



1 **Resolution 77: Improving Communication from** 2 **Housing & Residential Life to Students About** 3 **Building-Wide Maintenance Issues**

4 ***Abstract:*** Highlighting the lack of status updates regarding building-wide maintenance issues
5 that affect student life in residence halls. The solution would consist of biweekly
6 communication via email as well as a consistent online webpage from Housing & Residential
7 Life that provides residents with an estimated time of completion and status updates.

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9 ***Endorsed by:*** Alexander Walters '28, Hayden Spector '26

10 ***Type of Action:*** Legislation

11 ***Originally Presented:*** 03/19/2026

12 ***Current Status:*** Adopted by the Assembly, 22-0-0, 04/23/2026

13 **Whereas,** Cornell's on-campus housing system serves thousands of residents, and routine wear,
14 vendor delays, and parts availability mean that maintenance issues will occur and some will take
15 time to resolve,

16 **Whereas,** Housing & Residential Life (HRL) provides multiple channels for housing
17 support, each with distinct avenues for support and operations including the following: Housing
18 & Residential Life Central Office, Service Centers, and Residential Staff,

19 **Whereas,** HRL maintains a process for residents and staff to submit communications
20 (i.e. maintenance requests) that are handled through a queue, and this leads to ambiguity
21 regarding the status of the request,

22 **Whereas,** HRL publicly lists a Residence Hall Director (RHD) for each residence hall or
23 residential community, which reflects an existing building-level professional staff role that can
24 serve as a stable point of contact for residents on building-wide concerns,

25 **Whereas,** for urgent facilities situations, HRL provides specific escalation contacts, including
26 Customer Service and the Student & Campus Life Facilities Management Office, which shows
27 that clear routing and clear communication already exist for emergencies,

28 **Whereas,** residents frequently report frustration regarding ongoing maintenance issues and a
29 lack of communication regarding what is broken, what is underway, and what the



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30 realistic timeframe is, especially when the issue impacts the full building (i.e. building vending
31 machines, elevators, shared printing, and communal showers),

32 **Whereas**, predictable, written updates with a basic timeline and next steps reduce confusion,
33 reduce duplicate submissions, reduce rumors, and reduce the burden on front-line staff who field
34 repeated questions from residents,

35 **Whereas**, realistic repair timelines and accompanying status updates support planning,
36 especially for students with accessibility concerns,

37 **Be it therefore resolved**, that HRL standardize where residents can reliably find the most
38 recent updates by using at least two methods:

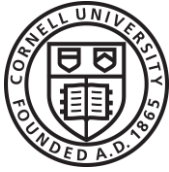
- 39 • A consistent posting location that residents already use
- 40 • A biweekly “Building Maintenance Status Update” email to residents in that building or
41 community

42 **Be it further resolved**, that each update cover building-wide or shared-impact items that meet
43 one or more of the following criteria:

- 44 • An outage or reduced function of a shared service (i.e. elevator, laundry room, vending,
45 common-area plumbing, shared bathrooms, shared printers, building access systems, or
46 other shared infrastructure)
- 47 • A condition that affects several residents at once
- 48 • A situation where the expected resolution timeline exceeds 72 hours

49 **Be it further resolved**, that each listed item in each update include, at minimum:

- 50 • A plain-language description of the issue and the location
- 51 • The date HRL or Facilities first received the report (or the date HRL opened the case)
- 52 • The current status in one short label (example labels: “reported,” “diagnosis,” “awaiting
53 parts,” “vendor scheduled,” “work in progress,” “awaiting inspection,” “resolved.”);
- 54 • A timeline statement that is honest and useful, with either a repair date, repair window, or
55 the next scheduled milestone (example: “vendor visit scheduled for [date]” or “parts
56 arrival expected within [range]”);
- 57 • How residents should proceed in the meantime if a workaround exists, and what residents
58 should avoid if it slows resolution;
- 59 • The correct point of contact for questions tied to that issue, with the appropriate
60 office listed (i.e. RHD, Service Center, Customer Service, or another HRL contact);



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61 **Be it further resolved**, that the update explicitly states when an issue is outside HRL’s
62 direct capabilities, while still giving residents the best available next milestone or ETA window,

63 **Be it further resolved**, that when a high-impact issue occurs between update cycles (i.e. elevator
64 outage, widespread shower outage, major water issue), HRL provide an interim notice within 24
65 hours via email and webpage that states “what happened,” “what was done so far,” and “what the
66 next milestone is,” even if the final timeline is unknown at that moment,

67 **Be it further resolved**, that Housing & Residential Life establish and maintain a standardized,
68 building-specific webpage within the official HRL online portal for each residential community,
69 which contains information on active, building-wide maintenance issues,

70 **Be it further resolved**, that access to the webpage be provided through a clearly posted QR code
71 placed in consistent, high-traffic common areas throughout each residential community (i.e. near
72 elevators, stairwells, and service desks) to increase accessibility,

73 **Be it further resolved**, the information presented on this webpage reflect the same issue
74 descriptions, status labels, timeline information, and clearly identified point of contact
75 (i.e. Residence Hall Director (RHD) for that hall or community, or by an HRL-designated staff
76 member for that building) as the corresponding biweekly email update,

77 **Be it further resolved**, that HRL include, at the bottom of each email, a hyper-link containing a
78 short explanation of the correct procedure for housing questions, service center needs, and
79 maintenance requests, consistent with HRL’s published contact structure,

80 **Be it finally resolved**, that the Student Governance Assembly recommends HRL review this
81 communication practice after one semester by checking resident feedback and the volume of
82 repeat inquiries, and that HRL share a summary with the Student Governance Assembly.

83 Respectfully Submitted,

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