

## **Lakeside Committee Meeting – January 27, 2025**

**Time and location:** 3:45-4:45 pm EST, on Zoom

**Notes taken by:** Sophia Koval

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### **Attendance:**

- **Committee members:**
    - Isabelle Chen
    - Sophia Koval
    - Emily Lobb
    - Narrelle Gilchrist
    - Yiyang Tan
    - Momin Ghaffar
    - Christopher Branner-Augmon
  
  - **University:**
    - Dorian Johnson, Executive Director of Housing and Real Estate
    - Michelle Ruggia, Housing Engagement Specialist
    - Lisa DePaul, Associate Director for Engagement
  
  - **ACC (American Campus Committees)**
    - Lo Nieves, Lakeside & Meadows Manager
  
  - **Residents:**
    - Elijah Gallimore-Repole
    - Zach Gold
    - Isabelle DeSisto
    - Lindsay Smith
    - Seungju Lee
    - Jeff Shen
    - Kush Maheshwari
    - Jan Ertl
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### **Agenda**

#### **Persistent, unaddressed HVAC issues in Lakeside housing**

- Several residents have submitted multiple maintenance requests, made calls to the front office, sent emails to management and have not had their HVAC issues addressed in a timely manner
  - Work orders get marked as resolved but nothing is fixed/fix is incomplete
- Dorian's opening remarks

- The university is committed to fixing this as submitting repeated maintenance requests should not be the focus of students' time
- Apologizes for what residents are experiencing, especially during the cold front
- Housing expects ACC to answer and respond in a timely way
- He regards this as important and wants to work with ACC and residents to get things completed and if more time is needed for a repair, it is ACC's responsibility to communicate that to residents/students
  - Students need to be told if something is ongoing to make sure they're not just falling through the cracks
- Lo's opening remarks - There is a need for better communication
  - There is work happening that residents don't know about because it is not being communicated to them
  - Working to improve communication between maintenance/ACC and students. One way to do that is to have maintenance use the comments section of work orders to communicate if they are waiting on a part, etc.
- Sophia (Secretary)
  - This is not just a communication issue; intentionally or unintentionally, HVAC issues are being systemically neglected/left unaddressed
  - There are residents who have been in touch with ACC, sent dozens of emails about their lack of heat, and still their issues have not been resolved
  - It is not just one resident - this is a systemic issue
  - Some residents who are provided space heaters still cannot get their living spaces into the 60s, so their needs are not being met
  - When Lakeside maintenance comes in, I believe that they do all they can - it's an issue when they cannot fix the issue
    - Work requests get marked as resolved when the issue is not fixed, leaving residents to think they will have no more work done in their unit
- Christopher (Treasurer)
  - Had a bathtub issue - a hole had something sealing it, and water was coming up through that
  - Another instance of maintenance coming in, not fixing the issue, but marking the work order as complete
- **Isabelle (Chair) - The larger issue is that work orders are marked as resolved when issues are not actually resolved**
  - Is this an issue with the system? Is there something on the back end that marks a work request as something that needs to be followed up on?
    - No direct response to this, so it seems the answer is no
  - Communication issue?
- Lo's proposed solution - Maintenance can add comments to work orders that residents can view
- Zach (resident) - Placed a work order on 12.15.2024 and heat has not been fixed as of 01.27.25
  - This is a systemic issue, many buildings are experiencing HVAC issues that are not resolved within the span of several months

- This is more than a communication issue - issues that are being communicated to ACC are not being resolved in a reasonable amount of time
- Kush (resident) - Had a water leak that needed to be fixed a while ago, temporary ceiling has been put in to their unit and as a result, the heating hasn't been able to keep up
  - It has been a month since placing HVAC request/request to fix ceiling
  - Not sure when maintenance will come in to repatch the roof and check heating
  - In Minnesota, where resident is from, heating can be repaired within a week. So it is not unreasonable to expect heating fixes to be done in a similar time frame
- Isabelle D. (resident) - Question about legal requirements for heating, temperature above which the home must be kept? Had a past experience where she was compensated for being in a building that not heated to the legal standard. The housing we pay for must be livable
  - No direct response to the question of whether the university/ACC has any legal requirements for heating to a temperature
  - Dorian - Asked Lo if they provide more space heaters if they are requested. The university would not compensate residents if the heat is not maintained.
  - Dorian is inquiring with ACC about the delays - are there supply chain issues? Can we call in outside contractors? We need to address the work orders that are outstanding. I now see that there are >10 issues that sound the same.
- Lindsay (resident)- Has been without heat for 2 months. Last winter, more than 1.5 months without heat. Last summer, at least a month without AC.
  - At times, did not hear back from ACC/maintenance for 2 weeks
  - Learned that the only way to actually get things done is to repeatedly contact maintenance, otherwise you will be ignored
  - Lindsay emailed The Point a month ago and she was told to work with Lakeside Management on the issue.
    - Sophia agreed that escalating things to The Point is not an effective way to get issues address, as they typically direct us back to ACC/work requests
  - Has a space heater but that has not been able to heat the unit - it is still in the 40s
  - Was not able to get any responses, updates, or real action done until she hit the 2 month mark and started reaching out to student representatives. Things shouldn't have to get this bad to be addressed.
- Where residents should direct questions
  - Start with a work order through ACC
  - Email Lakeside management (Lo and Anne)
  - If not resolved, email The Point (housing), that's how things get escalated
    - They direct students to ACC/facilities first
    - Dorian - Instructed Michelle that if students are escalating things to The Point, Housing should be escalating those issues up to the engagement team and not sending them back to ACC. He is now aware the The Point has thus far not been a useful means of escalating issues.

- Chris (Treasurer) - Who is in charge of maintenance at Lakeside? Should some things go to ACC vs The Point?
  - Everything should go to ACC first
  - Then The Point to escalate
- Sophia - I was told by The Point that an off site contractor is coming to Lakeside soon. Is this for particular units or for the neighborhood as a whole?
  - Lo - They put in a call on Friday. The contractors will only be going into units that they have heard are experiencing issues
    - Sophia - Should all residents still experiencing heat issues submit work requests to make sure the contractors come to their units?
      - Lo – Yes
- Kush (resident)- Problems snowball and cause more issues, ultimately leading to more serious repairs that will end up costing ACC more money
- Sophia (Secretary) - Can we make it a goal to get HVAC related concerns resolved within 2 weeks?
  - Dorian - We can't make any promises, but these issues should be taken seriously
- Lo - What it takes for an HVAC repair
  - Doesn't always work within the 2 week time frame
  - For example, say you submit a service request today. Lakeside maintenance team will diagnose it, check it, fix if possible
  - If they cannot fix the issue, they will need to schedule another day to come and pull the HVAC unit out of the wall
  - Open dry wall, pull the HVAC down
  - If a part needs to be ordered, it takes 7-10 business days
    - Every HVAC system is different, so they can't have a stock of all the parts for all the types of units
    - They are looking into having a stock of parts that break the most
  - Once they fix the system, they let it run for 24h before returning it to the ceiling
  - After 24h of it working, then it gets put back in the ceiling, but the ceiling stays open
  - Then wait 2-3 days of it running in the ceiling before closing the ceiling back up
- Dorian - they are looking at a mockup for creating a hatch in units so that the HVAC can be accessed more easily
- Zach - Even with that, it doesn't explain students dealing with these issues on the scale of months.
  - Dorian - That is unacceptable. We hear the message loud and clear.

#### **Book club**

- Meeting in 2 weeks
- Question about whether the money for books comes out of our committee budget or GSG funding
  - Isabelle will check with Justin

#### **Social events**

- Pizza event last night 01/26

- Demand higher than expected, we will expect more people next time and therefore will order more food
- Maybe ~50 people came, which was a surprise since we haven't had many people show up to these types of events in the past

#### **External relations**

- No updates, most meetings aren't restarting until the semester starts
- GSG assembly DEI position is still open if people want to apply!

#### **Treasurer**

- No updates

#### **Garden coordinator**

- Nothing - winter

#### **Secretary**

- Unofficial handbook is in the works

#### **Anonymous feedback form**

1. Hot water in 151 Taylor is inconsistent or unavailable, other people on their floor and other floor were experiencing this
  - a. Lo says she hasn't gotten service requests/isn't aware of this
  - b. Would recommend putting in service requests so they can see how widespread the issue is
  - c. Isabelle (Chair) has experienced it taking a long time for the water to heat up in this building sometimes, but hasn't dealt with there being no hot water at all
2. Bike pump is still broken in Lakeside
  - a. Lakeside and TPS have been bouncing the issue back and forth and no one knows who is responsible for fixing the bike pump
  - b. Lisa/Michelle will touch base with TPS to get it addressed
  - c. It's not under the purview of ACC or Housing
3. On the weekends, there are cars parked in the temporary spots for the whole weekend. This resident has reduced mobility and struggles to pull up somewhere to unload groceries
  - a. Residents can report a car to TPS/public safety if it's parked somewhere for too long
    - i. But TPS doesn't really enforce things over the weekend
  - b. Dorian - Should be a community standard/expectation to leave room for people to pull up to unload groceries
4. Stray cats seem to be living in/near the big crates of roofing tiles
  - a. No updates on the roofing tiles
5. The telephone entry system still isn't working for 351 Lemonick and 600 Hibben Magie
  - a. Lo thought we had resolved 351, 600 was just reported a week ago so it's being worked on. They hope to fix it in the next few weeks
  - b. As of 01.27.2025, 351 phone number was wiped from the system so they still can't use the intercom. Maybe people need to reprogram their numbers?
    - i. Lo will look into this
6. 351 elevator was broken but residents were not emailed about this, when typically they get emails when the elevator breaks/is fixed

- a. Lo will check in with the elevator technician
- 7. Pop music plays in the commons day and night and someone asks if there can be no music.
  - a. Lo says they can turn it off or play 1 hour at a time
- 8. People noting that cleaning supplies or air fresheners used in the commons have a strong smell and it's bothersome/irritating to those with allergies.
  - a. Lo will ask for those to be eliminated

**Next town hall: Monday, February 24th @3:45pm**