Call to Order:
- Motion to call the meeting to order: Sheila, Jessica (second). Motion was carried.
  All participants in attendance introduced themselves to the group.
  - Waterloo Residences Staff Members in Attendance: Glen Weppler (Director of Housing and Meeting Chair), Pam De Leo (CLV-N RLC), Tori Gentile (CLV-N Community Programmer), Sheila Goodwin (External Services), Jane Kolb (Graduate Residence Admissions and Marketing Specialist), Lisa Williamson (External Services)
  - CLV-N Single Graduate Student Residents in Attendance: Asmaa Abdallah, Savio D’Silva, Heba El-Sawaf, Jessica Lieffers, Vanessa Quiring, Aditya Sharma
- Minutes: Jessica Lieffers, Tori Gentile

Approval of Agenda
- The agenda was posted online ahead of time.
- Motion to approve the agenda: Sheila. Lisa (second). Motion was carried.

Business Arising from Previous Meetings
- Concerns about CLV-North’s annual rent increase relating to graduate student funding and it being static over entirety of program.
  - Students in attendance also asked about how they will be informed of any rent increases and whether any of their suggestions for different types of rental contracts would be put into place. Housing staff mentioned that students will be informed about their rent costs when they are provided with their renewal offers. As well, any suggestions made at the budget meeting will be considered by housing staff during their debrief which occurs after all of their consultations with students; of note, changes regarding rental contracts take a long time to make and may require further student consultation.
  - Financial responsibility new policy concerns.
    - As a group the CLV-N operations committee discussed the comment about whether grad students can stay for the rest of the term if they graduate part way through the term and decided that that was acceptable. There is currently an appeal process in place for students who wish to request a refund; there are some good reasons for a refund and they are considered on a case by case basis. There is a committee of three individuals who make those decisions. Conversations will continue to be had about graduate timelines as it relates to the refunds policy.
• Suggestion for residents to have a discount when using less utilities.
  o CLV-N maintenance staff approached Plant Operations to determine whether this would be possible. In order to carry out this process to provide discounts for students who use less utilities, they would need to unbundle the utilities (i.e., students moving out would have to arrange to have their utilities turned off themselves with the different utility companies, and new students would have to arrange to have their utilities hooked up with the utility companies, and they would pay their utility costs on their own). Hooking up utilities would be very difficult especially for students coming from other countries, and would make things complicated for roommates coming and going at different times. Hookup fees can also be expensive. Students in attendance agreed this had several drawbacks and was not a good idea.

• Bike storage in the winter other than locked to bike racks outside.
  o Glen Weppler spoke with Mike Iley (Manager, Capital Improvements and Maintenance) who agreed to consider bike storage for CLV-N in future capital renewal plans.

• Crossing at Columbia Street.
  o Jessica Lieffers reached out to the GSA about the issue in Spring 2015. The GSA President (Maya D’Alessio) was very supportive of this concern and reached out to FEDS. FEDS in turn reached out to the city about this concern and put Jessica in touch with Jeff Henry (City of Waterloo Councillor for the Ward responsible for CLV-N). Coun. Henry acknowledged that this was a concern and he has received concerns about this crossing in the past, but at this time, there was little that could be done. There are several things that need to be considered with adding a crosswalk and at this time, this was not a good solution. Students at the meeting still had concerns about the safety of crossing Columbia street at Beechlawn to catch the bus. Waterloo Residences is happy to work in partnership with students to help advice and support them on how to advocate for changes at this intersection, but would not take on a full role. Jessica mentioned that she is happy to provide any previous communications about this issue to any students who wish to continue advocating for change at this intersection.

**Topic Submissions from Single grads**
• The water in Waterloo is hard. Is it healthy enough to drink? I am wondering whether it is necessary to install water softener or filter.
  o Students in attendance had concerns about the hard water in the CLV-N community (e.g., possible health issue, have to put vinegar in kettle frequently to remove scale, poor taste). Housing staff mentioned water available in CLV-N townhouses is provided by the City of Waterloo. They mentioned that there would need to be additional piping installed if individuals wish to install a water softener; currently, the only units that have water softeners are family units which pay for them themselves. Students were encouraged to reach out to the City of Waterloo (more information available at: [http://www.waterloo.ca/en/living/waterquality.asp](http://www.waterloo.ca/en/living/waterquality.asp)) if they have any questions about the water supplied to CLV-N; however,
housing staff will do some further research on this topic and report back to students.

- **Action Item:** Sheila Goodwin and Lisa Williamson will do some research about the water supplied to CLV-N by the City of Waterloo and will report back to students at the next SGCC meeting.

- **Residence shuttle – slight stop and route (inside CLV) modifications for winter**
  - Students have asked if there could be additional shuttle bus stops in the CLV-N community (e.g., at the T intersection) that are closer to the actual houses due to it being cold or raining at times. Housing staff mentioned that this shuttle serves both CLV-N and CLV-S students, and the CLV Community Centre parking lot was determined before the shuttle started to be the safest place to load and unload students. Even though there is a school bus that picks up children in the CLV-N community, this is a yellow bus with flashing lights, and the CLV shuttle is a white bus without flashing lights and does not have these additional safety features recognizable to drivers. In addition, if there is more stops, there are fewer trips to campus that can be made. There are many factors associated with this; although convenience would be enhanced with having additional stops, safety must be considered. Because this topic has come up before, it was suggested that there be a blog post written for students on this topic.
  - **Action Item:** Glen Weppler will write a blog post on the CLV shuttle and post it on the Waterloo Residences website.

- **I have concerns surrounding the new policy about no refunds being issued for single graduate students.** My concerns are primarily about students who are graduating part way through the term (i.e., prior to the 50% tuition refund deadline or prior to the 100% tuition refund deadline). If I am interpreting this new policy correctly (apologies if I am not, and please disregard my comment), there will be no refunds given to students who are finishing up part way through the term. I feel this new policy is very unfair for graduate students as we are very different than undergrads that way as we don't finish at set points in the term and we may need to leave right after a defense to accept a job. If a student has been living in CLV-N for more than 1 year and will be graduating early in the next term, it would not be easily possible for them to find a place to live for such a short amount of time (let alone move during a time when they are preparing for their defense would cause unneeded stress). Students who have been living in CLV-N for a substantial amount of time (e.g., more than a year) should be given the option for a refund if they graduate part way through the term (I am fine if they have to give so many days’ notice if they are going to be leaving). If we lived off campus, we would be able to provide appropriate notice that we are leaving, but this does not seem to be an option for CLV-N.
I would like to discuss the topic of grad students not being able to receive refunds when finishing up their program. Some grad students finish their program halfway through the term (not like undergrads).

- See comments written above on this topic. Students felt that it was important to meet the unique needs of graduate students, otherwise, they would live elsewhere. Students in attendance were happy with the direction that was currently being taken on this issue and encouraged them to continue moving forward to better meet the needs of graduate students finishing at different times during the year.

Include the housing budget for previous years

- Students in attendance discussed wanting to be able to have information about previous housing budgets available to review. Further there were concerns raised that the rent increases for CLV-N single grads were higher than those for CLV-N families, even though the space was the same. Housing staff mentioned that CLV-N family units fall under the RTA and undergraduate and single graduate student housing is currently RTA exempt. For family housing, Waterloo Residences bases their rent increases on established guidelines determined externally which do not apply RTA exempt housing (i.e., CLV-N single grads). They also mentioned that the family units do not have furniture, and there is much less turnover in family units compared to those occupied by single grads. Students in attendance also asked whether optometry students pay the same rent as single grad students as they are undergraduate students. Housing staff mentioned that optometry students currently pay the same rent as single graduate students to live in CLV-N; however, based on research to understand different student populations and needs, Optometry students as of Fall 2016 will be relocated to an exclusive optometry cluster in CLV-S. Grad students are currently only eligible to live in CLV-N (and no other residence buildings) and in Fall 2015, 124 graduate students had to be turned away from CLV-N. They expect there will likely be enough demand to fill spaces in CLV-N occupied previously by optometry students in coming terms. You can review previous year’s Housing budgets here: [https://uwaterloo.ca/housing/fees-contracts/residence](https://uwaterloo.ca/housing/fees-contracts/residence) (right hand tool bar: ‘Operating budget’)

Would it be possible to have an E-Waste and hazardous waste drop-off day near the end of term (to mitigate things like TVs/appliances appearing at the dumpsters)?

- Currently, there are e-waste containers in the basement of the SLC. Housing staff were uncertain what the demand for this type of service would be. There are currently services available in KW that can collect unwanted TVs, furniture etc.; students suggested possibly having scheduled pick-up days where organizations (e.g., charities) could gather items from a single visit to the community rather than having to make multiple trips. Housing staff will provide more information about services and charities that can collect unwanted e-waste and unwanted items to students.

- Action Item: Housing staff to investigate possible e-waster solutions.
Could we have some forum/classified ads for CLV residents to get rid of unwanted furniture when they move out? I've noticed a lot of furniture (i.e., ironing boards, small tables) appear in the dumpster, and I think that we can mitigate waste because there may be other residents (perhaps even incoming residents) who could use these items (e.g. St. Paul's University Residence had a table in the common laundry room where residents dropped off dishes, coat hangers, and other household items).

- There used to be a loan and borrow room located in the basement of the CLV community centre where students could leave behind unwanted household items for incoming students to borrow and use; this was a great resource for students. Unfortunately due to a flood in the CLV community centre a few years ago, there is no longer space to store these items. Students in attendance asked if individuals who were moving out could leave unwanted items in the community centre for new students to come and get within one week of moving in. Housing Staff believed this was a worthwhile cause, but had some concerns including not wanting to take responsibility for the safety of items donated and felt it was the student’s responsibility to give away their unwanted items themselves, rather than the responsibility of the residence. Moreover, there are no staff available to manage this type of exchange as the between term transition is the busiest time for CLV-N maintenance staff and their priority is to make the townhouses the best they can be during the short 18h changeover period. The CLV-N Facebook page was mentioned as a possible venue to provide postings for such an exchange.

- Teaching students how to properly recycle and compost during orientation and sending out a reminder to current residents.
  - Currently, there is a project being worked on by CLV-N housing staff to address the issue of reducing waste and improving the recycling and composting program. Housing staff are working on recycling posters that identify which items can go into which recycling containers.

- Rules for keeping clean backyards/keeping personal belongings in your own backyard as opposed to letting stuff spill out into the general green-space behind units.
  - There is an annual CLV-N community clean-up which occurs in May or June of each year (same a bike clean-up day); residents are informed about this date by email in advance and there are two contractors available during the day in the community to get rid of any unwanted items. Unfortunately, it is not possible to make community members remove their own belongings. There is some education that could be provided around this and it is also the responsibility of community members to address concerns with other community members should they have any.
- Informing incoming residents during orientation and sending out a reminder to current residents about how to properly dispose of cigarettes.
  - Students in attendance asked if cigarette garbage cans could be installed at the bike racks to provide a better place for disposal to help stop individuals throwing them in the grass who may be attending gatherings in the community. The Director of Housing mentioned this could potentially be added to the capital renewal idea suggestion list.
  - **Action Item:** Glen Weppler will add cigarette disposal as a consideration in future capital renewal planning.

- Will central air-conditioning ever happen? It must be so energy inefficient to have so many window units running non-stop all summer and even if we do run them non-stop, the do not cool down the top floor from the main floor.
  - Although students in attendance agreed this would be nice, they felt this would not likely be possible. Housing staff mentioned there would be substantial upfront costs of installing central air in units, along with high operating costs. Each term, there is information sent to residents by email about heating and cooling their homes.

- Please tell us about the programmable thermostats...they sound great and are much needed!
  - There is currently a pilot project under way in two CLV-N townhouses (one single grad, one family) with regards to programmable thermostats. These programmable thermostats can be set to change the times that the heat is turned up and down 3-4 times a day. It will take a couple of seasons to collect enough data to determine whether these will be installed throughout the community.

- Can you tell us a little bit about what is being developed behind CLV and what the rough timeline for that it?
  - A retirement home is being built behind the CLV-N residence. This retirement home opened as of October 30th, 2015 and has a target completion of 2020. This retirement home, owned by Schlegel Villages, houses The Research Institute for Aging. There are also research, and office space at the facility for Waterloo's Schlegel Research Chairs and other researchers of aging. For more information about this project please visit [https://uwaterloo.ca/stories/new-centre-excellence-innovation-aging-opens](https://uwaterloo.ca/stories/new-centre-excellence-innovation-aging-opens)
  - For more information about The Research Institute for Aging please visit [http://www.the-ria.ca/](http://www.the-ria.ca/)

- Could you sell earplugs (like the ones in the Davis Center Library where they are 2 pairs for a dollar) and perhaps other basic necessities that could run out or are needed in emergencies (e.g., small tubes of toothpaste, toothbrush, small first aid packs etc.) in vending machines at the CLV community center.
Ear plugs are currently available at the CLV front desk free of charge. The Director of Housing mentioned he was reluctant to sell other necessities where cash needs to be exchanged for goods as this increases training requirements and adds risk, and there may also not be a huge demand for those items. Students who are interested in adding these items to the vending machine in the CLV community centre can contact Lee Elkas at UW Food Services to provide this suggestion.

- **New Business**
  - None

- **Adjournment**