General Assembly Meeting Sept 20 2023, 7-9pm

VP will lead this GA meeting instead of President.
PRB meeting before GA meeting, issues from resident apartments were discussed.

Major Issues: Wifi Sepulveda, KnM and Rose, solution available now.
- UCLA with Spectrum, coax modems for Sepulveda and KnM.
- New modems will be installed, no need to go to store to get them.
- Old modems will need to be returned but the modems will stay in the apartment permanently.
- Substantial upgrade in speed: 300mbps from 100mbps.
- A new number has been given for complaints for UCLA residents.
- Rose Apts, coax not possible for now, but a new hardware will be installed.

Package Theft:
- UASRA asked for central package room: Coordination required between a lot of times. Different sites and approval required.
- Short term solution: New Luxer lockers for all locations.

More recreational areas for residents: Will need a lot of budget and time
- Vote will be done based on the resident survey.
- Suggestion of basketball court for kids.
- Survey is needed for new residents since residents have changed.

New green trash bin for Sawtelle B will be taken care of.

Hallway cleaning is being looked at.

Package theft: Please keep reporting package theft to UCPD.

Bike rack at Mentone will be shifted to a new position based on resident's suggestion.

ARA updates: Not present in this meeting.
- Brittany will give the update.
- New team members.
- Not many trends noticed other than lockout.
- Noise issues reported in resident assistance line.
- Responding to disruption
- Broken laundry machines

- ARA can support and navigate to any of these problems.

UCPD updates
- Not present yet. Will be present in the next meeting.

Housing/Management updates
- jAlberti: Roof setup, most of it is done.
- Tar, odor complaints, might continue to happen for some time.
- Contract for mat replacement in playgrounds is going through.

IT Team
- Valerie IT Director: housing services team will send a detailed email about the new updates.
- Spectrum not able to resolved all issues, came with another proposal for KnM and Sepulveda,
- Coax lines still there in KnM and Sepulveda.
- Old coax modems need to be returned.
- Starting Sept 26, coax modem and wifi router from Spectrum will be put in every unit. New modems, 300mbps down 10 up. Long cable to be able to move the router.
- Router will be situated such a place to ensure max connectivity.
- Thurs Fri Sat the next week, Spectrum Tech will be present, noon to 7pm.
- Managed wifi will stay on till all coax modems are put in, week and a half will be given to switch.
- Old modem will need to be returned. New modems will be on UCLA enterprise account.
- Wifi will stay in place, no need to go to Spectrum again. Same modem will stay in for anyone new who moves in or anyone who moves out, they don't need to return it.
- Dedicated number by Spectrum for calls/complaints from UCLA residents.
- Question by Shivam (resident) - Do the current resident have to return the modem bought by old resident? Would be great if you take it back. Spectrum will take care of it.
- Will the current resident face any fine? Spectrum giving 5 days, try to return it as soon as possible.
- STC will send out all the details
- Rose Ave, coax cables removed in 2018. Spectrum will come with new access point hardware.
- Tech center will test it out first, if it works fine, then only the hardware will be replaced.

- If tech center not completely satisfied, Spectrum will have to pull new coax cables in and modems at their cost.
- Best solution will be delivered.
- Student Technology Center TECHCTR@ha.ucla.edu or call us at 310-825-3400

David Wang
- Door tag in each apartment will be left after we are done.
- Try to put pets in secure places.
- Help removing and cleaning the areas in the living rooms near the connection areas.
- Will you be entering the rooms? Far ends of rooms need to be checked to ensure there's enough connectivity.
- Recommended to put animals in bathrooms.
- Spectrum will not go in the bathrooms.
- jalberti: List of registered animals will be delivered to David for smooth run.
- Will the residents with unregistered pets be busted? No, that won't happen.
- Will the spectrum knock and do announcement before entering? Yes.

Public Comment
- KnM only two calls about entrapments in the past two months?
- Jesse: Not many calls are being put in.
- People should report if they are facing issues in the elevators.
- 3780 elevator will be inspected properly since it has faced the most issues.

Keystone Mentone:- Lighting in the night in BBQ area: Jesse will provide an answer in the next meeting.

KnM: Pests in KnM, many people have faced the problems according to the resident.
- Leslie: Pest control turn in calls 2 times a week.
- Better to reach out to resident assistance office. Form needs to be filled out, better come to the office and fill it there.
- Maintenance does not do anything about pests. They forward the info to office though.
- Contact the office for any pest problems. UAS-AdminStaff@ha.ucla.edu

Management, ACs and UCPD excused.

New unit rep for KnM: Qin Li
- Need to be voted in. 14 votes in favor.

Website Editors: Headshots updated for all but phone has issues.

- To unit reps, if you have issue with creating flyers, can contact Ting.
- If event need to be put in website, let her know. 2 weeks in advance is better.
- Are the unit reps allowed to use Canva? Everyone is allowed to use Canva.

Secretary updates

- A basic needs survey is being created, will be floated next month with a flyer. Need suggestions/comments for the items in the survey.
- Beans might not be needed/can be removed.
- Drive can be held at multiple locations and unit reps can help out.
- Drive in early December rather than mid December is preferable to cater most number of people.
- Limit the items to the ones which are most needed.
- Items will need to be stored somewhere and possibility of many items not taken by residents.
- Generally many people do not come for collection

Treasurer Updates

- Sharing the budget.
- Every person has to pay 6$ to UASRA. Last year, we got 119,485$.
- Better to be conservative. Estimate of 105,000$ this year.
- Rollover is 56916$. This year we don't know the garden fee.
- Total income estimated this year excluding garden is 161916$.
- Stipends are same as last year except, Safety and Health Delegate which has been scrapped.
- Two positions have been created, assistant positions to green coordinator.
- Green coordinator also gets a bit lesser this year.
- Total stipend this year is 60540$. Stipend has to be within 60% of income.
- Operating expenses:
- Incentive Budget: 3000$
- Secretary: 500$ for office supplies.
- Food program: Same as last year for appreciation.
- Mutual Aid Fund: It is basic needs program, increased to 8000$.
- Safety and Healthy budget is no more.
- Event Coordinator budget: Same as last year.
- CC: Recreation classes also have same budget.

- Comm Grant Program: New program by residents, they can ask for fund. UASRA can fund them.
- Evri: Language classes, fund only for ESL classes.
- Do we pay UCLA for rec classes? Evri: We need to discuss with them. Last year, it was given for free but needs to be discusses this year.
- Unit Budgets:
- All unit reps are same.
- Shivam: Can budget be increased? Treasurer: Might be unjustified, it is based on the number of apartments. Might have to increase each unit budget. We don't know the amount of money we shall get. Better to be conservative.
- We always have surplus from last years.
- Board meeting proposal: If we get like 20k-30k. more, at least 10k should be available to be rolled over.
- Need to spend at: Good Projector, we are dependent on Reslife for now. Screen and speakers. A list is needed.
- Buy things helpful in future so that we can be self sufficient.
- Shivam: Budget allocated to different housings is low. Need to decentralize the spending. Treasurer: Last year, even 8000$ was less. The big events require bigger budgets. Every event most of the times require 1000$.
- Shivam: Need to think how many people utilize the events. Stats about how many people attend events and classes.
- Gaz: Agreed with Shivam, the board has not distributed the money fairly. Discussion from board is needed, also the unit rep positions need to be discussed further. New way of distribution is needed.
- Kunal: There's always a problem with low budget, rollover is high this year, unlike last years.
- Maryam: Not as simple as increasing the budget. Hard to make the events which can cater to all audience. Not sure if single grad housing people will go to the events at Sawtelle. Different budgets aimed at single grad housing and family housing.
- Big events can be distributed across housings.
- Separate meeting requested by Akanksha.
- VP requests to move forward to next agenda

Green Coordinator (Romantic)
- Reallocate food deliveries for different housings, family and single grad housings.
- Not many helpers and teams at single grad housings.

Garden supervisor

- Changed the garden feee from 30$ structure to annual recurring fee payments.
- Many new signed agreements have been received.
- Some people also not happy with the new structure.
- Was important to change the structure.
- Reminder will also be sent.
- By November, we might be on the same page with everyone agreeing to the same fee.

CC coordinator
- CC room booked all summer
- Recreation has provided the new classes.
- More information will be put up soon, yoga, pilates and registration.
- Looking for ESL teacher. Please get in touch with Evri if anyone knows any.

Updates from unit reps
- KnM: Qin and Shivam: 2 volunteers available, Cuban place for food. Will play Bingo.
- Leyla and Nazira (Sep A & B): Oct 1: Craft party, Halloween decorations, arts project, food and music
- Akanksha: Welcome event on 24th. 1 volunteer available. 2 gifts for Bingo game.
- Urfa (Sawtelle D): Preparing for welcome event. Willing to do it combined. Sawtelle C flyers not there on the housing. At gazebo.
- Evri: Gazebo has been reserved by Urfa.
- Gaz: Preparing for the event. Separately for Sepulveda C and D.

Event Coordinator:
- Unit Reps received or in the process of picking them up.
- Gift cards still remaining after everyone has volunteers
- Painting and bingo introduced in the welcome event.
- Dates for next events: Shown in the pdf.
- How much should we spend on welcome event? Better to spend less. Website editor says less than 30%. Wise to host unit events combined with one another unit.

Reslife update: Tiara not available.

Update from Brittany given by Kunal: Instead of individually emailing all the buying requests, better if Event coord or VP can send all the requirements.

Please email VP or event coordinator about any such requests. Format will be sent by VP.

PRB Meeting Details

UASRA 2023-2024: PRB agenda **September 20, 2023** (5:45pm-6:45pm)

Zoom link: https://ucla.zoom.us/j/91239998813?pwd=T05tMWlxeVUrVy9xbW41dFhZMkV5dz09
Passcode: 593001

Welcome All

Ongoing concerns/queries/requests

IT - Thanks for rolling back upgraded wifi but why only Sepulveda and KnM. Rose residents registered unsatisfaction too.

- (V.Vahling) Spectrum is developing a plan for Rose Avenue units to replace the network equipment and wifi access point hardware with improved Cisco branded equipment. This will also eliminate the PAN requirement - security will be addressed differently. There are no coax wires remaining in Rose Avenue so we cannot install coax modems quickly. More details for Rose Avenue will be forthcoming after Sepulveda and Keystone Mentone coax projects are completed in October..

- (V.Vahling) For Sepulveda and Keystone Mentone, Spectrum is installing the new coax modems and wifi router under their Enterprise organization instead of the previous Residential organization. Benefits include:
    - What is promised to be a superior customer service phone number and response
    - New coax modems and wifi hardware for each unit
    - Removing the responsibility of the residents for the hardware - no need to go pick up hardware when moving in, no need to return hardware when moving out. Hardware remains with the unit.

- (V.Vahling) We will review the results at Sepulveda and Keystone Mentone and Rose Avenue then develop plans for the other UAS locations..

Facilities/Maintenance

- Package theft. Central card access safe space for package: KnM, sepulveda (sawtelle could front desk save them?)
- Sepulveda Playground A artificial grass damage — We are still planning to replace the turf in the play areas. The contracts for that are moving forward and once they are all signed we will start putting out schedules and notifications like we have done with the roofing. Areas deemed unsafe are roping off and or making as safe as we can so the remainder of the area can still be used. Please continue to let me know any areas residents are reporting are problematic. JCA.
- UV residents want physical health facilities and recreational space. We designate an area at sawtelle and sepulveda and install outdoor gym such as installed at KnM. One resident writes "In our community, it is imperative to establish a designated area to promote physical wellness. It is disheartening to observe that even the penal institutions within LA County boast more extensive resources and facilities in comparison to our housing system. The current provision for our entire neighborhood consists solely of a half-sized basketball court, a situation that is unequivocally incongruous and demands rectification."
- Sawtelle 3300, 3310 and sepulveda 3185, 3241 gardens without fence posing safety issues. Please put up fences.--- I will get a new quote for cost. JCA
- Residents ask for more garden plots
- Green trash in sawtelle b is not present Missing green bins in the trash bins area. — JCA will review with trash pick ups. You should have a green bin again starting next week. Please let me know.9/22/23 JCA
- Playground rules notice board is not present in all playground
- Stroller storage space in the community. What is the status?
- knM issues: Elevators have become more constant issue. People have reported being stuck in elevators more often recently —There have been two work orders submitted for KM 5/2/23, and 6/13/23 both have been completed. Nothing else all summer. JCA 3780 has been asked to be given a complete investigation. The elevator shop agreed and will be looked at next week. 9/22/23 JCA
- Wash machines not fully repaired which has been reported
- Hello, I've already emailed and called about the hallway cleanup in our building 3110 around 6 weeks ago and I see similar inquiries from other residents in our group chats. I was given the reason that the maintenance is busy preparing new apartments for new residents but please don't forget about the current ones 🙏 Thank you.
- I have reported that our bath tub which is very dirty and stained and the water do not retain . Our wash basin is not working properly nothing just happened nobody came . The 2nd time we contacted for the bug problem a team came and filled the holes . Still we are waiting for pest control— NEED UNIT INFO. JCA
- Tap water quality seems terrible. We have no control over the Cities water.
- I have had constant issues with plumbing and sewage entering my unit over the last several years, and on 1/31, more of the same occurred. Around 8pm, I heard air bubbling and water coming from my toilet and tub in my unit, 3130 Sawtelle Apt 108. I immediately called emergency maintenance, and despite a series of additional calls begging maintenance to come immediately, it took them 2 hours to arrive. At that point, sewage water containing feces from other units overflowed out of my toilet and tub, pouring all over my bathroom floor. Maintenance workers eventually vacuumed the sewage and supposedly unclogged the pipes, but then tried to tell me that I could just remain in my unit, despite the biohazard. I then had to push for emergency housing that night because I didn't have a habitable restroom. I have told maintenance for years that I have dealt with plumbing and sewage overflows in my bathroom, but it was never fixed or prevented. This is completely unacceptable and disappointing.--- I have a lot to review for this

one, and I will do that with the resident. JCA I do want to add everything about the night call was accurate to our policies. 2 hours is a quick response. We clear and clean what we can. The unit should still be sanitized by the custodial team the next morning. The unit is not uninhabitable unless that is the only bathroom in the apartment. We address all work orders, but plumbing problems can be repetitive and are based on many different circumstances beyond our department's control. Especially for a first floor unit. All UV units have recently been Jetted which is the clearing of the mainline to the street to ensure the lines are as clear as they can be. Additionally they are now on a rotation to allow this to happen more frequently. Our hope is twice a year.

Housing

-Sending noise rules to all residents via email. Keystone students facing Late night party noise issue.

- Is it possible to have a few bigger washing and dryer machines for comforters?

- Residents ask for renew annual carpet cleaning services hence When is carpet cleaning (in house service) going to be available?

- How to get >1 garage
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- In the recent weeks, not only are there more dogs in the buildings but some are let loose by their owners who don't want to walk them in bad weather. Also, how can a resident have 2, 3 dogs? Does the service animal also need a service animal? The response I've gotten before from the office is to call them when this happens, but by the time they arrive the animal or resident is gone. Can we please finally enforce the rules that are already in place and which we all signed up for when we moved in.

Security

- Parcel theft continues, what substantial measures taken by ucpd and if ucpd has suggested anything to housing to improve the situation
- Recent case Report number is 231822: " This is not at all the living experience we have been expecting while working at number #1 public university of the country. I think the university housing management should take these matters seriously and take responsibility. I believe we are not the only family who faced this particular issue. We do not have any supervised office at the sepulveda side of the apartment. The only office is at other side. Supervised package storage facility should be provided may be centrally at each side of the housing where we can pick up our packages safely after coming back from work or any other convenient time. More security cameras should be installed across the housing campus and notice displaying the information should be placed everywhere so the repeat offenders think before doing the offense."- resident
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- It's clear that the bike rack at 3767 Mentone is not secure, as bikes with stolen tires and broken locks are littered by the garage entrance. Can we get a bike rack on the lower garage level or somewhere not in sight of passersby? — JCA will see if we can relocate within the garage.

Verifying if it's on camera now as well. 9/22/23 Found a new spot and are moving the bike rack to a different location that will still be on camera but not in view of the garage gate. JCA

UCLA transportation

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ResLife

- Please send guidelines for outside vendor hire for UASRA events.
    - Vendors and service providers who propose to provide goods or services to the University of California must meet the following requirements and provide the following information:https://www.irm.ucla.edu/general-liability/university-of-california-vendor-and-service-provider-requirements . This includes performers, instructors and any other non-UCLA student staff or faculty who is coming onto University property and intends to provide any goods or services.
    - **Performance Agreements:**
      Performance agreements are standard contractual agreements between the University and a non-UCLA affiliate. The term performer can include, but is not limited to, services such as Balloon artist, DJs, Yoga instructors. When non-UCLA affiliates are being paid
- Four officers didn't cards yet, emailed to Brittany
    - Request was submitted last week, it's just busy busy times and a small but mighty team that manages this. Britt followed up.

- Resident Inquiry: Why is subletting not allowed?
  Reslife response:
    - Subletting is only allowed in single graduate apartments and must be for academic reasons
    - Is not allowed during academic year, as it is student housing and housing has a consistent waitlist
    - Not allowed in UV due to safety concerns, family housing eligibility is an issue and there are minors present
    - ORL cannot intervene with subletters when there is extreme community impact
    - Facilitated and approved through Housing Services

Meeting Minutes
PRB Meeting 09/20/23

- **VP will lead instead of President in this meeting.**
- **IT (Valerie Vahling, Director IT)**
    - **Spectrum managed Wifi historically in Rose, KnM and Sepulveda.**
    - **Spectrum led the whole thing, however, connectivity and failure issues being faced.**

- **Finally coax will be coming back, not the old way when modems need to be picked up.**
- **New coax modem, old style modems to be rid off**
- **Cable to modem and modem to wifi router, longer cable will be there.**
- **Coverage around the apt will be checked, wifi will be activated before leaving the apartment.**
- **Teams of 6 with three supervisors will be there.**
- **KnM - Sept 26 - Oct 3 9am to 5pm**
- **Sepulveda - Oct 4 to 16 - 9am to 5pm**
- **Residents don't need to deal with modems anymore, new residents don't need to get a new modem, UCLA will take care and be responsible of the modem.**
- **Managed wifi will be turned off the following Thursday after installation. (Week and a half), coax only after that.**
- **Spectrum people will be on site, will setup QnA in a common area.**
- **Sepulveda - Install new modems after that. Managed wifi will be turned off Oct 26th, and Spectrum tech on site on Oct 28th.**
- **Residents still need to return old coax modems, otherwise they will be billed.**
- **Old coax. - 100 mbps down, 10 up, new coax - 300mbps, 10 up.**
- **In an enterprise account, new number for any complaints specifically for UCLA.**
- **Info will be sent out soon.**
- **Public areas will have a common wifi. Password needed? Will be checked by IT with Spectrum.**
- **PAN network will be taken down, anyone can now log in.**
- **Will the speed be device dependent? The speed will be good for even more than 10 devices but it does depend on the device.**
- **Will the ethernet ports in the rooms work? The cable modem will be established in living room, access point from the modem will be needed to connect. The cable on modem will be 6 to 7ft to check where the best connectivity can be achieved.**
- **Rose Ave: buildings were under renovation earlier in 2018, coax was removed earlier.**
    - **A new installation activity of COAXwill be needed.**
    - **Spectrum will replace network equipment and hardware (Ruckus Access Point Hardware) with Cisco Hardware. Hardware will be switched.**
    - **Spectrum will first check with UAS team if everything can be replaced.**
    - **If Spectrum cannot make that work, then coax cable and wifi will need to be put, but might take a long time.**
- **Other locations in UAS will be done later based on how it goes in these locations.**

Facility and Maintenance

- **Package Theft: Can there be a common central place and accessed only by keycard for all buildings?**
    - **Erika: Luxor lockers are available at some locations. But not sure about other locations. All of the areas require key access. Package room? Difficult to say right now, proper approvals might be needed. Luxor lockers are a more possible option.**
    - **Packages left at the entrance by delivery guys. A lot of problems.**
    - **Laundry rooms as package location brought in the past.**

        - **Treasurer: Amazon can be requested to put locker hub in the community, one locker hub for Sawtelle and another for Sepulveda? Best possible option would be a room.**
        - **Erika: We can look into it. Amazon lockers are public, so other communities might be using it too. It cannot be a key accessible space anymore. When the lockers fill up, Amazon leave packages outside, might become a bigger issue.**
        - **Summary: Luxer lockers in each of the housing locations? Also increase the number at each site.**
        - **Treasurer: Package rooms as a central place would be the best option.**
        - **Additional lockers for single grad housing buildings. Option of central place as a package room to be seen.**
        - **Pin issues might come in. Carriers cannot still go in the room because that might become a big problem security wise. It would need to be monitored if the residents don't pick up their packages.**
- **More recreational spaces for residents, is it possible?**
    - **Leslie: Revisited in the past before covid, several plans were done. But the plans were not voted for by the community. Areas agreed upon in the past might not be there anymore because it might be used as garden space now.**
    - **Evri: Another basketball court for kids? We only have one.**
    - **Brittany: Important to go back to the community as VP said.**
- **Fences for Garden areas: discussed last time.**
    - **Jalberti: We can do it but what need to be done need to be assigned.**
    - **Green trash bin in Sawtelle B (between 3140-3160)? There's no trash bin.**
        - **People don't want to go far to throw it.**
        - **Will be fixed by maintenance.**
- **Regular Hallway cleaning, person from 3110.**
    - **Erika: Hallway should be on the regular cleaning schedule.**
    - **What's the regular schedule or frequency of cleanings. Will be checked with the housing.**
- **Other issues are**

Housing

- **KnM facing late night party noise? Who should they call?**
    - **Resident front desk can be called. Late night desk picks it up**
- **Bigger washing machine and drying machines for comforters are possible?**
    - **Erika: Additional infrastructure items will be needed, electrical and venting will be needed.**
    - **Maintenance will need to check.**
- **Budget for garden fencing? Quote will be given to UASRA.**
- **Leslie: Exercise equipment might cost 40-45000$**
- **Annual carpet cleaning service? Is it still on schedule?**
    - **Leslie: We haven't received all the equipment yet. Depending on the number of residents request, we may not be able to accommodate it yet.**
    - **Requests Might need to be declined based on the number of requests.**
- **Dogs in housing complex? Call given to housing, but dogs are gone by then. Can the rules be enforced that are in place?**
    - **Leslie: When calls come in, we would need to know where animal lives. Without description of animal and person, difficult to identify where the person is. And after**

4pm, the staff is limited. We try to take the building location. Certain steps are followed with the registered owners of the pets.

Security

- **Are there steps taken by UCPD to prevent package theft?**
    - **Residents are asked to report UCPD. Once person is identified, and if resident don't want to press charges, the thief is released.**
- **More security cameras, is it possible? More detail is needed. UASRA need to contact the person and check what locations does the resident think. Proximity to the areas.**
- **Mentone apartment, bike racks not there, lots of theft.**
    - **jalberti- More information is needed.**
    - **Leslie: Caged bike rack: it might take up parking spaces. Will be a long project.**
    - **Passerby can can easily see the bike rack, bike rack in front of door of the garage**
    - **Ashlan Hudson: Bike rack to be moved that can be moved where it is not visible from outside the garage.**
    - **Erika: Camera might need to be moved. Bike racks can be seen using camera.**
- **Other topics detailed in the notes by respective parties.**