

Associated Residential Community Housing (ARCH) Advisory Committee | MINUTES

Meeting date | time 3/16/2018 1:00 PM

Meeting location: *The Boardroom at 64 North*

Type of meeting: ARCH Advisory Committee	Attendees: Betty Ramirez Burgundy Fletcher Burton Ober Ian Hamilton Kim Ciero Madhura Som Marybeth Ward Mayra Estrada Ramona Ferreira Rebecca Otten Robert Frazier Shana Slebioda Sophia Hirakis Tatiana Zavodny Valerie Saiag
Co-Chairs: Tatiana Zavodny Jana Severson	
Note taker: Pa Chia Vue	

Agenda

Meeting began at 1:00pm.

On the agenda today is appeals, approval of meeting minutes, and the budget.

Appeals

Appeal 1202

- Mary Beth motioned to extend housing agreement to August 31, 2018.
 - o Sophie seconded the motion.
 - 9-0-0, approved.

Appeal 1214

- Mary Beth motioned to vote on the appeal.
 - o Sophie seconded the motion.
 - 1-7-1, denied.

Appeal 1218

- Sophie motioned to approve until November 1, 2018.
 - o Burgundy seconded the motion.
 - 5-4-0, approved.

Meeting Minutes

- Sophie asked if we could attach link to minutes every time we ask to approve.
- Sophie motioned to approve the minutes.
 - o Mayra seconded the motion.
 - 9-0-0, approved.

Budget Discussion

- Tatiana reviewed the breakdown of S&E graphic. She asked if they know how many units from North and West Mesa were grandfathered in and if those numbers are reflected in the budget.
 - o Rebecca said yes, those figures are incorporated as an expense.
 - o Sophie asked if the chart includes only supplies and expenses or if it includes personnel.
 - Tatiana said just supplies and expenses.

- Sophie asked if HDH plans to hire more personnel. She called maintenance because her door fell and needed to be fixed. They shared that it would take some time because they are understaffed. She talked with GSA and they shared that they would like HDH to hire additional staff.
 - Rebecca said the proposed budget is projecting a 3% increase and we do not know all of the union negotiated increases yet. She knows that maintenance is looking at their org structure and will place more personnel at ARCH to help with turning units and getting caught up with service requests. She reassured Sophie that HDH does know there is an issue and is working to resolve it. If the committee wants to add more positions, a dollar amount can be added in and they can figure out how to distribute it across the board.
- Marybeth said when a building is added, new staff is usually hired. She asked if this current budget includes the additional staff that will be hired when the new projects come on board.
 - Rebecca said that will be in 2020 and additional staff will be built into the budget then.
 - Bob added that North Mesa went offline, which freed up staff too.
 - Tatiana pointed out that they can always review policy later on, even if they can't allocate funds for this.
 - Sophie said it's natural to increase staff if new buildings are being brought on. She understands the not having North or West Mesa means they are losing the income for those facilities. She said GSA is upset because the rates are increasing but the residents are not getting any more. She asked what is going to be done to help improve the grad life experience and now this budget will improve quality of life.
 - Rebecca said one of the proposed options is to increase rate at Mesa Nueva at a higher percentage. The committee discussed this at a previous meeting and didn't seem in favor of it. The proposed budget only covers the expenses, with no changes to levels of service (just maintaining the current levels).
- Burgundy would like to see the budget without rent increases because they are living in a construction zone and doesn't even use the shuttle anymore. She asked if there has ever been a year where they didn't increase rent.
 - Rebecca said there was one year where there were no rent increases. She referred to the budget and said the middle column shows a 5% increase and that's still a \$1.2million loss because north and west mesa are offline. If they removed that 5% increase, they'd be \$1.5million short.
- Madhura would like to know what is considered well-staffed and what the budget would look like if maintenance were well-staffed.
 - Rebecca said what they want to figure out is what the expected response time is. Then they can figure out how to staff that. Currently the response times are same day for urgent issues and 48 hours for routine. So, they need to look at whether or not that is a reasonable timeframe.
- Valerie asked what the previous plan was to cover the loss of income at North and West Mesa.
 - Rebecca said they worked with the committee to set rates at Mesa Nueva as high and as affordable as possible to cover the loss. This committee recommended the cost be distributed across all residents to make it more affordable.
- Betty shared that residents are unhappy because services aren't up to par.
- Ian asked if HDH could provide a breakdown the staff distribution of maintenance across the housing areas.
 - Rebecca said she would get those numbers for the committee.
- Madhura shared a personal incident regarding her roommate and her roommate not being able to get into her room. She had to help her roommate because she was an international student who didn't speak English well, and there were no staff members available to help since it was a Saturday.
 - Tatiana said the committee could review current policy and make changes to it.
 - Sophie reiterated that they need to make people want to live here. They are competing with the outside market, where rent is cheaper. She said residents want to have a great experience. The budget shouldn't be to just pay for construction. They need to focus on the student experience.
 - Rebecca said HDH recognizes that it is not just about cost, it is about creating a community. They want to keep housing affordable but they've also worked hard to provide programs to help build community and meet current service needs.
 - Bob said they are constantly tweaking and balancing those dollars to provide a better experience and have better response times.

- Burgundy asked if the rent at Mesa Nueva is under 20%. She was able to find listings that were cheaper than Mesa Nueva in La Jolla.
 - Rebecca explained that San Diego County Apartments calculate the average rent and HDH uses that average. Once the budget is determined, they can show where they stand with regards to those averages.
 - Tatiana shared that she did the calculations and their units are roughly 20% under that rate. The only one that came close is the 3 bedroom unit at Mesa Nueva if they agree to add the extra fee for the washer/dryer fee.
- Sophie asked if they could clarify something said in a previous email sent to the committee about not being able to give families a different rate.
 - Tatiana said this came up at the last meeting. They were looking at the washer/dryer fee at Mesa Nueva for the 1, 2, and 3 bedrooms. They were looking at only applying that to roommate situations and not families, to help reduce financial burden on families. They are not able to do this. If they apply washer/dryer fee, it has to apply to everyone regardless of status. So, they cannot charge families more and they cannot charge families less. They have to charge the same fees across the board.
 - Rebecca shared that she reached out to campus council and asked them if they could have different rates for the same space, depending on if they are a single student or a student with a family. They advised against that because they said it can be perceived as discrimination.
 - Ian and Madhura left at 2:05pm and both proxy to Sophie.
 - Sophie asked if she is living with a roommate and then gets married and her significant other moves in, if the roommate moves out, would they be required to pay for the entire apartment.
 - Rebecca said they would ask the couple if they want to live in their own apartment. If so, they would find a space for the couple. If they don't and the single student doesn't mind continuing to live with them, they would make the accommodation.
 - Tatiana said this is a policy discussion that the committee can have later. She'd like to continue with the budget discussion.
 - Cory said different amounts cannot be charged for the same space but they can choose to charge a fee per unit or per room or per person. There are ways to divide up the fees and the committee has to decide whether it's beneficial or not. The committee has to decide what they consider to be middle ground.
 - Ramona said a couple or family could opt to have a roommate if you have the space. That could help share expenses. Most couples want to have their own space but they can opt to have a roommate if they'd like.
- Burgundy asked if there was a way to charge more for the master bedroom. It is a bigger room so she thinks they should pay more.
 - Rebecca said they could charge a different amount for the master bedroom because they are getting a different product but the dollar amount for the three bedrooms has to be the same.
- Sophie suggested keeping the Mesa Nueva rate the same, without the 5% increase. She suggested charging lower for the two bedrooms and more for the master bedroom.
 - Rebecca adjusted the budget sheet and shared that this would result in a reduction/loss of income of \$56,700.
- Valerie left at 2:18pm and proxy to Burgundy.
- Sophie motioned to have a special meeting next week to continue budget discussions.
 - Mary Beth seconded the motion.
 - No objections from the committee so Tatiana will send out a doodle poll to schedule the meeting. She pointed out that there was still time left to continue discussions in the current meeting.
- Burgundy asked if they don't do any increases, they would be at a \$1.2million deficit.
 - Rebecca said no, the \$1.2million deficit is with the 5% increase. They are losing \$2million in income because North Mesa and West Mesa are online. Also, there is an expected 3% increase in expenses.
- Sophie said the most important thing is making life better for the residents. That should be the focus and this budget should help with that.
- Burgundy would like to get creative with the budget. She'd like to vote on a budget that she can feel good about and thinks more adjustments need to be made.

- Tatiana asked the committee to look out for the doodle poll. She also asked the committee to brainstorm ways to improve quality of life that are not cost related.
- Sophie said the demands are very simple - need to improve the quality of life. She said HDH needs more staff and suggested hiring UG students to help. This wouldn't cost as much.
- Tatiana asked the committee to email her their ideas in advance so she can compile a list.

Meeting adjourned at 2:28pm. Next meeting is TBD.