

Lakeside Committee Meeting – March 31, 2025

Time and location: 3:45 p.m. EST, on Zoom

Notes taken by: Sophia Koval

Attendance:

- **Committee members:**
 - Isabelle Chen
 - Emily Lobb
 - Sophia Koval
 - Yiyi Tan
 - Christian Kragh Jespersen
 - Narelle Gilchrist
 - Christopher Branner-Augmon
 - **University:**
 - Michelle Ruggia (Housing)
 - **ACC (American Campus Communities)**
 - Lo Nieves (ACC)
 - **Residents:**
 - Jan Ertl
 - Isabelle DeSisto
 - Hasan Hameed
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Agenda

Book club

- Next meeting will be late April/early May, date and reading will be sent out soon

Social events

- Grad student appreciation week dinner in the Lakeside Common Room/BBQ deck on Wednesday, April 9th 5:30-7pm
 - Catering from Efe's
- Narelle will send an email about this to the listserv soon
- Lo will follow up with Anne about approving the room reservation
- Emily: re:sustainability, composting support - trying to get in touch with the Office of Sustainability for composting support, TBD on whether we will be able to do it for this event

External relations

- Any updates on new housing priority proposal?

- Yiying: We have been instructed not to discuss the new housing priority proposal until it is more finalized
- Results of housing survey
 - Majority of people do not think communication is timely, effective, or clear regarding housing
 - People especially feel they have no communication or information about move-out and damage charges

Garden coordinator

- Seed starting event went well last weekend!
- Key to open the hose?
 - Lo will follow up with maintenance about opening the spigot and leaving the key
 - Christian: Please make sure to leave the key so we can open and close the spigot
- Fixing the fence - whose responsibility is it to fix this?
 - Lo and Michelle will follow up offline - they're not sure who is responsible for this
- Garden will open April 19 or 20

HVAC

- Since the beginning of the year, 59 HVAC cases have been resolved, there are 2 outstanding cases
- There are still some residents with fixed HVAC but still need dry wall repair
 - If the work order was closed, they should communicate with Lo or Anne, or submit a new service request
- Now that it's warm again, hopefully there will be fewer issues with heat. What is ACC doing for preventative maintenance to try and prevent HVAC issues from getting to the severity and number they did this past winter?
- Data on what unit types have the HVAC issues is tracked through service request system
 - ACC plans to look at this data + use it to stock up on parts
- Overall, ACC is planning on how the neighborhood's HVAC system can be improved given its age and the frequency of issues

Follow Up

1. Updates on intercom system repair
 - a. 600 Hibben Magie is functional
 - b. 351 Lemonick
 - i. Contract with a new vendor is under review. We will be replacing the intercoms, not fixing them. Vetting the contract might take a while, but all the telephone entry systems will be replaced once it's approved
2. Updates on broken bike pump?
 - a. TPS has no updates, Michelle is following up frequently

New for this month:

- Can there be more transparency about charges for damages upon move-out? Can we be given more explicit guidelines about what is "normal wear and tear" vs damage?

- Lo: Every year, we send out move out instructions. As part of this email, we attach 'Resident Notice of Damage Prices' this itemizes possible charges for cleaning and replacement.
- Lo: Your unit should be returned to its original condition. As a general rule of thumb, anything larger than a nail hole is considered damage.
- What is already done
 - Mid-April, early May has a move-out email. Tells residents what needs to be done for smooth move-out. Additionally, all the mail areas have "Resident notice for damage" (attached to emails as well)
- What will be done in the future
 - As damage assessments are done after move out, residents will be emailed a breakdown of their charges the week that their unit is inspected
- Michelle: Looking to add language to housing website and Lakeside resident handbook to be more specific about damages
- Recreation survey
 - We plan to send out a survey to residents asking for what people would like added to/replaced in the Lakeside gym
 - Lo: There would need to be clear demonstration of people's interest in the equipment in order for ACC to consider investing in that equipment. We would expect 50% of residents to be in support of a change to consider it.
 - Isabelle will send out the survey to residents
 - Jan: Thinks it would be good for us to send the survey out and analyze what residents want. Jan would be happy to help analyze the data and push for this. Meadows has several gyms with much more equipment than ours, and it is managed by ACC as well. Also thinks that the Lakeside Committee has been elected to represent residents, so ACC should seriously consider proposals that the committee supports.
 - Michelle: The small Meadows gym is meant to be a temporary gym. Also, we do need to be sure most residents will be in favor of changes, not just the ones who advocate for themselves the most frequently.
 - Jan: Expecting >50% of residents to agree to a change is an unrealistic goal. Grad school-sponsored surveys only have ~20% response rate. If we need >50% response rate and very high agreement, it's going to stop good initiatives from happening because not enough people respond.
 - Lo: The survey should be brief and easy to fill out. You can table in the commons to increase response rates.
 - Yiyi: We can have people rate what equipment they would like from strongly disagree to agree. We can have an open ended comment section at the end. We should allow sufficient time for people to fill it out. We can include a disclaimer that we are not promising these options, merely trying to gauge resident needs/opinions so that we can advocate for equipment that is most desired by most residents.

- Jan: GCHC structured it like this : “Replacing X with Y would” 1. Greatly improve my resident experience...5. Have a great negative impact on my resident experience

Open forum

1. Is the gas on for the grill?
 - a. Yes, gas is on. If it's off, it's because a resident pushed the red emergency off button.
 - b. Sophia will create a set of instructions on how to use the grill. She will put a laminated copy next to the grill to try and reduce this.
2. An in-person town hall happened in Meadows. Would this be helpful for Lakeside? We could get the community together on a Sunday night to discuss issues.
 - a. Michelle: That was not an official town hall, it was a social event. It is only a town hall if housing and ACC reps are present.
 - b. We could host an informal event where we have the Lakeside committee present and residents can talk to them about what matters to them in Lakeside
 - c. Maybe our last town hall of the semester could be in-person?
3. Side door for 351 Lemonick still doesn't shut properly
 - a. Vendor is supposed to call Lo tomorrow to discuss fixing it
4. Light on path between Yeh and Lakeside - many people have reported this lighting issue through the form and it still has not been fixed
 - a. Michelle: Will follow up with the department of Campus Safety & Health
5. Residents reporting a hot water issue on Lemonick Ct, anecdotally their friends have the same issue. Have sent maintenance requests and no progress has been made.
 - a. Lo: The resident should contact ACC directly. There is not currently a hot water outage on Lemonick Ct.
6. Resident defending in April, wondering if they can remain in housing until graduation in May?
 - a. Michelle: I've gotten this email - the resident should contact housing about this. The student residence policy is a grad school policy, not a housing policy.
7. Resident wants to organize a Lakeside garbage cleanup
 - a. The resident is welcome to organize this. They can contact Isabelle if they want the committee to help
8. Canoes by the lake are filled with water - they should be flipped over before they become breeding grounds for mosquitoes
 - a. Those are not under the purview of ACC. They do not maintain that area at all
 - b. These canoes belong to individuals, who are responsible for maintaining them
 - c. We'll look at the canoes during the cleanup and will dump the water. We will see if the canoes look abandoned or not and decide if they need to be disposed of

Next town hall: Monday, April 28th @3:45pm