

Lakeside Town Hall Meeting – March 27, 2023

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

Notes taken by: Isabelle Chen

Attendance:

- **Committee members:**
 - Alina Thokkadam
 - Sara Sussman
 - Isabelle Chen
 - Shaowei Zhu
 - Sophia Yoo

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

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

 - **Residents:**
 - Jan Ertl
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Agenda

Lakeside Book Club

- Next book club: April 26, 8 pm (last Wednesday of April).
- High interest! Currently 18 people signed up, so only a few spots left. There will be a waitlist for those who would like to join after capacity is reached.

Lakeside Garden update

- Successful seed starting event, another to come soon: Sunday, April 9th at 2 pm. There will be pots and soil available.
- Sign-ups for the garden are currently circulating. They will be open until April 14th.
- If there's interest, there will be a community plot open to current gardeners.
- The gate to the garden and the locks to the garden shed have recently been fixed.
Thank you, Gloria!

Upcoming social events

- Successful wine and cheese night. Attendance: 30 residents.
- Grad student appreciation lunch coming up within the next month; stay tuned for more information.

External relations

- Lakeside and Lawrence Committees met to compare responses to the safety and security survey. Almost identical data, aside from questions specific to each apartment complex (i.e., Lawrence residents have problems with flying golf balls; Lakeside residents feel unsafe around the roundabout at the entrance just off Lakeside Rd). Otherwise, similar percentages of residents having experienced missing packages, in favor of installing security cameras, etc.
- We will continue to work closely with Lawrence to continue to work on these security issues. Next step: to put together a joint summary of the results from the survey. We will also be in touch with Kevin Fleming and Lisa DePaul for how to elevate these concerns to the administration.
- Last GSG meeting: focused on ongoing elections. Results have since been finalized and confirmed.

Resident feedback

- Proposal to install a big map of Lakeside, to aid with package delivery.
 - It is currently being considered by the Architects' Office and Office of Capital Projects. Lisa DePaul will pass along more updates on this matter while Michelle is on leave.
- Delinquency letters: Residents are still confused and frustrated.
 - Gloria says that it does take time to review each individual case, but she will also make sure to send out a general email to residents clarifying the situation and being clear that there are no late fees, that this is not an official delinquency warning that will be sent to credit bureaus, etc. This message will also explain what to do when you do not receive an electric bill for a certain month. If you don't receive it by a certain date (typically the 20th of each month), please reach out to the Lakeside office; it might have gone to spam, but it might simply not have gone through. So, if you let the office know, they can resend it right away.
 - Sophia: is there a way to make the bill payment system more automatic?
 - Gloria explains that, starting this year, residents can view their own account balance and transactions in the ACC portal (in the same location as where they submit maintenance requests). This is very useful information for residents, and Sophia suggests that we put this information on our website.
 - ACC is working on an automatic payment system and hopes to have information about it sent out in April.
- Ping pong table in Lakeside Commons and weights in the gym.

- Later this week, the fire marshall will visit Lakeside Commons to evaluate the possibility to place a ping pong table near the TV area. If the fire marshall doesn't approve of a full-size ping pong table, ACC could make a one-time purchase of a smaller fold-up table and paddles and balls, and the Lakeside Committee would oversee its upkeep, make sure nothing goes missing, etc. Committee agrees to this.
- Weights in the gym room need a bit more consideration, because they could be a liability in case of injury, and they would need to be placed carefully, as they could be a fire hazard in a room with only one entrance/exit. There will be a meeting about this tomorrow (3/28).
- Resident feedback from anonymous form:
 - Residents were surprised to see that rent was raised for next year, and that they only found out when they went to renew their contract.
 - Information about pricing was sent out in emails from Housing multiple times
 - Delinquency letter—see Gloria's comments above.
 - Is it possible for disputes over billing under \$100 from before 2020 be forgiven?
 - No, as long as the billing was correct. This is all in your housing contract. Of course, if you were billed incorrectly at any point, come talk to Gloria and Anne, and they will rectify the situation. However, if it's about a justified electric bill, room key charge, etc. from before 2020, it is still necessary to pay it.
 - Upkeep of restrooms in Lakeside Commons: would it be possible to have soap and paper towels replaced on Friday, to prevent them running out on weekends?
 - Generally, they are checked every day Monday-Friday, but they can try to do an extra round on Friday to ensure that the bathrooms remain stocked over the weekends.
 - Intercom system: updates on its repair?
 - Gloria hopes to have an update to send out to all residents by the end of the week in terms of the intercom inspections.
 - The card swipe area on the ramp going up to 751 Hibben Magie Road gives people electric shocks when they touch it/swipe their card.
 - Gloria will have maintenance take a look at this.

Open forum

- No comments today.