

Lakeside Town Hall Meeting – February 27, 2023

Time and location: 4 p.m. EST, on Zoom

Notes taken by: Isabelle Chen

Attendance:

- **Committee members:**
 - Alina Thokkadam
 - Sara Sussman
 - Allison Tang
 - Isabelle Chen
 - Shaowei Zhu
 - Sophia Yoo
 - Justin Sheen

 - **University:**
 - Michelle Ruggia
 - Kevin Fleming

 - **ACC (American Campus Committees)**
 - Gloria Yuen

 - **Residents:**
 - Sophia Koval
 - Jan Ertl
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Agenda

Lakeside Book Club

- Successful first spring semester meeting last Wednesday.
- Next meeting in April; once details are set, we'll send all information to residents.

Lakeside Garden update

- Allison has been communicating with the Lawrence garden coordinators; planning a seed starting event in March, similar to the one Lawrence garden hosted recently. Allison and Gloria will work on sending out a flyer to advertise it.
- Lakeside garden season should start the last week of April, well after the last frost, which should give people plenty of time to get seedlings ready to plant.

Upcoming social events

- Successful board game/Valentine's card making event.
- Wine and cheese evening planned for March; residents should keep an eye out for Justin's email about that soon.
 - We will try to fund the wine and cheese event with the Lakeside budget; Justin will send a spreadsheet to the committee detailing the proposed costs, and the committee will approve or modify it.

External relations

- Two weeks ago: finished running the survey on safety/security for Lakeside residents, and presented the findings to Student Life.
- Sophia wants to follow up on certain points:
- The big issue was package theft and misdelivery, so one potential solution is that graduate students be able to use package lockers at Frist, and have valuable items sent there, so they won't be at risk in the Lakeside/Lawrence parcel rooms. This initiative is not yet established, but is under way, with the help of Nick Kosan from GSG.
 - With regard to package delivery, Sophia is planning to draft a communication to residents specifying that they can have valuable packages sent to the Lakeside main office, and that soon, they will likely be able to send them to Frist as well. Sophia will send this to Kevin for pre-approval from the proper office, in terms of arranging the Frist agreement.
 - Gloria specifies that when ordering packages to be sent to the Lakeside main office, request a signature; this way, she or Anne can sign for it and it won't be left outside (therefore defeating the purpose). In addition, Gloria and Anne are in the office only Monday-Friday, so remember that secure (signed) deliveries on weekends are not possible. If ordering from Amazon, you can also request that the delivery drivers go to the Lakeside office first to request a key card, so they can deliver it inside the proper building before returning the key card (USPS have their own cards).
 - There is also currently a proposal to put a large map of Lakeside buildings in very visible areas, to help packages be delivered to the proper locations; this is currently under review by the Pedestrian Safety Committee.
- 79% of residents seemed to support the installation of some security cameras around Lakeside. Others are very concerned about privacy issues; if cameras were installed, they would want them to be focused only on very public areas, such as package delivery areas, and of course the footage would have to be very secure.
 - Michelle notes that the security footage question is happening on a higher level, in terms of the campus as a whole. So, it's being led by Deans and different campus committees, as opposed to the housing committees.
- Another concern about lack of lighting around Lakeside.
 - There is a public link (recently posted on Lakeside website) that students can use to communicate lighting concerns they might have for the campus more generally, in addition to reporting lighting outages on Lakeside property to Lakeside maintenance.

- Proposal to increase Lakeside and Lawrence budgets. The proposal has been submitted and it is currently being reviewed; hopefully more to report next time.

Resident feedback

- Suggestion from the Slack channel to change designated mailbox areas to better reflect unit numbers; this would help package misdelivery, as well.
 - Gloria: to redo the whole delivery system, we would have to work directly with USPS to do so. But moreover—and this was discovered years ago, in considering such a shift—there is simply not enough room for each resident to have packages delivered to the closest possible building. So due to Lakeside infrastructure, such a large shift wouldn't be possible at this point.
 - Sophia Yoo: volunteered to draft a message to residents detailing which of their ideas are feasible, and which may not be at this point. This would also allow her to summarize which initiatives are actually under way. Finally, in a few months, we can send out another survey to see if anything has improved; the numbers of package misdelivery were quite serious, judging from our first survey, and we are taking it seriously.
- Intercom system: it's been down for a very long time, and the resident has been promised it would be fixed for some time.
 - Gloria did some testing, and one of the panels failed. So, she is working with Lakeside's telephone vendor to figure out what is going on. Potential timeline: she's trying to have it done within the next two weeks.
- Paying electric bills online: where can residents find instructions to set this up?
 - All the necessary instructions for setting up regular check payments through your bank are listed on each electric bill. Gloria notes that you can also make a larger payment all at once, ahead of time.
 - Gloria and Michelle are also working for an online billing system that will accept credit cards or ACH payments, though this will involve some convenience fees as it's a third-party system. This is currently in the works, but will be soon made available to residents.
- Parking garage: would it be possible to add mirrors to the corners of the parking garage, so drivers are more easily able to see oncoming cars?
 - According to TPS, the reason we don't have mirrors is simply because they're not present in other campus garages (our garage is enforced not by ACC, but by TPS). So, Gloria will propose this again on the university level, and will also send more reminders about driving the speed limit in and around Lakeside.
 - Jan suggests speed bumps somewhere around the roundabout, as so many people really do speed there. Gloria will bring this up to TPS and the Pedestrian Safety Committee.
- Parking garage: is there a timeline when the lights will be fixed?
 - Gloria: they're currently working on it, but no estimated timeline currently.
- Resident complaint about \$50 fee to replace the key fob for the first time—any chance of having it waived?

- We don't usually waive those fees, but if there are extenuating circumstances, residents can contact Gloria and Anne directly.
- Suggestion: Lakeside town halls might be better attended if they were outside of working hours.
 - The problem is that our meetings need to be attended by people who work during working hours (University + ACC members). They are required to be in the meeting directly with residents.
 - Jan suggests that we could still have these regularly scheduled meetings, but there could be more casual, even socially oriented meetings after hours as well, with the caveat that we, as committee members, might not have all the answers.
 - Or, perhaps we could send an email before our committee pre-meetings, so that if Lakeside residents have questions at that time, we can bring them to the meeting and address them more regularly than just in the monthly town halls.

Open forum

- Jan: asked about updates on the ping pong table in Lakeside Commons.
 - Fire department needs to look into space allowances for the ping pong table, and for the weights in the gym, ACC needs to assess spatial/safety concerns. So, we will bring this up again in two weeks at our next committee pre-meeting.
- Jan: was wondering also if we might rearrange the seating in the TV area of Lakeside Commons, to make it easier for groups to watch TV (switch the couch area and the chairs/tables).
 - Gloria will look into this and will get back to Jan (and residents) with more information when available.
- Sophia Koval: some residents noticed that their recent electric bills were double what they usually are. Speaking to people living in different unit types, Sophia has heard that most have had at least a 50% increase. Perhaps we could look at data from past electric bills, to see if there's anything going on.
 - Gloria would like people to contact her directly if they've been having unusually high electric bills; it's a case-by-case problem, depending on which type of unit you live in, how often you use certain appliances, etc. So, this is why residents should contact the Lakeside office directly so Gloria and Anne can assess each particular situation.