

Lakeside Town Hall Meeting – September 18, 2024

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

Notes taken by: Isabelle Chen

Attendance:

- **Committee members:**
 - Allison Tang
 - Isabelle Chen
 - Justin Sheen
 - Sneha Srinivasan
 - Yiyang Tan
 - Christian Kragh Jespersen

- **University:**
 - Michelle Ruggia
 - Amber Serrano

- **ACC (American Campus Committees)**
 - Lo Nieves

- **Residents (by Zoom username):**
 - Neelima
 - Lauren Bunce
 - Momin Ghaffar
 - Shawn Copeland
 - Maxwell Rosen
 - Silvia Trinczek
 - Cecelia Ramsey
 - Max Alston
 - Elijah
 - Alessio Amaolo
 - Seungju Lee
 - Sarah Kwartler
 - Amy Nelson
 - Christopher Branner-Augmon
 - Katie Donnelly Moran
 - Pietro Buri
 - Christopher Catalano
 - Alana Bernys
 - Haneen Khalid
 - Mi So Hwang
 - Sophia Koval

Agenda

Book Club update

- Sneha and Justin will work on scheduling the next meeting before the next Town Hall. They will soon send out a poll regarding which book to read.

Garden update

- All is well with the garden! We are preparing for fall cleanup and thinking about what to plant as a cover crop during the off-season.

Social events

- N/A

External relations

- Yiyang Tan is our new External Relations Coordinator!
- First, some feedback she's collected from residents on the Slack: there have been several instances of person A leaving an apartment and person B being about to move in, and person A wants to transfer their furniture to person B, but is required to completely move their items out. Is there anything that Lakeside can do about this?
 - Michelle: this is a university-wide policy, including both grads and undergrads. Everyone's belongings must be removed when they vacate the space, so the area can be properly assessed and cleaned. An exception is in the case in which not all residents in the unit are moving out, in which case person A could leave their items in the common area or in another resident's room, if all are in agreement.
- There are also more complaints about people being pulled into new units, and though the individual room has been cleaned, the common areas have not.
 - Lo: there is nothing Lakeside can do in this case; cleaning of common areas is the residents' responsibility. Michelle mentions that this is also a university-wide policy. If you are having a big problem (i.e., truly unsanitary living conditions, and roommate conflicts around this), you can reach out to Lakeside/ACC or University Housing and they can send official messages to the residents. Worst-case scenario, ACC would send a cleaner and then bill the student, but this is a last-resort measure.
- Package issues
 - Suggestion: having a "misplaced packages corner" in the mailroom of each building. For now, ACC staff walk around and re-sort the packages, but Yiyang was wondering if we could put a designated area for ones that are in the wrong buildings. We could also make a different Google form where people can write about their missing packages.

- Lo says the misplaced package coordinator would be feasible, it would just have to be clear that certain packages that have different addresses (i.e., townhouses) are actually meant to be there.
- Should we include the anonymous feedback form link in our emails already?
 - We do, each time when Isabelle sends the Town Hall meeting minutes, and then when Allison sends the announcements and reminders for the next town hall.
- Otherwise, no External Relations committee meetings have started yet, so no further updates.

Open forum

- Sarah Kwartler: many residents on the Slack have been seeing black mold growing/blowing from their AC vents. Several have come to Lakeside management for help, and Lakeside has in some cases sent representatives from EHS to come clean the vents, but I'm wondering if there's a more systematic and streamlined way we could treat this problem across apartments and buildings? The initial response was that it was just dust.
 - Michelle: EHS isn't the first responder for these questions—if you do have a concern, you can reach out to Lakeside management, they will help you determine if it is indeed mold (they will do a moisture reading), and if it is, then EHS will come and clean the vents.
 - Lo talks to EHS once a week. The first question EHS asks when this question is escalated is: "Are the conditions conducive to microbial growth?" So this is why the ACC maintenance team will take moisture readings. Overall, ACC is working with EHS to schedule appointments for work orders that are still currently open. They do not believe it's a building-wide issue.
 - Michelle: if you are having this type of issue, please submit a normal work order through the Lakeside portal or directly with the Lakeside managers, and they should get to the first steps within 2-3 days.
 - Allison: when units are cleaned before next tenants move in, are the vents cleaned as well?
 - Lo: yes, unless it's the case that Yiyi brought up earlier, in which case the common areas are not cleaned because there are still residents inhabiting the unit.
 - Sarah: can ACC provide a shared stepladder for students who need it?
 - Michelle and Lo: no, because of the safety liability. The committee could purchase this if they'd like. In the meantime, Cecelia suggests that residents could post on the Slack if they're looking to borrow one. We'll see if this is a viable option, and if not, we can look into purchasing one.
- Momin Ghaffar (non-student resident): asking about the election process.
 - Allison will check to make sure Momin is on the Listserv.

- For the election process: nominations open today! Almost all positions are open to non-student residents, except for a few such as Chair and External Relations Delegate. The election will take place during the next meeting.
- One resident asks if we can have the bike pump repaired/replaced.
 - Lo: the bike pump across from the Lakeside office is owned by TPS; she'll follow up with them to make sure.

Resident feedback from the anonymous form

- Construction materials in the Hibben Magie roundabout, blocking space.
 - Lo: these have been cleared!
- Missing items: there has recently been confusion over people moving in/out and then having their items taken because they happen to be in the spaces where people typically leave free things.
 - Michelle and Lo: we should actually not encourage residents to leave free things anywhere at all, because it's a fire hazard that could get us fined. This is also why we do the Greening Move-Out initiatives over the summer.
 - The Committee can leave signs near the benches saying something to the effect of, "Please do not leave items here"
- Landscapers blowing leaves loudly.
 - We of course can't change the volume of the leaf blowers, but loud noise work can only be done within certain hours, so it really shouldn't be happening too early or too late in the day.
- Lakeside bus stop screen isn't working—any way to fix?
 - Allison will check with TPS about this.
- Could there be more chairs and tables around Lakeside?
 - We have the patio at least. Meadows does have a few chairs, but Lakeside is developed a bit more compactly, so it's not as clear where these would go.
 - Michelle: Lo, Shawn and I will talk further about the idea and get back to everyone.
- Hallways are 80 degrees. Could it be something more reasonable?
 - They didn't specify a building, so it's hard to say; the hallways in 151 Taylor, for instance, are always very cold. Please reach out to ACC about this, and specify the building! Lo confirms that hallways should not be 80 degrees, and she did already address a similar issue in one of the buildings.
- When will the large boxes/dumpster in Lemonick Court be moved?

- The dumpster will be gone by the end of the month, but there is no current timeline for the boxes.
- Large amount of trash outside the Lemonick Court mailroom
 - We haven't seen this, so it's likely been addressed.
- When was the last time the windows in Lakeside were cleaned? When will this next happen?
 - It happens every spring, so the last time was in spring of this past year.
- Why are electric bills sent as images? Some don't load properly.
 - Please reach out to Lakeside management directly if this is an issue; you can actually respond directly to the email the bill is sent in.
- Who has taken over for Gloria?
 - Lo is stepping in as interim, but we are still working to fill the General Manager position.
- Garbage and recycling dumpsters tend to overflow over the weekends. Is there any chance we can arrange a pickup during the weekend?
 - Lo hasn't heard anything about this, but she thinks Building Services comes every day for pickup, even on the weekends. She will check to make sure this is indeed the case.
- Has anyone else been unable to make a maintenance request? The button has randomly disappeared and she hasn't been able to reach anyone at the Lakeside office.
 - Allison had a similar issue, and she went to Anne at the Lakeside office, who was able to fix it. It might be worth going in person if you're not getting a timely response via other means.
- Can you explain how charges to security deposits work? Residents would like more transparency around this.
 - Michelle: residents should email ACC directly.
 - Lo: we send a comprehensive move-out email every year, which includes a breakdown of the charges.
- People are having loud house parties at late hours.
 - Residents are encouraged to address the issue personally, but may call DPS if there is a serious or ongoing problem. The Committee can also send an email addressing quiet hours.

Next town hall: October 16, 2024. This will also be the date of the election of the next Lakeside Committee! Nominations for candidates open today; email with election details to come.