• Accommodation Facilities meetings
  • Sigurd Lettow, Thomas Pettersson, Catherine Van der Velde, Michael Hauschild, Isabelle Mardirossian, Doris Chromek-Burckhart, Alexandre Rozanov, Thierry Lagrange, Jose Salizio Diez, Carmelo Saitta
• FAC mandate
• Users and Delegates
• Phones, bancomats, transport, food
• Food shop, gym, library space, conciergerie
• Hostel matters
• FAC discuss all accommodation facilities important for CERN users and prepare relevant recommendations
• FAC replace former Hostel Fund committee, there is no need for extra structures
• CERN management has full responsibility on the management and development of the hostel
• ACCU representatives in the FAC assure that the views of the CERN Users are well considered
• FAC review once per year the financial status of the hostel and discuss the hostel price policy
• Users Office experience: too many users know nothing about existence of ACCU and do not know their national delegates
• Information about ACCU and delegates should be improved: E-mails one/two times/year, brochure with ACCU coordinates given at Users Office to new CERN users, use of the country mailing lists (like users-france@cern.ch)
• But avoid spamming ... Too much information kill the information...
• Some efforts needed from some delegates to communicate more actively with their communities
• Longer term user contracts (3 or 4 years, at least for EU (Shengen?) citizens) with permanent (long) contracts ? To be negotiated with Host Countries
• Phone cards will be soon introduced, possible to phone with code from any phone at CERN, in particular public phones
• Swiss Post bancomats under investigation – refusal, not profitable
• Transportation on request with payments from the team accounts is possible with 3-4 weeks reservation. Is there enough users for more important service?
• Low price food in the restaurants 1-2 is not easy as we need to keep high quality. But there is restaurant-3 with lower prices and free shuttles, micro ways in resto-1, non-expensive vegetables/salads/soups in resto-1
• Payment in restaurants with CERN RF ID card with preloaded money will be soon available: faster queues, improved hygiene
• Food shop in the main building? Pilot service agreed, proposal to start it in staging, increase the size if become popular.
• Gym rooms. Different levels of requests from different countries. Small facility available, discussions on increasing.
• Is more library space is needed? Is it a priority?
• Service conciergerie? Cleaning, washing, shoes repair, small services etc. Who would be the main clients: staff or users?
• Help desk 7777 functions. Request to establish human redirection to IT problems in discussion.
• Short term electronic Waiting list (at 20:00 each evening by E-mail) is already working – big improvement in quality of service
• Long term Waiting list under software development, should be soon available (hopefully before summer)
• Reservation modifications are limited actually to phone/E-mails. Software for modifications is under development.
• Few reading/smoking rooms already transformed into bedrooms. Few (5) more offices to be transformed into bedroom in 2012
• Option to buy some food from Hostel reception for late arrivals? In discussion....
• Stop airport shuttle near Hostel reception (building 39)? Under preparation, need some work.
• Saint-Genis CERN hostels will be increased by 70 rooms in 2012. But users need more beds in CERN main hostel on Meyrin site. Discussion of the extension still in the dead point...

• Closing for refurnishing of building 38 hostel in November 2011 created great crisis with room availability. Hopefully it was delayed to the end of 2012. We need much better preparation for closing building 38 in 2012/2013: close in December (not November) after LHC stop (?), what kind of room transformation (?), additional temporary rooms created(?), partial work per floor(?), any other ideas?

• Hostel for young students below 18? Not possible, for legal reasons without tutors living in the hostel.
Hostel extension?

- Is it already the time to start construction of the new CERN based hostel?
- If yes, how many beds? How many low cost beds?
- Start official monitoring of refusals in 4 working days and only CERN site?
- Special June-July-August monitoring of refusal rates: Summer student accommodation period
- Predictions of evolution of Summer students in 2012-2015?
- Predictions of evolution of CERN Users in 2012-2015?
CERN Accommodation Facilities (FAC) meeting

Additional material