appropriate urbanistic and architectural addition to the New Haven skyline.

In the spring of 1974 I drove into New Haven as a high school junior considering Yale as a place to study architecture. The very first impression of the city, coming off the I-95 connector, was the Roche/Dinkeloo Knights of Columbus building, and I remember asking my dad – who had lived in New Haven as a law student twenty years before – who was the architect, and what was the project? Of course, he had no idea, but I was immediately struck that the iconic tower marked the entrance to the city and that good building could be so important in this place.

I've been a New Haven resident and an architect almost continuously ever since I enrolled at Yale in 1975. A well-designed tall building on the opposite side of the Connector would be a perfect, urbanistic counterpoint to Knights of Columbus, and an appropriate "missing half" as a gateway to the city. I fully support the necessary zoning changes to make this happen, as it would be good for The Towers, good for our citizens, and good for the ever-increasing legacy of world-class building in New Haven.

Sincerely,



Phillip G. Bernstein FAIA RIBA NOMA LEED AP ©  
Deputy Dean and Professor in the Practice

# Thrive AT HOME WITH WHITNEY CENTER

January 15, 2026

Dear Members of the Zoning Committee,

I am writing in strong support of The Towers' zoning application for its proposed expansion, Tower Three, which would add approximately 150–200 residential units in New Haven. I submit this letter from the perspective of a social worker with 28 years of experience helping older adults and their families plan for housing, care, and long-term support as their needs evolve.

My career has been dedicated to working with seniors across Connecticut and collaborating with a wide range of aging services providers, including home- and community-based programs, assisted living, skilled nursing facilities, and Continuing Care Retirement Communities (CCRCs). This experience has given me a clear understanding of both the options that exist in our state and the significant gaps that remain.

One of the most urgent challenges facing older adults in New Haven and throughout Connecticut is the shortage of truly affordable housing that also offers access to services and supports. Connecticut is an expensive state in which to age, and many seniors live on fixed incomes that rely primarily, or entirely, on Social Security. Even housing labeled as "affordable" is often financially out of reach once rent is combined with the cost of care, transportation, and daily living supports.

Through my work at Thrive at Home, I see firsthand how innovative models can provide more affordable alternatives to CCRCs or traditional long-term care insurance. However, even these models still require a level of financial resources that many older adults simply do not have. For seniors with limited income and modest assets, particularly those in the "Forgotten Middle," there are far too few housing options that are both affordable and supportive.

The Towers fills this critical gap. Its financially flexible model offers high-quality housing and access to supportive services at below-market rates, serving seniors with a wide range of financial circumstances. This approach allows older adults to remain stably housed while accessing the supports they need, rather than forcing difficult and often destabilizing choices as their needs increase.

From a social work and systems perspective, this model plays an important preventive role. When seniors lack access to affordable housing with appropriate supports, they are far more likely to experience housing instability or to enter



nursing homes and Medicaid prematurely - putting additional strain on our already financially strapped state. The Towers helps prevent premature nursing home placement by enabling older adults to age in place with dignity, safety, and community.

In addition to its benefits for residents, The Towers provides meaningful and measurable benefits to the broader New Haven community. Well-managed senior housing provides a stable residential environment, with long-term residents and minimal disruption to surrounding neighborhoods. By supporting aging in place, The Towers helps reduce avoidable emergency department visits, hospitalizations, and institutional care, lessening strain on local healthcare systems and emergency services.

The Towers also contributes positively to the local economy by creating jobs, partnering with community-based providers, and allowing older adults to remain engaged in the life of the city. Residents who are stably housed and supported are better able to participate in neighborhood activities, volunteerism, and local commerce, strengthening the social fabric of New Haven.

Equally important is the leadership and organizational culture that make this model successful. Under the dedicated leadership of CEO Gus Keach-Longo and Vice President Jesse Westcott, The Towers has demonstrated a sustained commitment to mission-driven, evidence-based, and person-centered services. Their leadership fosters an environment grounded in dignity, respect, and kindness—values reflected daily in the work of a team deeply committed to resident well-being.

As New Haven's population continues to age, the demand for affordable, service-enriched senior housing will only grow. The proposed Tower Three expansion is a thoughtful, responsible, and necessary response to this demographic reality. It represents not only a housing development, but a proven model that supports residents while strengthening the surrounding community.

For these reasons, I strongly urge the Zoning Committee to approve The Towers' application for Tower Three. This expansion will help ensure that New Haven remains a community where older adults of all income levels can age safely, affordably, and with dignity - while contributing to the long-term health and stability of the city as a whole.

Thank you for your time and thoughtful consideration.

Sincerely,



Michelle M. Pandolfi, LMSW, MBA, LNHA, ASW-G  
Executive Director





As a housing developer, we know how important it is to have zoning that permits the construction and operation of a development that provides appropriate density, tenant amenities, and a walkable and pedestrian friendly neighborhood proximate to needed services, such as those provided in the Medical District. The BD-3 District permits such a development. Before we began our projects in the Hill, we requested that the Board of Alders change our zoning to the BD-3 District, which was required in order for us to be able to develop our housing. The City Plan Commission issued a favorable recommendation to the Board of Alders on our application, which was later granted.

We have been impressed by the services that The Towers provides to its residents – cultural activities, healthy meals and personal care, if needed. Their on-site services for senior residents is rarely seen in a housing setting. We understand that almost all of those who live in The Towers have limited incomes and know that there is a large demand for housing with services.

Based on our experience with the BD-3 District that allows flexibility for different forms of housing and mixed uses, we think that the requested rezoning will support the development of an appropriate additional tower on The Towers' property. We also think that it is sensible to extend the zoning district that we are located in (the BD-3) next door to The Towers so that they can help more older citizens live in New Haven.

Thank you for considering our comments, and please let me know if you need additional information.

Very truly yours,

A large, stylized handwritten signature in blue ink, which appears to read "R. Salvatore", is written over the typed name and title.

Randall M. Salvatore  
Chief Executive Officer

January 16, 2026

To Whom It May Concern,

The Towers at Tower Lane is an independent senior living community that offers impressive amenities for its residents. When I moved to the Towers a year and a half ago, I was immediately impressed by the comfortable community spaces that invite resident interaction. I find the strong sense of community quite rewarding. Friendly and welcoming residents make connection easy and seamless, which has been invaluable as I transition into a senior living environment.

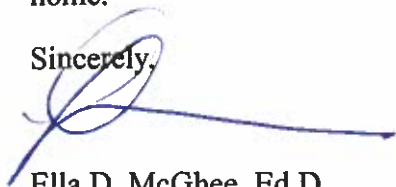
The beautiful community seating areas not only encourage social interaction but also provide quiet spaces for chatting, studying, or working. As a remote worker, this is a tremendous benefit because it allows me to locate various quiet spaces to work in whenever I desire a change of environment. I greatly enjoy the on-site library, convenience store, gift shop, and a beautiful dining room, which has professional, attentive, and respectful servers. These amenities offer convenience, support, and a sense of independence and engagement.

Various activities are offered daily at the Towers as well. These activities spark creativity, feed curiosity, exercise the body, and entertain the mind, leaving little room for loneliness or boredom. In addition, residents are offered a diversity of religious services to nourish our minds and spirits.

The dedication of the Towers staff deserves special recognition. Gus Keach-Longo, President/CEO and Jesse Wescott, VP, along with their management teams, are committed to regular engagement with residents, and this ensures that we feel supported and are kept informed. Knowledgeable and conscientious front desk officers effectively direct visitors around the campus while still ensuring the safety of residents.

Overall, the Towers at Tower Lane provides a supportive, stimulating, and inclusive environment. Friends and relatives are often surprised by my enthusiastic response when they ask about my experience living here, but I reassure them that the Towers is an excellent choice for all seniors, and particularly for those new to senior communities. The combination of a kind, diverse population, thoughtful amenities, and attentive staff makes this an ideal place to call home.

Sincerely,

A handwritten signature in blue ink, appearing to read 'Ella D. McGhee', with a long horizontal flourish extending to the right.

Ella D. McGhee, Ed.D.

Current Resident at the Towers at Tower Lane