

Weekly Housing Update – March 28, 2022

In response to feedback from the recent *Residence Survey*, the Housing Office will be sending out a weekly e-mail to residents every Monday. These weekly e-mails will include things like scheduled maintenance projects for the upcoming week, changes to policy, general reminders, etc.

The first of these weekly e-mails (i.e. the e-mail that you are currently reading) will be a little longer than most as it will address the most pressing issues reported in the *Residence Survey*.

Before we go-over these issues, however, some general announcements:

- **Expanded Kitchen Access for Ramadan:** With the commencement of the Holy Month of Ramadan, power to the 3rd Floor Ewa Kitchen in Hale Mānoa and the Courtyard Kitchen in Hale Kuahine will remain on at night starting March 31st in order to accommodate adherents participating in the daily fast.
- **Hale Mānoa Building Access:** Residents may now enter *and* exit the building through the makai-side entrance. The mauka-side doors will remain *exit only* for the time being.

Survey Feedback

General Cleanliness

A number of you expressed concerns with the overall cleanliness of the housing facilities, particularly in the kitchens and bathrooms. These concerns have been shared with the Housekeeping Staff, who will be paying closer attention to these areas. Further, we have asked that Housing Staff do thorough inspections of the kitchens and bathrooms, so that problem areas can be identified and addressed. Our dormitories have 60 common bathrooms and 10 common kitchens, so we ask for your patience as we address your concerns.

If you notice areas that require cleaning (spills, mold, dirty floors, etc.), please do not hesitate to contact the Hale Mānoa front desk—a work order will be submitted, and Housekeeping Staff will be dispatched to treat the affected area(s) as soon as possible.

Noise from Landscaping

Another common issue from the *Residence Survey* was noise generated from leaf blowers/landscaping equipment. The Housing Office has looked into this, basically, this noise is generated from two separate groups: 1) EWC Facilities Office and 2) an outside contracted landscaping company that visits twice a month.

The Housing Office has communicated your concerns to the Facilities Office, who have instructed their staff to refrain from using leaf blowers whenever possible. If you notice EWC Staff using leaf blowers outside of Hale Mānoa/Hale Kuahine, and you find these activities to be disruptive, please do not hesitate to report this to the front desk of Hale Mānoa.

Unfortunately, it is not possible to limit the noise generated by the contracted landscaping company, as the services that they provide require the use of noisy equipment; however, we are working on getting a schedule for when the landscaping company visits the East-West Center so that folks can know ahead of time. We will be sure to share this schedule with you via e-mail.

Pests

Based on the survey responses, there appears to be certain areas of Hale Mānoa with significant pest issues. We have reached out to our pest control technician, who will be doing a more thorough assessment of the affected areas. We have also instructed Housing Staff to conduct more inspections of areas traditionally frequented by pests (kitchens, common spaces, etc.).

However, in order to effectively address this issue---and to avoid such problems in the future---we need your help. Please make sure to secure all food items (e.g. use sealable containers, lock food in cabinets, do not leave food on countertops, and so on). If you see a pest, please report it to the front desk of Hale Mānoa---especially if this pest is spotted in your room (we cannot send pest control to treat your room if we do not know that there is an issue to begin with).

Reporting Building Issues: how to do it

Your HK/HM Reps pointed out that some folks might not know how to report building issues. Basically, there are three ways:

1) Call the Front Desk:

Hale Mānoa Front Desk: 808-944-7960 (x7960 if calling from room phone).

Hale Kuahine Front Desk: 808-944-7813 (x7813 if calling from room phone).

- If there is no one at the HK front desk, your call will automatically forward to the Hale Mānoa front desk.

2) In-Person at the Front Desk(s)

3) Email housing@eastwestcenter.org (please note: this email address is not monitored 24/7, so it is encouraged that you report urgent issues by calling or visiting the front desk(s))

Internet Connectivity

Finally, some of you reported issues with the EWC Housing Wi-Fi (intermittent connection, weak connection, complete loss of service, throttling, etc.). These issues cannot be addressed unless they are reported directly to HousingNet (the folks who provide internet support for EWC Housing). The HousingNet helpdesk is open Monday-Friday from 8:00AM-6:00PM. You can contact the HousingNet helpdesk by phone at 808-748-7801.

Okay! That's it for this week! If you have any questions or concerns, please do not hesitate to contact housing@eastwestcenter.org