Housing Fund Committee

[John Wilson: Birmingham, U.K.]

Meeting: 9th December, 2003 (~21/2 hrs)

J. Ferguson (Chairman) (Admin)
E. Roebuck (Secretary) (Admin)
G. Fournier (Admin)
C. Onions (Users Office)
B. Salami (Finance)
J. W. (Accu)

[F. Cliff (PE) ---- apologies]
Ongoing (from last meeting)

Modem connections in Hostels
* wireless option chosen (backed by ACCU)
* IT worries about interference
  \[ \rightarrow \text{no progress} \]

* Chairman to pursue this matter with IT

\[ \text{[Installation straightforward in bâtiment 39,}
\text{less so in bâtiment 38]} \]

Financial Situation (~ mid-year)

Deficit \( \sim 1.5 \text{ MSFr} \) \( (2005) \) \( \rightarrow \text{eliminated in 2004!} \)

Income \( > \text{last year's} \) \( (4\% \text{ increase in prices}
+ \geq \text{ occupancy}) \)
Occupancy Rates

Hostels (38 & 39): 75% \( \approx 2001/2002 \)

St. Genis: 81% (highest since 1992)

Swiss Apartments (14): 93% \( \checkmark \)

Questionnaire [Guest Satisfaction: 2003]

Room booking

Registering

Cleanliness

Politeness

Furnishings

Departures

\[
\begin{align*}
\text{Excellent} & \approx \text{Good;} \\
\frac{\text{Excellent} + \text{Good}}{\text{Total}} & > 90\%
\end{align*}
\]

Opening Hours (Reception): \( E < G; \quad \frac{E+G}{\text{Tot}} \approx 80\% \)

\( \Rightarrow \) extend opening?
COMPARATIF TAUX D'OCUPATION

Hostel Room Occupancy

"no shows ~ 1-2/night"

"last minute change of plans ...?"

"mild overbooking!"
Policy & Procedures (responding to ACCU)

- debit credit cards for "no shows"

  (absence; no excuse given)

  Agreed but not quite implemented yet

  (worries about time spent chasing money/arguing with guests)

  → Reception will ask for credit card no. at reservation

  Give EON account - pay in advance?

- entitlement to hostels of users (>50% CERN residence)

  Agreed to gather statistics to gauge problem (Sept 2003)

  → ask users for CERN id no

  → simple check of status

  [IT will supply terminal for these checks]
Policy/Procedures (contd)

- Advance booking
  At present, two month limit (for individuals) but one year (for groups).
  How many rooms? No shows?
- Long range booking via secretariats (as soon as meeting dates known)
  * No proposal to change 2 month limit

- Near contiguous booking (e.g. Mon-Fri for months)
  Max length of stay = 2 months
  -> need statistics (not clear if problem)

- Transferring reservation (e.g. between group members)
  OK, in principle, but open to abuse
  -> Transfer not permitted
  * No proposal to change policy
Gathering statistics is crucial

(very rudimentary at present
sifting/analyzing email etc)

\[ \text{e.g. Oct 2003} \]

No show = 35
Premature departures = 317
Prolonged stays = 194
Bookings refused = 592 (2 weeks at ~95% occup.)

\[ \rightarrow \text{interesting but UNRELIABLE!} \]

\[ \rightarrow \text{essential to install booking software which allows convenient monitoring of statistics} \]
\[ \text{Two systems look attractive; specs being made} \]
\[ \rightarrow \text{install late 2004.} \]
Possible Permanent Guardian / Night Porter

- extra security
- first point of call in case of problems
- easier registration at nights / weekends
- simpler management of departures (keys etc.)
- no dependence on gate security for keys etc

Cost = 280 k SFr

\[ \rightarrow \sim 4\% \text{ increase in room prices (140 kSFr)} \]
\[ + \text{ increase in debt (140 kSFr)} \]

* ACCU comments, please *

Extra hr of day?

[Plan B]

Possible Reception opening Sat & Sun mornings

\[ \rightarrow \sim 30 \text{ kSFr} \] (no increase in room prices)
CERN reorganisation

Housing Service: AS-6S \rightarrow TS-FM

(Admin Support - General Services) \rightarrow (Technical Services
Facilities Management)

\rightarrow includes cars/navettes, mail

\rightarrow quite logical!