

SUMMARY of S20 Grad Virtual Live Chat

Thu Jul 30th, 2020 - 5 -6pm

Host: Delores Lanni

Moderator: Franco Solimano

Participants: 7 CLV spring residents

Live Chat Conversation Topics & Student Feedback Themes

- **General Response to Maintenance Requests**

- Overall, it was shared that the level of service from CLV maintenance teams was satisfying in the majority of instances.
- There was a request to learn more about the status of the upcoming roof repairs in CLV-North. Maintenance service provider will be consulted to see if there are other steps that can be taken to address a specific unit's roof concerns.

- **Addressing Maintenance Emergencies After-Hours and on Weekends**

- A discussion was had around staff availability to address maintenance concerns after-hours. Housing staff shared that a process already exists for students to report after-hours facilities emergencies to the CLV Front Desk or to Community Assistants on weekends. And that additional facilities staff are always available on call in case of emergencies. Housing will ensure this process is clear to all staff involved in supporting after-hour emergencies.

- **CLV-North Landscaping**

- Multiple students shared constructive feedback regarding landscaping in CLV-North. The most popular feedback themes were:
 - Volume and timing of landscaping (e.g. which can be loud, and go on all day),
 - General low quality of service (e.g. dead trees, questionable grass mowing), and
 - Unsafe behavior exhibited by landscaping staff (e.g. riding on the back of buggies with leaf blowers, speeding through playground areas, etc).

This feedback will be shared with the property management company that oversees landscaping.

- **Children in Parking Lots**

- Students shared that children in the community are still playing in parking lot areas and on pathways used by other vehicles, reiterating that this is not safe. Suggestions were discussed, including:

- Continuing to remind parents to monitor children playing outdoors
- Installing summer road dividers (like can be found in the city)
- Installing signage to notify drivers that children are at play

These student suggestions (e.g. installing road dividers) will be shared with facilities staff to explore further. And reminders for parents to monitor children playing outdoors will continue.

- **Air Conditioning & Temperature Control**

- Students shared feedback about the heat in CLV units over summer, and asked whether it would be possible to install air conditioning in all CLV units. Housing staff explained that this feedback is not unique to CLV and is shared by students across other residence buildings, and also provided more context of the obstacles Housing staff are facing for AC installations (e.g. budgetary reasons and CLV unit infrastructure limitations).
- Alternative suggestions were made to address temperature control in the community, e.g. installing ceiling fans in CLV units, and planting more trees outdoors in order to provide more shade and heat relief. Housing staff will be sharing these suggestions with facilities staff and with our property management company to see if any of these options are feasible.

Additional feedback/questions shared:

- **DRIVING ON PATHWAYS** - Cleaning staff, contractors, and maintenance providers have been seen driving quickly through pathways in the community that are next to playgrounds, which is unsafe. This feedback will be shared with our property management company ASAP.
- **SALT/SAND BINS** - Questions were asked about the winter salt/sand bins still present in the community. Specifically, are these meant to be outdoors year-round? And is there an environmental impact when keeping salt/sand bins outdoors year-round? These questions will be forwarded to our property management company for answers.
- **WATER QUALITY** - Questions were brought forward about the drinking water, and why it is murky/cloudy. It was highlighted that tap water is governed by the Region of Waterloo, and is not something that Campus Housing oversees. And so, any questions about water quality or why it's murky/cloudy can be answered by connecting with the Region of Waterloo directly.
 - *"To learn more about the quality of Kitchener's drinking water, the Region of Waterloo is your direct source. Visit this [Region of Waterloo website](#) to find out more about water quality in the region. "*
- **COMMUNITY VIBES AND PROGRAMMING** – Students also shared that overall, they are happy in the community, and that programming this term has been really positive. They wanted us to know that the community vibe is strong. And that Campus Housing staff and student-staff are doing a great job! This feedback will be shared with our Community Assistant student leaders and programming team. 😊