Report on Housing Service Review meetings

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6 December 2016
Mandate

- Housing Service Review Meeting, take place twice a year and should be attended by representatives from all interesting parties.
- It is suggested by good practice (e.g. ISO20K standard) and in view of improving the Housing Service.
- The purpose of these meetings between people responsible for the service and stakeholders representing the clients of the service, is to review customer satisfaction, scope and policy, and operational issues related to the service.
- The agenda of this meeting includes:
  - Acceptance of minutes and actions from the previous meeting
  - Service report
  - Requests for change
  - Plan for coming period
Housing Service Review members

- Jean-Michel Jouanigot - SMB-SIS
- Reinoud Martens - SMB-SIS
- Veronique Sogno - SMB-SIS
- Eva Stern - SMB-SIS
- Emma Montagne – TOPNET
- Caroline Polidoro – TOPNET
- Alexandre Rozanov – ACCU
- Nicolas Decrevel – AIS
- Guylaine Pachoud – ALICE
- Kate Richardson – ATLAS
- Zsuzanna Garai – CMS
- Vedrana Zorica - Council Secretariat
- Nathalie Grub – LHCb
- Jennifer Dembski - MS HR students
- Natalia Trajdos - NMS students
- Patricia Mage-Granados - Scientific Committees
- Maureen Prola-Tessaur - Teacher Groups
- Yesika Romand -Visits Service
Meetings

• 4th meeting planned at 18 October 2016 moved to 2017 (clarify building 38 renovation plans)
• 3rd meeting of 29 June 2016
• 2nd meeting of 1 June 2015
• 1st meeting of 24 November 2014
## Total capacity

Total CERN site capacity: 420 rooms, 502 beds  
(1.12.206)

<table>
<thead>
<tr>
<th>Type of rooms</th>
<th>Building 38</th>
<th>Building 39</th>
<th>Building 41</th>
<th>Foyer Schuman St Genis</th>
<th>Total</th>
<th>%</th>
<th>Category</th>
</tr>
</thead>
<tbody>
<tr>
<td>Single rooms with Washbasin (SLB)</td>
<td>58</td>
<td></td>
<td></td>
<td>130</td>
<td>188</td>
<td>32,9%</td>
<td>Low</td>
</tr>
<tr>
<td>Single rooms with Toilet and Washbasin (SWB)</td>
<td>30</td>
<td></td>
<td></td>
<td></td>
<td>30</td>
<td>5,3%</td>
<td>Intermediate</td>
</tr>
<tr>
<td>Single rooms with Washbasin, Shower and Toilet (SDB)</td>
<td>62</td>
<td>96</td>
<td>91</td>
<td>21</td>
<td>270</td>
<td>47,3%</td>
<td>Superior</td>
</tr>
<tr>
<td>Twin rooms with Washbasin, Shower and Toilet (TWB)</td>
<td>26*</td>
<td>24</td>
<td>5</td>
<td></td>
<td>55</td>
<td>9,6%</td>
<td>Superior</td>
</tr>
<tr>
<td>Shared rooms with Washbasin (TLB)</td>
<td>26</td>
<td></td>
<td></td>
<td></td>
<td>26</td>
<td>4,6%</td>
<td>Low</td>
</tr>
<tr>
<td>Twin room for physically disabled guests (THB)</td>
<td></td>
<td></td>
<td></td>
<td>1</td>
<td>1</td>
<td>0,2%</td>
<td>Superior</td>
</tr>
<tr>
<td>Single rooms for physically disabled guests (SHB)</td>
<td></td>
<td></td>
<td></td>
<td>1</td>
<td>1</td>
<td>0,2%</td>
<td>Superior</td>
</tr>
<tr>
<td>Total rooms</td>
<td>202</td>
<td>120</td>
<td>98</td>
<td>151</td>
<td>571</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Total beds</td>
<td>254</td>
<td>144</td>
<td>104</td>
<td>151</td>
<td>653</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
We continue to have regular peak periods in the year where the CERN hotels are occupied more than 90%, such as for example, summer time.
Outcome

• Extensive reports on the Housing Service
• Reports on all requests
• List of actions reviewed at each meeting
• All actions were reported to ACCU
• Exceptional Service offered to CERN users with very modest cost and high efficiency at very difficult conditions of effectively ~100 % occupancy of the hostel at 4 full working days
• Congratulations and thanks to the Hostel staff!
View from ACCU on future

- New building on Meyrin site of ~100 beds is needed, specially for students and young visitors.
- Good potential place are old barracks
- It will resolve summer student number limitations
- It will resolve long standing noise problem from summer student parties and social activities
- It will resolve many transportation problems of students and visitor groups
- It will resolve safety issues for teenagers as no uncontrolled access to CERN installations
- It will resolve road safety problems due to close tram station (St.Genis hostel walking access is rather risky for traffic problem)
- It will quickly reimbursed by payments as all old hostel credits are already paid, so neutral for CERN budget
- Pending item in the Review Action list...
Renovation of 4 floors of build.38
(ACCU view)

• Make renovation with minimal closure time
• Maximum overlap with X-mas closing and winter low attendance period
• Prepare all contracts and plans in advance, before closing the rooms
• If possible, two floors at a time to minimize the shock of unavailable rooms (compare price of 2x2 floors with 4-floors). Advantage of using two X-mass periods.
• Take into account in the price calculation the financial loss due to closed rooms period
• Concentrate on the essential for CERN users (maximize numbers of beds, low price rooms, no luxuries (like TVs, TV rooms, fancy furniture etc))
• Main item for the next Review meeting