

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.

New Faces in Residential Operations

The beginning of spring this year brought more than longer days and blossoming flowers. At Columbia University Residential Operations, the start of spring happened to coincide with several new employees taking on roles within the organization. While some of the new staff members filled existing positions, others are taking on newly created roles – all as part of an effort to improve service for residents.



New staff at Columbia University Residential Operations (l to r): Dion Keene, director of residential services; José Rosa, director of operations for residential and commercial services; Diego Rivera, executive director of residential and commercial services; Rich Bova, director, undergraduate residential portfolio; Franco Morizio, director of State of Good Repair

“The residential team has made many systematic improvements over the last few years, from implementing a new tenant management system to expanding the work order system online. The addition of more people to our management staff is a natural progression in continuing that effort and helping Columbia’s buildings operate more efficiently and effectively,” said Mark Kerman, assistant vice president, Residential and Commercial Operations.

Adding new positions to the team afforded the opportunity to reorganize existing roles and responsibilities to better serve residents and other university partners.

Meet the new faces in Residential Operations, and learn more about their role, their background and what they hope to accomplish in their new position.

New Faces in Residential Operations Continues on Back Cover

Get Ready for Summer – Moving Out, Subletting, and More

For many University Apartment Housing residents, summer means graduation and move out. For others, it is a chance to get away for some time. *If you are moving out, please see page 3 of this newsletter for detailed information.* For others, here are some summer tips to keep in mind.

SUBLETTING

Are you planning to sublet your apartment during the summer? Faculty and students living in Columbia housing may sublet for summer break and can advertise for a subtenant using the OCHA Housing Registry at <http://ocha.facilities.columbia.edu>.

After selecting a subtenant, a sublet application must be submitted for approval.

Sublets for less than thirty days are not permitted according to N.Y. law.

AIR CONDITIONERS

If buying a new air conditioner this season, there are several tips to keep in mind, from selecting a unit that is properly sized for the space you will be cooling to finding an energy efficient unit to reduce your electric costs and save energy. Also, remember to change your air conditioner filter at least once every couple of months during cooling season. A dirty air conditioner filter will increase electric costs and waste energy.

We strongly recommend air conditioners are installed by professionals. Air conditioners must be installed safely and per manufacturer’s specifications. Air conditioners that are installed improperly are safety hazards and are considered violations by the New York City Department of Buildings. For window air conditioner installation tips, please visit www1.nyc.gov/site/buildings/homeowner/installing-air-conditioning-unit.page.

For more information on proper sizing and energy efficient air conditioners, please visit energystar.gov or smarterhouse.org.

Get Ready for Summer Continues on Page 3 with Moving Out Tips

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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 Diego Rivera, Executive Director for Residential and Commercial Services, at 212-854-9301 or jdr2171@columbia.edu.

IMPORTANT CONTACT INFORMATION

[Insert your Super's name Here]	[Insert your Super's # here]
FACILITIES SERVICES CENTER (Emergencies after hours, and on weekends)	212-854-2222
YOUR DIRECTOR FOR RESIDENTIAL SERVICES (Special problems that your superintendent cannot address)	212-854-9301
CU FACILITIES RESIDENTIAL OPERATIONS WEB SITE	http://facilities.columbia.edu/housing
CU FACILITIES AND OPERATIONS WEB SITE	http://cufo.columbia.edu
CU PUBLIC SAFETY	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 • nf36@columbia.edu
Director: Dion Keene • 212-853-1502 • dk2974@columbia.edu
Director: José Rosa • 212-853-1498 • jr2365@columbia.edu
Director: Cathleen Ryder • 212-854-3729 • cr2238@columbia.edu
Director: Nicole Thompson • 212-851-7369 • nt25@columbia.edu
Assistant Director: Marah Arbaje • 212-851-0454 • ma224@columbia.edu
Assistant Director: Anson Leacock • 212-854-8078 • abl21@columbia.edu
Assistant Director: Nancy Lu • 212-854-8911 • nnl3@columbia.edu
Assistant Director: Juan Plascencia • 212-854-9323 • jp2387@columbia.edu
Assistant Director: Serena Sinckler • 212-854-4142 • ss2690@columbia.edu
For more information, go to http://facilities.columbia.edu/housing/



Moving Out

WHAT TO DO AND WHEN

As another school year ends, many residents will be vacating their apartments. Students with expiring housing eligibility are required to vacate no later than May 31, 2017. University Apartment Housing (UAH) sends a series of email notifications to this group with detailed information regarding vacancy procedures.

Moving out on time is required as apartments must be prepared for incoming students who begin moving in as early as May.

Beginning in March, UAH operations commenced brief inspections of units that are expected to be vacated. These inspections help us determine the work and resources that will be required to prepare the units for incoming students. The inspections typically take less than ten minutes and are conducted by a UAH representative who will be accompanied by building staff. Due to the high volume of units that must be inspected we are unable to schedule appointments; however, you are not required to be present during the inspection. Please follow the procedures outlined below when vacating since failure to do so may result in additional charges and/or forfeiture of your security deposit.

1. If you haven't confirmed your vacancy date, please do so now.

The Housing Portal at <https://uah.facilities.columbia.edu> can be used to provide notice, update your vacancy information and request changes to your vacancy date, in addition to calling or emailing the leasing department at uah-vacancies@columbia.edu. In general, moves should be scheduled between the hours of 8 a.m. and 4 p.m. Monday to Friday; however, you should check with your superintendent to see if there are any special move policies (e.g., no move-outs through lobby).

2. You must return all apartment, mailbox, elevator and other keys to the superintendent on the day of your move-out. You will receive a copy of the key receipt form at that time. If you are not able to contact the superintendent, call the Residential Operations Office at 212-854-9301.

Do not leave keys in the apartment. The surrender of the keys to your superintendent is considered the surrender of the apartment. You will continue to be responsible for rent until the keys are returned.

3. The apartment must be left free of all personal belongings and debris. All fixtures and appliances must be left in good working order. Please clean the apartment. Empty refrigerators and cabinets, remove all trash, and sweep all floors. You may be charged for any damages and/or cleaning expenses.

Security deposits are refunded in accordance with the terms of the lease and are mailed to your forwarding address approximately 6 to 8 weeks after you vacate. If you live in a semester-billed unit, your reservation fee was credited to your University SFS account when you moved into housing.

To all residents who will be leaving University Apartment Housing, we hope you have enjoyed your stay. To the graduating class of 2017 we offer our congratulations and best wishes in all your future endeavors.

If you have any questions, please contact the Leasing Department at 212-854-9300 or email uah-vacancies@columbia.edu.

IMPORTANT PHONE NUMBERS FOR MOVING OUT

Con Edison	1-800-752-6633 www.coned.com
Spectrum	212-358-0900 www.spectrum.com
Verizon	1-800-verizon www.verizon.com
Leasing Department	212-854-9300 www.columbia.edu/uah
UAH Vacancy Coordinator Shana Brown	sb3667@columbia.edu 212-854-9313 212-749-8816 (fax)
RESIDENTIAL OPERATIONS	212-854-9301

Working for You

RECOGNIZING 47 YEARS OF SERVICE — KARL JONES

This past January, Karl Jones retired after 47 years of service at Columbia, during which he worked various roles at Butler Hall (400 W. 119th Street), ending as resident manager.

How long were you at Columbia?

47 years. I started in January of 1970. I came from the Caribbean and was working during the winter helping my friend at a gas station and it was very cold. My girlfriend at the time worked at Hartley Pharmacy on W. 120th and knew the building manager at Butler Hall. My girlfriend spoke to her, and she gave me a job helping out at the building. I thought I would just stay there through the winter months until it got warmer, but I never left. I have always worked in Butler, starting out as a porter in the boiler room, then becoming a general porter, a handyman and then a super.

What was your favorite thing about your position?

It was very interesting. I learned a lot. I especially enjoyed learning all the electrical aspects of the building when we used to rewire the apartments ourselves.

What will you miss the most?

My building staff. Also there were a few tenants who became good friends and I will miss them as well.

What do you plan to do now?

I have a lot of chores to do around the house. I am also thinking of eventually moving to Florida.



Karl Jones surrounded by colleagues at his retirement party after 47 years of service at Columbia.

Clean and Go Green — July 12 to 14

With the semester coming to an end, it is the perfect time to...clean! Cleaning your office or living space creates more space and will help kick-start your summer. Columbia University Facilities and Operations and our partners across campus want to help. As part of our *award-winning* “Clean + Go Green” program, we will make large bins available across campus, at no cost to you, for the recycling, reuse or proper disposal of large unwanted items. Best of all, Facilities will separate and recycle your items. That way, when you clean, you “go green.”

“Clean + Go Green” will occur 8:00 a.m.-4:00 p.m. beginning Wednesday July 12 through Friday July 14. Visit facilities.columbia.edu/clean-go-green for information about locations, what can be recycled and more.



NYC Landmarks Commission Designates Morningside Heights Historic District

In February, the New York City Landmarks Preservation Commission designated a section of Morningside Heights as a historic district (see <http://www1.nyc.gov/site/lpc/about/pr2017/022117.page> for more information and an online map). Columbia University is proud to call the Morningside Heights community home. The university owns a number of landmarked buildings, and an accomplished team of professionals with Columbia’s Facilities and Operations’ Historic Preservation group works to maintain and preserve these properties with the highest standards of policy and practice.*

**A portion of this text is excerpted from testimony Columbia University provided to the Landmarks Preservation Commission*

Building Services and Information

No Harm, No Fowl — Saving an Injured Bird

In December, a young red-tail hawk flew through a window of a CU-owned apartment. Our animal control vendor Black Widow, a certified women's business enterprise, brought the female hawk to the Wild Bird Fund, Inc., who took the injured hawk under its care, and upon improvement, transferred it to the Raptor Trust, a bird rehabilitation center in central New Jersey. The veterinarian at Wild Bird Fund named the hawk "Paul" after the Black Widow employee who saved its life. We remain hopeful that "Paul" will improve enough to allow for its release.



Summer Construction

The spring and summer months are the busiest time for renovations in most of our buildings. Because of the warmer weather, temperature-sensitive exterior projects (e.g., roof replacements, concrete repairs, etc.) and mechanical upgrades are usually completed at this time. You may notice an increase in exterior construction activity as building owners perform mandated façade repairs to comply with New York City's stringent Local Law 11 (NYC Local Law 11/1998). This law requires owners to inspect and repair all buildings over 6-stories high to ensure public safety.

During this period, work in University buildings will usually take place Monday through Friday from 8 am to 5 pm and occasionally on Saturdays. We understand that this work can be disruptive and apologize for this unavoidable disturbance. We will make every effort to ensure that the contractor is considerate of residents in neighboring apartments and buildings, minimizing inconveniences and maintaining noise control. If you experience any problems while construction work is being done in your building, please call your superintendent or Director for Residential Services.



Good Neighbor Tip — Reduce Noise in Your Apartment

City living presents a strange dichotomy - the advantage of having neighbors just outside your door to help watch the kids, bring in your packages and hold your extra set of keys, combined with the desire when you are in your apartment to forget that there are neighbors surrounding you from all sides.

Noise from neighboring apartments can sometimes get in the way of that illusive solitude and peace, but there are steps you can take to be a good neighbor and quiet your own noise.

- **Be cognizant of the time:** As a general courtesy, be especially aware of the noise you make in your apartment in the early morning hours (before 8:00 a.m.) or after 10:00 p.m. at night.
- **If you don't want your neighbor to do it, then don't do it yourself:** Resist the temptation to play Max Roach on your pots and pans.
- **Keep NYC rules in mind:** New York City noise code states that 80 percent of apartment floors should be covered with carpeting or rugs to prevent noise disturbances.

By keeping your neighbors in mind, you can help make your apartment building a better place to live.



Remember - According to Columbia University policy, smoking is prohibited within 20 feet of the entrance to all buildings

New Faces in Residential Operations

Continued from Page 1



Diego Rivera

Executive Director, Residential and Commercial Services

What I do: Oversee the team of directors managing Columbia's residential buildings

My experience: Almost 20 years of experience working in property operations and management. Prior to joining Columbia, I worked with Avalon Bay, overseeing the company's residential properties in Manhattan and Brooklyn.

Goals for my new position: I want to understand the needs at our buildings and what

residents are asking for. I am looking for opportunities to create efficiencies in our service delivery and leverage technology where it improves the resident experience. Overall, I am here to create value for the residential community and look forward to hearing your comments and ideas.

Fun fact about me: I like running. I am planning to run the NYC Marathon for the fifth time this year, and I try to run one other marathon each year. Last year, I ran the Marine Corps and NYC marathons in a week's span.



Rich Bova

Director, Undergraduate Residential Portfolio

What I do: Lead the operations, repair and maintenance team that services Columbia's undergraduate residence hall portfolio, including brownstones and Lerner Hall.

My experience: I come to Columbia with more than 30 years' experience in higher education, including a decade each at the University of Connecticut and Purchase College, followed by 15 years at Brown University, where I served as senior associate

dean for campus life. The common thread throughout all of those positions was an operational responsibility, which is at the heart of my position at Columbia.

Goals for my new position: Find ways to better and more efficiently serve our students and our clients. This will be accomplished through strategies such as by gaining efficiencies so that our workforce can get their work completed in a more efficient and effective manner.

Fun fact about me: I belong to the Northeast Kingdom Four Wheelers - an ATV riders association in Vermont. My current ride is a Can-Am, 850 cc, Outlander XTP. Come find me on the trails - when I am off from work of course!



Dion Keene

Director, Residential Services

What I do: Serve as lead property manager for a portfolio of residential buildings

My experience: More than 15 years in the property management field, ranging from managing condominium and co-op buildings to working directly with private owners for rental properties. My experience has included large, luxury high-rise buildings and more historic properties, similar to many

buildings within Columbia's portfolio - including many properties in New York City and Harlem.

Goals for my new position: Apply my years of experience in the property management field to better the experience of residents at Columbia. I operate knowing that when people call for help, they are calling about their home, which by default puts their needs and concerns on a higher plane than almost anything else that may be happening in their life. I am looking forward to leveraging the great support system in place at Columbia and my colleagues' shared expertise to improve the overall residential experience.

Fun fact about me: I attend every New York Giants home game and then go straight home to watch the game again on TV!



Franco Morizio

Director, State of Good Repair

What I do: Oversee the planning and execution of large-scale construction projects across the residential and commercial properties portfolio

My experience: I come to Columbia with over eight years of progressive experience with the NYC Department of Environmental Protection and the NYC Mayor's Office of Housing Recovery, managing large scale infrastructure and construction programs. In my most recent assignment with the City, I helped residents in their recovery efforts from the aftermath of Superstorm Sandy. My team was directly responsible for restoring

services and bringing back online over 2,500 homes in areas most devastated by the storm.

Goals for my new position: Ensure that work gets executed to the high standard that our residents deserve. Find opportunities to improve the construction process and add value for residents. This summer, looking forward to construction projects including elevator speed upgrades at many buildings.

Fun fact about me: I make my own wine.



José Rosa

Director of Operations Residential and Commercial Services

What I do: Oversee the portfolio of commercial properties owned or leased by the university in New York City, spanning from Varick Street to the Bronx. In addition, I manage a number of residential buildings, including the physical maintenance of the President's house.

My experience: I started at Columbia in 2004, working within Campus Services. Since that time, I have held a variety of roles within undergraduate housing and administrative services, moving to the Residential and Commercial team this spring. Prior to Columbia, I worked in the health services arena, managing properties under Continuum Health including St. Luke's Roosevelt Hospital.

Goals for my new position: My passion has always been in the operational aspect of any area and the feeling I get when improving something for the benefit of others. I come from a "get things done" culture and will bring that same approach to this position. For commercial properties, I plan to increase collaboration with our Real Estate team, who is responsible for managing the tenants' lease agreements, to ensure that there is seamless service between operational needs and service delivery.

Fun fact about me: I enjoy restoring classic muscle cars in my spare time.