

## Weekly Housing Update – April 11, 2022

### Scheduled Maintenance

#### Hale Mānoa

**Tuesday April 12th:** Cleaning staff will be cleaning/applying finish to the 3rd and 6th floor Ewa kitchen(s). The work is scheduled to start at 9:30am, and should take about four hours to complete--during this time, kitchen access may be limited.

**Thursday, April 14th:** Cleaning staff will be cleaning/applying finish to the 9th and 12th floor Ewa kitchen(s). The work is scheduled to start at 9:30am, and should take about four hours to complete--during this time, kitchen access may be limited.

### General Reminders

**Pests---keep reporting it:** Please continue to report pest-related issues (sightings, droppings, etc.) to the Housing Office. Addressing the pest situation remains a top priority and we are committed to responding to every report that is received in a timely fashion.

- **Please Note:** while Housing Staff are usually the first to respond to these reports, the details of said reports (i.e. location, type of pest, # of pests, etc. etc.) are also sent to our pest control technician, who visits EWC residence buildings once a week. If our staff are unable to follow-up on a report in-person, we rely on the details of your report(s) when communicating the issue to the technician. Therefore, we encourage residents to be as detailed/specific as possible when reporting a pest-related issue---*especially* the location of the issue. These details allow the technician to more effectively inspect/treat affected areas.

**Reporting Issues to Housing:** a reminder that if you need to report a building-related issue (pests, broken lights, spill in the kitchen, noisy neighbor, toilet won't flush, etc. etc.), you can do so one of three ways:

1. **Call the Front Desk:** *Hale Mānoa* (808-944-7960 or x7960 if calling from room phone); *Hale Kuahine* (808-944-7813 or x7813 if calling from room phone)
2. **In-Person at the Front Desk(s)**
3. **Email [housing@eastwestcenter.org](mailto: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))

**EWC Wi-Fi Troubleshooting:** *If you are experiencing connectivity issues with the EWC Housing Wi-Fi, please report these issues directly to HousingNet* (the folks who provide internet support for EWC Housing). The HousingNet helpdesk is open Monday-Friday from 8:00AM-6:00PM and can be reached by phone at 808-748-7801.

The Housing Office regularly receives requests for support from residents re: issues related to Wi-Fi connectivity; however, please note that our office is unable to provide the kind of tech support that is usually required to resolve most of these issues. ***If you need help with the Wi-Fi, contact HousingNet.*** If, after contacting HousingNet, you continue to have connectivity issues (or were not satisfied with the support/service you received from HousingNet, etc.), please let the Housing Office know---we will follow-up with the appropriate parties.

Okay! That's it for this week! If you have any questions or concerns, please contact [housing@eastwestcenter.org](mailto:housing@eastwestcenter.org)