

## WELCOME

Columbia University Facilities and Operations is committed to providing you with a safe and comfortable home. This newsletter, The Morningside Resident, is part of our service to you, offering information and news about Columbia University residential properties and happenings across the neighborhood.

### Columbia Builds a Better Community with Small Local Businesses



Stroll around Morningside Heights and you'll find thriving parks, breathtaking views, world-renowned academic institutions, stunning houses of worship, and much more. But perhaps the most important amenity that makes our community unique is its lively retail corridor, featuring small local businesses that reflect the character of the people who live and work here.

Columbia has a long-term strategy of favoring small local businesses (this typically means no national chains and a preference for small, NYC-based businesses) to create an enduring, vibrant urban layer within its real estate portfolio. The team behind this strategy, University Facilities and Operations' Real Estate department, was recognized with a City & State 2016 Corporate Social Responsibility Award for these efforts promoting small business and community-based enterprise. The award demonstrates how the Real Estate team understands the significance of offering a variety of quality retail options to meet the needs of the University and surrounding community, as well as to attract and keep the best students, faculty, and staff.

"We benefit from, and are fortunate to serve, a diverse community of all different ages, backgrounds and nationalities," said University Facilities and Operations Executive Vice President David M. Greenberg. "Our goal is to preserve the character of the neighborhood while working with the community to offer services that they want and need."

The University recognizes that the best types of businesses to meet these needs are small local business. In an increasingly homogenized world, one-of-a-kind businesses play an integral part of a neighborhood's distinctive character and identity. Small business owners tend to invest more in the community, are especially cognizant of how their decisions impact neighbors, and often take more time to get to know the needs of their customers, resulting in a broader range of product choices.

*(story continued on Page 5)*

### In Memoriam, Edward Dennis Lauth: March 12, 1961 – July 1, 2016



We remember Ed Lauth, director of commercial operations and part of the Columbia University Facilities and Operations team for more than 15 years, who passed away in July. According to his colleagues, Ed was one of the most hardworking and dedicated individuals one would ever have the pleasure of working with.

Alongside admiration for his fervent work ethic, it was also his courage, strength and perseverance through extreme adversity that built a legacy of tenacity that continues to be a great source of inspiration for many. He faced progressively degenerative metastatic stage 4 cancer with a can-do attitude while continuing to manage his facilities responsibilities and obtaining his Bachelor's degree at the same time, earning Cum Laude honors.

Ed's passing is an enormous loss to Facilities and Operations and the entire Columbia University community, and his wisdom, contribution and presence are sorely missed. A memorial service in celebration of Ed's life was held at the School of International and Public Affairs on July 21, where his family continued raising awareness for metastatic breast cancer on his behalf. For those wishing to find out more or to support research funding for cures, Ed's family invites you to visit <https://secure.metavivor.org/page/contribute/ed-lauth-memorial>.

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## Building Contacts

### SUPERINTENDENT

The superintendent for your building is directly responsible for the maintenance and operation of your building and its systems and is generally your first form of contact for building-related issues. You should have received their contact information when you moved in. For maintenance issues after hours (before 9 a.m., after 5 p.m., and on weekends), call the Columbia Facilities Services Center at 212-854-2222.

### DIRECTOR FOR RESIDENTIAL SERVICES

If you have a special problem that the building superintendent has not been able to correct, you should contact your Director for Residential Services at the phone number indicated below. If they are not available, you may also speak to Mark Kerman, Assistant Vice President for Residential Operations at 212-854-9301 or [mk17@columbia.edu](mailto:mk17@columbia.edu).

## IMPORTANT CONTACT INFORMATION

[Insert your Super's name Here]	[Insert your Super's # here]
<b>FACILITIES SERVICES CENTER</b> (Emergencies after hours, and on weekends)	212-854-2222
<b>YOUR DIRECTOR FOR RESIDENTIAL SERVICES</b> (Special problems that your superintendent cannot address)	212-854-9301
<b>CU FACILITIES RESIDENTIAL OPERATIONS WEB SITE</b>	<a href="http://facilities.columbia.edu/housing">http://facilities.columbia.edu/housing</a>
<b>CU FACILITIES AND OPERATIONS WEB SITE</b>	<a href="http://cufo.columbia.edu">http://cufo.columbia.edu</a>
<b>CU PUBLIC SAFETY</b>	Morningside Campus 212-854-2797 Emergency: 212-854-5555

## BUILDING REPRESENTATIVES

All residential directors and assistant directors have many years of experience managing residential properties in New York City.

Director: Nelson Falcon • 212-854-9328 • <a href="mailto:nf36@columbia.edu">nf36@columbia.edu</a>
Director: Cathleen Ryder • 212-854-3729 • <a href="mailto:cr2238@columbia.edu">cr2238@columbia.edu</a>
Director: Nicole Thompson • 212-851-7369 • <a href="mailto:nt25@columbia.edu">nt25@columbia.edu</a>
Assistant Director: Marah Arbaje • 212-851-0454 • <a href="mailto:ma224@columbia.edu">ma224@columbia.edu</a>
Assistant Director: Anna Fu • 212-851-0888 • <a href="mailto:af2330@columbia.edu">af2330@columbia.edu</a>
Assistant Director: Nancy Lu • 212-854-8911 • <a href="mailto:nnl3@columbia.edu">nnl3@columbia.edu</a>
Assistant Director: Serena Sinckler • 212-854-4142 • <a href="mailto:ss2690@columbia.edu">ss2690@columbia.edu</a>
For more information, go to <a href="http://facilities.columbia.edu/housing/">http://facilities.columbia.edu/housing/</a>



## Building Services and Information

### TIPS ON BEING A GOOD NEIGHBOR

As a resident and member of a shared community within Columbia University housing, it is important that you are courteous and mindful of others in order to foster a positive community. Please comply with your building's rules and regulations, and take heed to the tips listed below. Remember to:

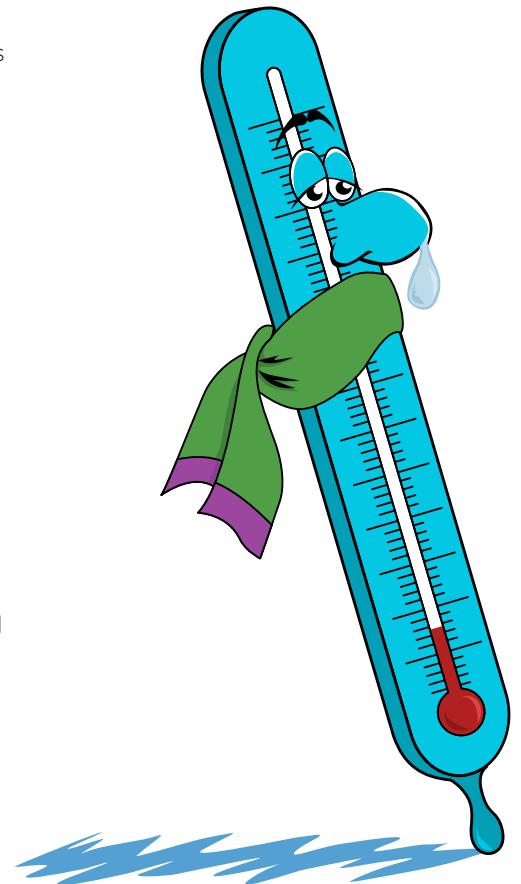
- **Please Keep it Down:** Be aware of your noise level, so you do not disturb other tenants.
- **Look Out for One Another:** Do you know who lives next door? Get to know your neighbor. Look out for each other's safety and well-being.
- **Be Aware of Your Surroundings:** Are there unfamiliar people roaming around the building? Inform your superintendent and/or contact Public Safety as soon as possible.
- **Keep it Clean 'n Clear:** Make sure the exterior of your apartment is clear of litter/trash, bicycles, strollers, shoes and other objects that may impact your neighbors or create a fire hazard.
- **Keep Laundry Cycling:** Be cognizant of when your laundry washer and dryer cycles are complete and remove items as soon as they are done to open the machines for your neighbors.
- **Security:** Please make sure your lobby and apartment door are closed behind you as you enter or exit the building. Also, please do not buzz anyone into the building on your intercom system unless you know who it is.



### HEATING 101

As the temperatures dip, our goal is to maintain a warm and comfortable temperature in your apartment according to the following New York City guidelines during heating season (October 1, 2016 to May 31, 2017).

- Between the hours of 6 a.m. and 10 p.m., whenever the outside temperature is below 55 degrees Fahrenheit (12.78 Celsius), owners must maintain a temperature in their tenants' apartments of at least 68 degrees Fahrenheit (20 Celsius).
- Between 10 p.m. and 6 a.m., owners must keep apartments at a minimum of 55 degrees Fahrenheit (12.78 Celsius) when outside temperature is below 40 degrees Fahrenheit (4.44 Celsius).
- Radiator valves cannot be used to regulate the amount of heat in your apartment. These valves must be either fully opened or fully closed. Leaving valves partially open can cause banging, leaks, and the inefficient operation of the building's heating system.
- If you have any heating complaints or have problems with your radiator, please complete a Maintenance Request Form and inform your Superintendent or Director of Residential Services.
- If you have no heat or hot water and a notice of service interruption has not been posted in the building, please follow the procedures for Emergencies and Urgent Off-Hour Problems (see <http://facilities.columbia.edu/housing/tenant-information#emergency>).



## Working for You

### RETIREE: KEN MARTINO



After almost 30 years at Columbia, this past July Ken Martino retired as a resident manager. He began his Columbia career working at 150 Claremont Avenue as a porter and ended his tenure as the resident manager for 2700 Broadway. Martino took a few moments to speak with Morningside Resident.

#### What brought you to Columbia and this line of work?

Before I started at Columbia, I was working in a bank and didn't like the "suit and tie" every day. I was always interested in working with my hands so this line of work seemed like a great fit.

#### What was your favorite part of the job?

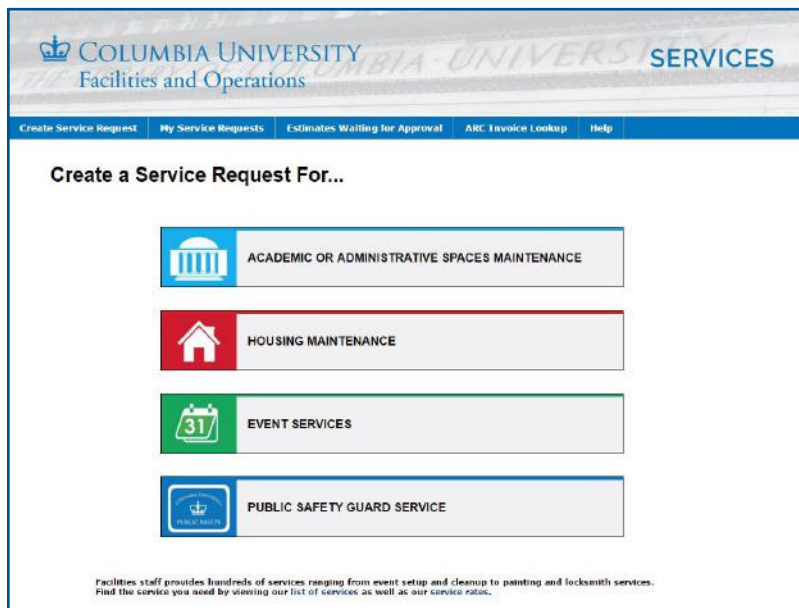
I really liked the people and interacting with the tenants. I also enjoyed the challenge and focus of working with various contractors to get the apartments renovated.

#### What are your plans in retirement?

My wife and I are about to move into a new home. Once we get settled I hope to be doing lots of traveling!

*\* We also want to wish good luck in retirement to Miguel Saa, who retired as a Door Attendant at 29 and 35 Claremont Avenue after 44 years of service at Columbia.*

## SUBMIT YOUR MAINTENANCE REQUESTS ONLINE



A reminder that you can submit non-emergency maintenance requests for your apartment online. Visit [www.services.cuf.columbia.edu](http://www.services.cuf.columbia.edu) to submit maintenance requests.

#### PLEASE NOTE:

- **Only submit non-emergency requests online.** For emergency requests, please call your super or the Facilities Services Center at (212) 854-2222.
- **You must have a Columbia UNI to access the online system.** If you or other members of your household do not have a Columbia UNI, you will need to continue reporting maintenance issues under the current system - by phone to your superintendent; through request paper forms available in your building; or by calling the Facilities Services Center at (212) 854-2222.

Use the online system for any space on campus. If you have an office, lab, or other space on campus, the same, user friendly online maintenance request system can be used for non-emergency requests in those spaces.

## NEW HIRES AND PROMOTIONS

Welcome to new staff that has joined or was promoted to new positions in Columbia University Residential Operations over the past year.

William Cirino, *Promoted to Handyperson*

Robert Cruz, *Promoted to Superintendent*

Melissa Joyner, *Off Campus Housing Assistant Counselor*

Levy Rosario, *Promoted to Handyperson*

Mansor Mbaye, *Promoted to Superintendent*

Jeannette Noguét, *Door Attendant*

Yuci Penalo, *Porter*



## In the Neighborhood

### COLUMBIA BUILDS A BETTER COMMUNITY WITH SMALL LOCAL BUSINESSES (CONT. FROM PAGE 1)

For example, University Hardware and Housewares on Broadway and 113th Street has served the University community for over 77 years, becoming a trusted source for home goods, kitchenware, storage and organizational products, bedroom and bathroom accessories, hardware, lighting, and travel products, dorm room essentials, and much more. The store, owned by Bob Fendell, started as Columbia Hardware in 1938, expanded to a second location under the University Housewares name in 2004 and launched a Web site service in 2012. Its fiercely loyal customer base appreciates the friendly and personal service, vast selections, and product demonstrations. Morningside Heights “is almost like the United Nations,” says Fendell. “People from different areas, countries and ethnic groups, all getting along.”

Another prime example of the University working with small businesses owners to create a thriving local retail scene is eclectic-American restaurant and juice bar Community Food and Juice. Owners DeDe Lahman and Chef Neil Kleinberg, who also own world-renowned Clinton Street Baking Company on the Lower East Side, leased space from Columbia to open Community in late 2007 at Broadway and 112th Street. Lahman and Kleinberg consider Community “first and foremost a neighborhood restaurant”, with a bar for drinking and eating, community wine nights, classic table seating mixed with larger communal tables, and outdoor patio seating weather permitting. Since its opening, the eco-friendly restaurant, which features seasonal, health-focused, local ingredients, has become one of the most talked about restaurants in the neighborhood and an extremely popular weekend brunch spot. Julia Moskin of the New York Times called it “the most welcoming restaurant to appear on the Upper West Side in years,” and “a near-ideal neighborhood restaurant.”

There are many other recent examples of the small local businesses in University-leased space that make our neighborhood great. Enjoy delicious, sustainable cuisine at farm-to-table restaurants Dig Inn and Friedman’s. Get your caffeine fix at top New York City-based coffee house Joe. Curl up with a good book at independent community book shop Book Culture. Check out the unique eats and hand crafted brews at beer inspired restaurants Arts and Crafts and Bernheim and Schwartz, whose name and design pay tribute to the former Bernheimer & Schwartz brewery at 128th Street and Amsterdam Avenue.

The University will look to continue its successful small local business strategy to improve both campus and community life in throughout its Upper Manhattan real estate portfolio, including in Manhattanville, where Columbia is building a new campus.

“It’s about creating an environment where the school and the community not only coexist, but also benefit from one another,” says Greenberg. “It’s about growing together.”



*University Housewares, Book Culture and Bernheim & Schwartz on Broadway are examples of Columbia’s retail strategy favoring small local businesses.*

### STEEP ROCK BOULDERING TO BE FIRST RETAIL TENANT AT COLUMBIA UNIVERSITY’S NEW MANHATTANVILLE CAMPUS



Steep Rock Bouldering, a New York City-based indoor climbing facility, will be the first retail tenant at the University’s new Manhattanville campus, joining a Community Wellness Center, an interactive installation about brain research and an Education Lab as part of the civic and retail spaces that will define the street level experience of the campus.

The signing of Steep Rock Bouldering is consistent with the University’s long-standing approach to its retail tenants which favors local businesses that bring a variety of amenities and experiences to the diverse Columbia community, the wider local community and visitors.

“The addition of Steep Rock Bouldering to the Manhattanville campus in the Jerome L. Greene Science Center makes a physically and mentally demanding activity, that is currently available only in limited locations in the city, accessible to Columbia and Upper Manhattan,” said David M. Greenberg, executive vice president of Columbia University Facilities and Operations. “Steep Rock Bouldering was selected for its high-quality service, successful track record and community engagement.”

The Manhattanville bouldering facility will offer a mix of programs such as single visits for ages 5 and up, lessons, monthly memberships, birthday parties and youth climbing teams. Columbia University and Steep Rock Bouldering anticipate partnering to pursue community initiatives at the Manhattanville location to extend the programming and make it more accessible to more people throughout the Columbia and local community.

The facility is anticipated to open in the first quarter of 2017.

## Building News

### PACKAGE THEFT ALERT

CU Public Safety has received several reports of theft of packages delivered and left in the lobby by the courier in several apartment buildings in the community.

Thieves usually wait for FedEx, UPS, USPS, etc. to make deliveries to the buildings and then “Piggy Back” in as people enter or exit. They may also ring the apartment bells to see if someone gives them access without asking who it is. Once the coast is clear they remove the packages that were left in the package area in the lobby of each building.

#### Some helpful tips:

- Beware of strangers trying to “piggy back” as you enter or exit your building.
- If you are waiting for a package to be delivered always get the tracking number from your courier so that you can track your package on line and know when to expect your delivery.
- Make arrangements with a roommate or neighbor to hold your package in the event you are not available. (Leave a note for the courier with instructions on who to leave it with).
- You can also leave a note for the courier to NOT leave the package unattended in the lobby or in front of your door if you are not available prompting the courier to come back and make another delivery attempt or you can make arrangements for the courier to “Hold for Pick Up” at their company’s package pickup location.
- If someone rings your apartment door bell, always verify who it is before you buzz them in. One of the oldest tricks in the book is when burglars want to gain access into a building, they ring all the Apartment bells hoping that someone will buzz them in without verifying.
- Report suspicious persons or activity to the police at 911 right away or CU Public Safety 212-854-5555 at the Morningside Campus / 212-305-7979 at the Medical Center Campus.



### SMOKE/CARBON MONOXIDE DETECTOR INSTALLATION AND REPLACEMENT

For your safety Columbia University Residential Operations will be updating combination smoke/carbon monoxide detectors in your apartment. Under new code there must be detectors in every bedroom and the hallways leading to them. The battery life of these new devices is 10 years so you and your family will be protected for years to come. Superintendents will notify tenants when access is needed. We thank you for your cooperation.

### FIRE SAFETY

Each fall, our office distributes a Fire Safety Plan to all apartments with information about what to do in the event of a fire. This information is also posted in your building. You can prevent fires by doing the following:

1. Test smoke detectors and report any deficiencies or problems to your superintendent immediately.
2. Be aware that smoke from cooking can activate smoke detectors, do not leave food unattended when cooking.
3. Report any defects in your cooking appliances to your superintendent.
4. Never use an extension cord with large current appliances, such as a space heater, air conditioner, or refrigerator.
5. Do not run extension cords under rugs or floor mats. Cords can wear down, become frayed and ignite
6. Never leave burning candles unattended and keep at least 3 feet from combustibles including curtains.

For more fire safety tips visit [http://facilities.columbia.edu/fire\\_safety](http://facilities.columbia.edu/fire_safety).

