

# Student Accommodation Survey 2020-21

## David Russell Apartments

### Introduction:

This report is based on the responses collected from the December 2020 Student Accommodation Survey.

In analysing the results, the 'not applicable' responses were removed to provide an accurate breakdown of responses.

To ensure easy analysis of information in the bar and pie charts, the very satisfied and satisfied responses have been combined to represent overall satisfaction. Likewise, the dissatisfied and strongly dissatisfied responses have been combined to represent overall dissatisfaction. The individual breakdown of responses has been preserved in the separate survey reports.

Average results have been calculated for each category and are presented alongside the individual responses to the category questions for ease of reference.

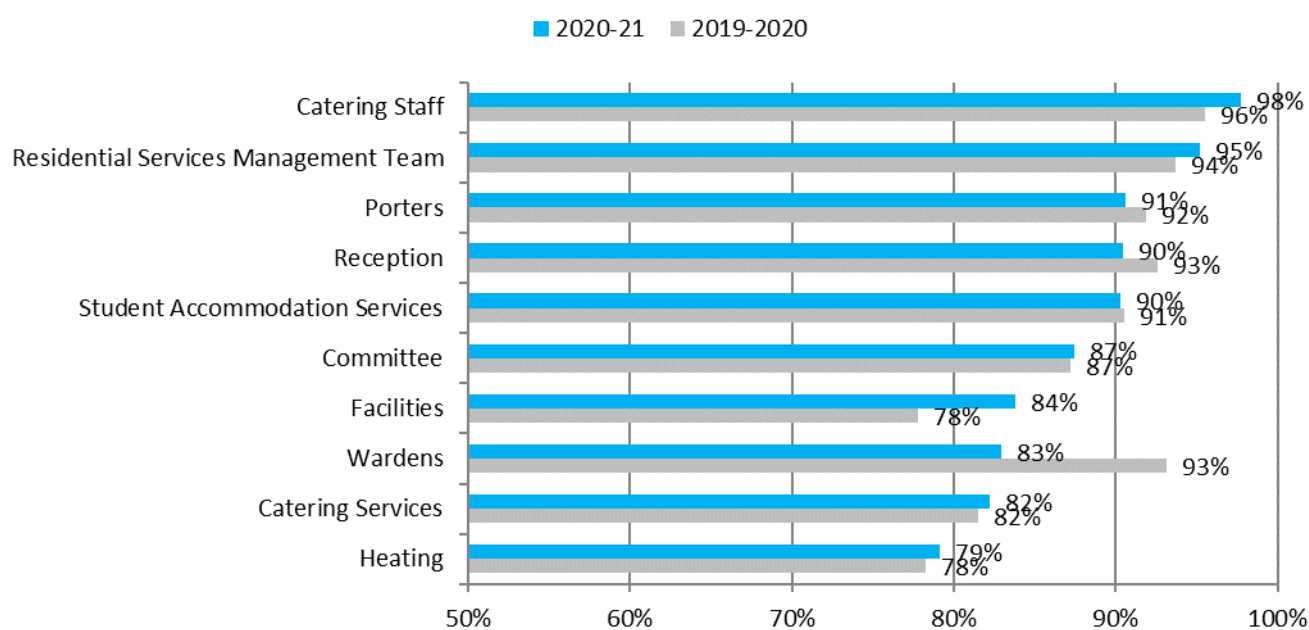
The survey results showed a notable difference in International student satisfaction compared to Home/EU student satisfaction; therefore, the overall satisfaction and catering satisfaction categories are broken down further and also presented by Home/EU and International satisfaction.

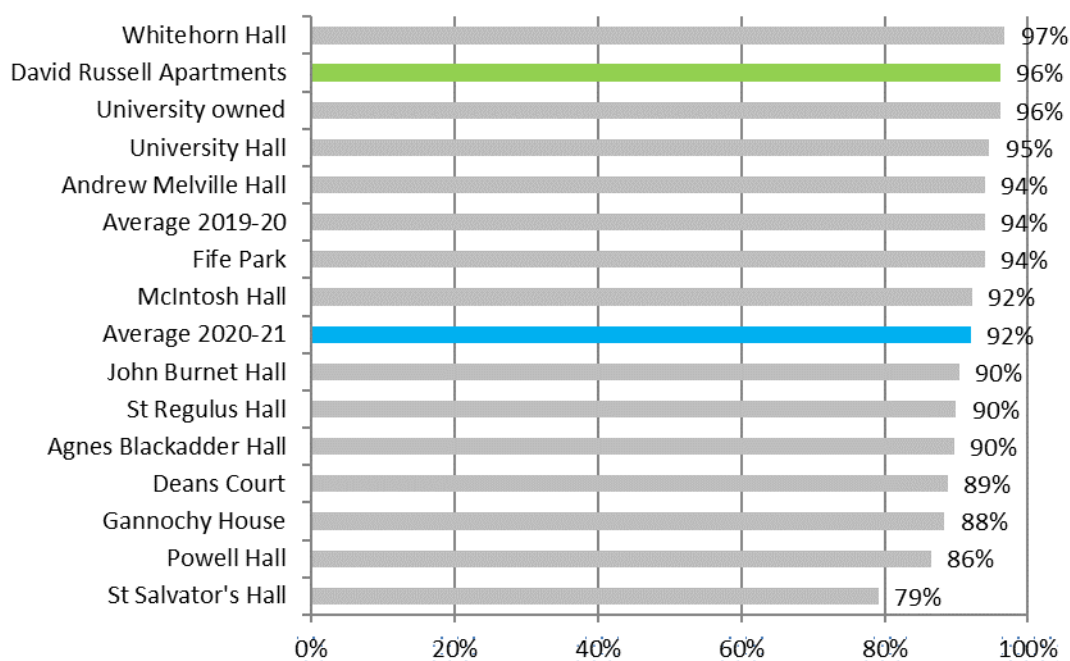
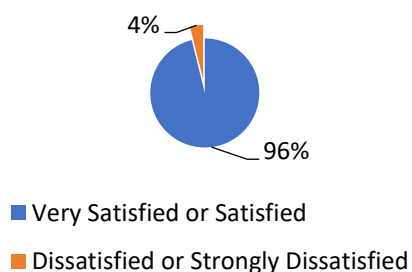
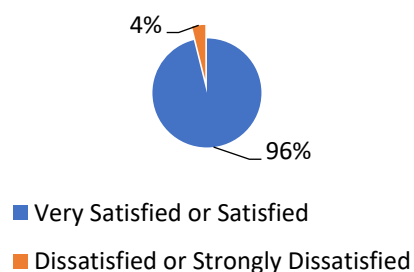
### Demographic Breakdown:

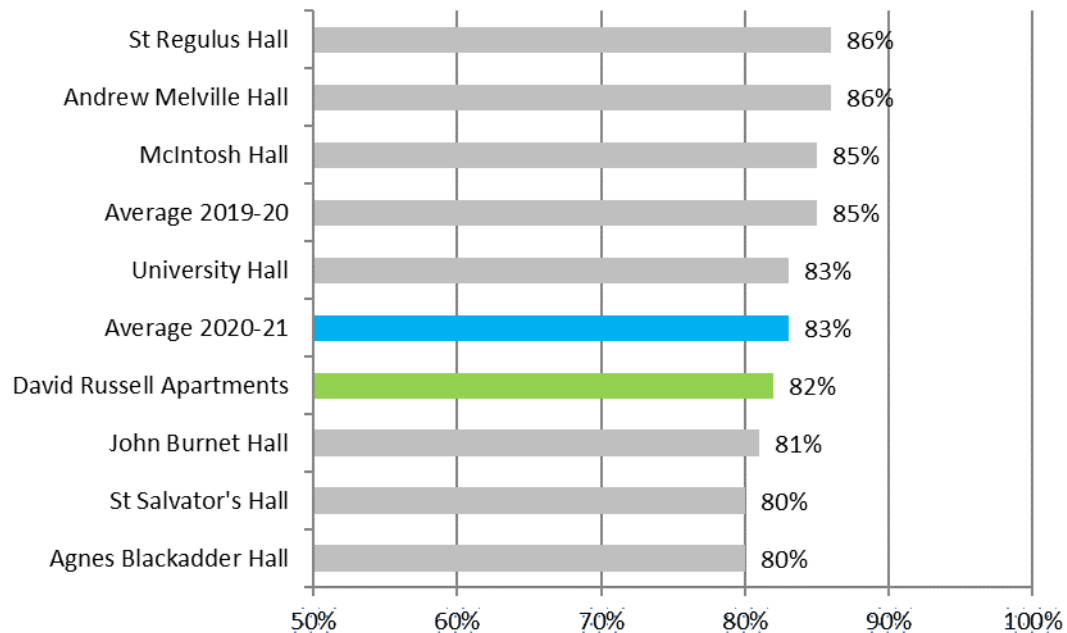
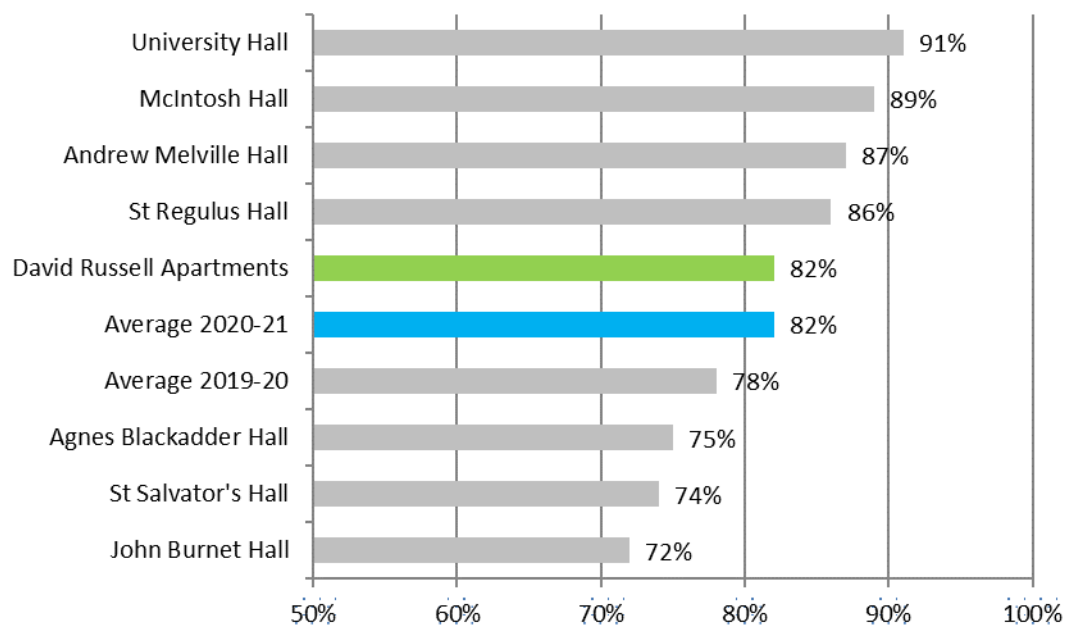
<b>Total respondents:</b>	1501		
<b>Male:</b>	563 (37.5%)	<b>Female:</b>	924 (61.5%)
<b>Non-binary:</b>	13 (1%)	<b>Other:</b>	1 (0%)
<b>Average age:</b>	19.6		
<b>Undergraduate:</b>	1290 (86%)	<b>Postgraduate:</b>	211 (14%)
<b>Home/EU:</b>	1026 (68.4%)	<b>International:</b>	475 (31.6%)
<b>Self-catered:</b>	630 (41.5%)	<b>Catered:</b>	887 (58.5%)
<b>Year of Study:</b>			
1st:	958 (64%)	2nd:	221 (15%)
3rd:	98 (6%)	4th:	74 (5%)
Postgraduate:	150 (10%)		

**Number of students who completed the survey (by residence)**

Residence	Survey responses	As a percentage
Agnes Blackadder Hall	215	14%
Andrew Melville Hall	139	9%
Angus House	4	0%
David Russell Apartments	381	25%
Deans Court	9	1%
Fife Park	155	10%
Gannochy House	45	3%
Gregory Place	5	0%
John Burnet Hall	53	4%
McIntosh Hall	83	6%
Powell Hall	76	5%
St Gregory's	6	0%
St Regulus Hall	64	4%
St Salvators Hall	75	5%
Stanley Smith House	12	1%
University Hall	115	8%
Whitehorn Hall	64	4%
<b>TOTALS</b>	<b>1501</b>	<b>100%</b>

**DRA - year on year overall survey service satisfaction**

**How satisfied are you with our service overall?****EU/Home Student overall satisfaction:****International Student overall satisfaction:**

**Overall Home/EU student catering services satisfaction:****Overall International student catering services satisfaction:**

## **Survey results**

### ***Overall Satisfaction Question***

How satisfied are you with our services overall?

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	82	22%	22%
Satisfied	275	74%	71%
Dissatisfied	12	3%	7%
Strongly Dissatisfied	2	1%	1%

371

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### ***Disability***

If you declared a disability on your accommodation application form, how satisfied were you that your needs were met?

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	9	47%	36%
Satisfied	7	37%	47%
Dissatisfied	2	11%	10%
Strongly Dissatisfied	1	5%	7%

19

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### ***Portering Service***

The quality of our portering service:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	126	36%	39%
Satisfied	200	57%	56%
Dissatisfied	19	5%	3%
Strongly Dissatisfied	3	1%	2%

348

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The friendliness and approachability of the staff:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	136	37%	42%
Satisfied	185	51%	48%
Dissatisfied	41	11%	8%
Strongly Dissatisfied	4	1%	2%

366

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**Reception****The quality of our Reception services:**

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	135	36%	34%
Satisfied	209	56%	58%
Dissatisfied	24	6%	6%
Strongly Dissatisfied	4	1%	1%

372

**The overall responses to questions and queries you ask them:**

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	138	39%	34%
Satisfied	190	53%	58%
Dissatisfied	21	6%	7%
Strongly Dissatisfied	7	2%	2%

356

**The availability of these staff:**

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	113	31%	25%
Satisfied	205	56%	60%
Dissatisfied	42	11%	13%
Strongly Dissatisfied	8	2%	2%

368

**The friendliness and approachability of the staff:**

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	148	40%	38%
Satisfied	190	51%	53%
Dissatisfied	28	8%	8%
Strongly Dissatisfied	6	2%	1%

372

**Residential Services Management Team****The quality of the service provided by Residential Services Management Team:**

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	93	29%	28%
Satisfied	216	67%	64%
Dissatisfied	8	2%	6%
Strongly Dissatisfied	4	1%	2%

321

**The overall responses to questions and queries you ask them:**

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	95	33%	30%
Satisfied	182	62%	60%
Dissatisfied	11	4%	7%
Strongly Dissatisfied	4	1%	3%

292

**The availability of these staff:**

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	89	28%	25%
Satisfied	208	66%	63%
Dissatisfied	12	4%	10%
Strongly Dissatisfied	4	1%	2%

313

**The friendliness and approachability of the staff:**

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	112	35%	35%
Satisfied	188	59%	56%
Dissatisfied	14	4%	7%
Strongly Dissatisfied	3	1%	3%

317

**Catering Staff****the quality of the service provided by the catering staff**

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	116	67%	55%
Satisfied	54	31%	41%
Dissatisfied	2	1%	3%
Strongly Dissatisfied	2	1%	1%

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174
**the friendliness and approachability of the staff**

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	128	74%	65%
Satisfied	44	25%	34%
Dissatisfied	2	1%	2%
Strongly Dissatisfied	0	0%	0%

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174
**the overall responses to questions & queries you ask them**

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	103	59%	48%
Satisfied	65	37%	49%
Dissatisfied	4	2%	3%
Strongly Dissatisfied	2	1%	1%

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174
**Catering Services****The quality of the food provided in your residence:**

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	35	20%	18%
Satisfied	107	61%	62%
Dissatisfied	24	14%	15%
Strongly Dissatisfied	8	5%	5%

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174
**the information provided on our Knowledge Information Boards:**

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	22	13%	11%
Satisfied	133	76%	76%
Dissatisfied	17	10%	11%
Strongly Dissatisfied	2	1%	1%

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174
**The taste of the food:**

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	23	13%	15%
Satisfied	115	66%	63%
Dissatisfied	31	18%	19%
Strongly Dissatisfied	5	3%	3%

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174
**the overall catering experience of breakfast:**

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	60	34%	33%
Satisfied	83	48%	51%
Dissatisfied	26	15%	14%
Strongly Dissatisfied	5	3%	2%

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174

**The range and choice you have at different meals:**

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	29	17%	17%
Satisfied	91	52%	56%
Dissatisfied	49	28%	24%
Strongly Dissatisfied	5	3%	3%

174

**the overall catering experience of lunch:**

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	56	32%	24%
Satisfied	98	56%	64%
Dissatisfied	18	10%	9%
Strongly Dissatisfied	2	1%	2%

174

**The serving times for meals in residences:**

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	48	28%	31%
Satisfied	102	59%	56%
Dissatisfied	20	11%	11%
Strongly Dissatisfied	4	2%	2%

174

**the overall catering experience of dinner:**

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	42	24%	25%
Satisfied	113	65%	63%
Dissatisfied	14	8%	10%
Strongly Dissatisfied	5	3%	3%

174

**The information provided about our menus:**

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	45	26%	27%
Satisfied	89	51%	56%
Dissatisfied	36	21%	14%
Strongly Dissatisfied	4	2%	3%

174

**How satisfied are you that our catering service offers good value for money?**

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	34	20%	19%
Satisfied	95	55%	55%
Dissatisfied	31	18%	20%
Strongly Dissatisfied	14	8%	6%

174

**The actions we take arising from the 'You said, we did' feedback:**

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	22	13%	12%
Satisfied	132	76%	75%
Dissatisfied	19	11%	11%
Strongly Dissatisfied	1	1%	2%

174



**Student Accommodation Services****The quality of the services provided by Student Accommodation Services:**

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	92	26%	21%
Satisfied	236	67%	69%
Dissatisfied	19	5%	7%
Strongly Dissatisfied	4	1%	2%

351

**The overall responses to questions and queries you ask them:**

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	97	29%	25%
Satisfied	207	62%	64%
Dissatisfied	23	7%	8%
Strongly Dissatisfied	9	3%	3%

336

**The application process:**

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	103	28%	22%
Satisfied	207	57%	62%
Dissatisfied	39	11%	13%
Strongly Dissatisfied	13	4%	3%

362

**The friendliness and approachability of the staff:**

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	130	38%	34%
Satisfied	204	59%	60%
Dissatisfied	9	3%	4%
Strongly Dissatisfied	3	1%	2%

346

**The response time for questions and queries:**

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	97	29%	24%
Satisfied	189	56%	61%
Dissatisfied	35	10%	12%
Strongly Dissatisfied	14	4%	4%

335

**Wardens****The quality of our Wardennial Services:**

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	75	24%	24%
Satisfied	185	60%	57%
Dissatisfied	34	11%	12%
Strongly Dissatisfied	15	5%	6%

309

**Hall/residence discipline:**

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	55	17%	16%
Satisfied	182	56%	56%
Dissatisfied	73	22%	19%
Strongly Dissatisfied	17	5%	9%

327

**The availability of the Wardennial staff:**

	RESPONSES	%	SURVEY
Very Satisfied	75	25%	25%
Satisfied	182	61%	59%
Dissatisfied	33	11%	12%
Strongly Dissatisfied	10	3%	5%

300

**Pastoral/welfare support and advice:**

	RESPONSES	%	SURVEY
Very Satisfied	55	22%	20%
Satisfied	155	62%	59%
Dissatisfied	29	12%	13%
Strongly Dissatisfied	10	4%	8%

249

**The friendliness and approachability of Wardennial staff:**

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	86	29%	29%
Satisfied	145	48%	49%
Dissatisfied	48	16%	14%
Strongly Dissatisfied	22	7%	8%

301

**The overall response to questions and queries you ask Wardennial staff:**

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	70	27%	24%
Satisfied	167	63%	64%
Dissatisfied	18	7%	8%
Strongly Dissatisfied	9	3%	5%

264

**The hall/residential community:**

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	85	25%	27%
Satisfied	217	64%	57%
Dissatisfied	27	8%	12%
Strongly Dissatisfied	11	3%	4%

340

**Student Committee****The accessibility of the Committee:**

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	73	26%	27%
Satisfied	183	65%	62%
Dissatisfied	22	8%	9%
Strongly Dissatisfied	5	2%	3%

283

**The events they organise:**

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	82	29%	27%
Satisfied	160	57%	53%
Dissatisfied	30	11%	15%
Strongly Dissatisfied	9	3%	5%

281

**The interaction with the Committee:**

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	69	25%	27%
Satisfied	173	64%	59%
Dissatisfied	23	8%	11%
Strongly Dissatisfied	6	2%	3%
	<u>271</u>		

**How your subscription is spent by the Committee:**

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	53	22%	20%
Satisfied	152	62%	57%
Dissatisfied	28	11%	15%
Strongly Dissatisfied	13	5%	8%
	<u>246</u>		

**Facilities****Study bedrooms:**

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	124	34%	35%
Satisfied	205	57%	55%
Dissatisfied	25	7%	7%
Strongly Dissatisfied	6	2%	3%
	<u>360</u>		

**Common rooms (e.g. libraries in residences, study areas or computer rooms):**

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	50	20%	21%
Satisfied	138	55%	54%
Dissatisfied	37	15%	16%
Strongly Dissatisfied	27	11%	9%
	<u>252</u>		

**Bathrooms/shower rooms:**

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	75	20%	23%
Satisfied	201	54%	56%
Dissatisfied	76	21%	16%
Strongly Dissatisfied	17	5%	5%
	<u>369</u>		

**Kitchens or pantries:**

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	99	27%	19%
Satisfied	230	62%	54%
Dissatisfied	29	8%	19%
Strongly Dissatisfied	12	3%	8%
	<u>370</u>		

**Atmosphere and surroundings in the dining room:**

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	63	24%	27%
Satisfied	151	57%	58%
Dissatisfied	32	12%	11%
Strongly Dissatisfied	17	6%	5%
	<u>263</u>		

**Cycle Storage:**

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	77	32%	30%
Satisfied	144	60%	59%
Dissatisfied	13	5%	8%
Strongly Dissatisfied	6	3%	3%
	<u>240</u>		

**Laundry room and equipment:**

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	94	26%	20%
Satisfied	225	61%	58%
Dissatisfied	40	11%	17%
Strongly Dissatisfied	8	2%	6%

367

**Recycling facilities in residential areas:**

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	92	25%	23%
Satisfied	196	54%	60%
Dissatisfied	63	17%	14%
Strongly Dissatisfied	11	3%	3%

362

**Heating****The current heating levels in your residence:**

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	108	30%	29%
Satisfied	182	50%	52%
Dissatisfied	52	14%	13%
Strongly Dissatisfied	23	6%	5%

365

**The heating times in your residence:**

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	92	26%	25%
Satisfied	184	53%	52%
Dissatisfied	56	16%	17%
Strongly Dissatisfied	18	5%	6%

350

**Communication****Preferred method of communication:**

	RESPONSES	%	SURVEY AVERAGE
Email	341	73%	74%
Text	30	6%	8%
Wed Memos	35	8%	8%
Social Media	57	12%	10%
Other	1	0%	1%

464

### What do Residential and Business Services do best?

- they are so sweet and friendly and really try their best to help!!!!

Accessibility of information, there is no lack of information available, the frequent emails are extremely helpful.

All the staff are very kind and friendly

Answer any questions efficiently

Answer queries and solve problems quite promptly with a very nice attitude.

Answer questions

Answer to questions

Answering questions from residents

Available when you need them

Being friendly

Cater to additional needs, especially given the circumstances of numerous students due to the pandemic.

Catering

Catering

Catering friendliness is fantastic

Catering is well run and the staff are always lovely and cheerful, honestly makes my day

Catering Staff are incredibly friendly and welcoming and can really brighten up one's day.

clean environment

cleaning and up keep

Communicate in a friendly and straight-forward manner

Communicating with regard to Covid-19 measures and outlining any events.

covid safety

covid safety measures, cleanliness

DRA is a comfortable place to live

DRA is ran very smoothly.

DRA repairs were quick in responding and fixing problems

Everyone is incredibly nice and approachable.

Everyone that I have spoken to have been friendly.

everything

Everything is always clean and looks great. There is sufficient warning for when staff will be coming into flats.

Exploit us for money

facilities

Fairness

food and inspection of flats

Food and maintenance

Frequent communication is great

friendliness

Friendly staff

friendly staff

Give me a place to live in exchange for the money I give them

Good at responding quickly to lockouts, faulty equipment etc

good communication

Haldane

Have nice double beds :)

Haven't requested services much

Help and services

Helpful and friendly staff

I am thankful for the services RBS has provided for us during the pandemic. I felt that they have made a good effort to ensure we are safe and well-fed. I also appreciated that they had partnered with Saint Storage to help move students belongings.

I think communication is done very well. I find that emails are sent out frequently and

provide relevant information, and I found that whenever my flat had an issue, there was a quick response.

I think that the Residential and Business Services are best at being there for the students. Everyone is so friendly and helpful, which is especially important during these tumultuous times.

I think the friendliness of the catering staff is one of the best assets.

I think the regulations that have been put in place for COVID have been quite effective in trying to prevent the spread.

Inform about changes and what's on offer.

Informing warning

Isolation food was very thoughtful.

Keep things running

Lenny at DRA has been incredible whenever we need anything at the flat.

Let me into my room

Making events that try to include the whole of DRA. It's been really difficult to meet people, so taking part in a wider event has been quite nice—you feel like one big group, even though you haven't properly seen anyone else.

Mostly friendly people who are willing to help overall communication

Porter/Repair related issues are always handled well

Professional, considerate service. Well organised. Residence feels safe, welcoming, independent yet supportive. The green building setup is very helpful, especially the prestocked kitchen which saves on buying things like can openers, utensils etc.

Prompt email responses

Provide friendly service, clear communication

Provide good food services

Provide housing

Provide too much food for self-isolating students!

Providing food! And general maintenance.

Providing safe and clean housing for students

Responses to queries and general helpfulness when asked.

Self isolation service

Show support and care to students.

Simplicity of finding accommodation

Speedy responses to queries

support and advice

The accommodation offer was very quick which was good.

The activities organized by the hall committee (crepes, prizes, etc.) are excellent.

The catering team have been amazing at having to adapt to all the COVID regulations and trying their best to keep queue times as low as possible.

The overall friendliness of staff

The people who work in the residences are all very friendly.

The rooms are nice

The staff are all fantastic; very friendly and hard-working, and I really appreciate

The staff is unapproachable and unresponsive. One time our hoover was broken and no one came to fix it for 3 weeks

The wardens respond quickly when called out

They are all very courteous and responsive.

They are very good at answering the questions asked

They were very helpful with queries about accommodation etc

Thinking for the student

Track and trace is handled well

Very fast responses to emails

Very friendly and approachable - always happy to help with any questions you have

Very friendly staff, Wardens and Porters are extremely helpful. Heating is great too.

Very responsive. Nothing seems to be too much of a bother. Friendly which I think is

most important for students away from home.

When I locked myself out of my room in my first week here the porter responded quickly which was greatly appreciated.

### **What could Residential and Business Services do better?**

I remember on my very first day, the person working reception was very rude, and I have found that this person has continued to be unwelcoming to everyone, so I just think some of the RBS staff could work on being more welcoming to students.

1 fridge between 5 people is not enough. The kitchens do not have enough storage (cupboard space).

A bit more of an introduction or explanation of what in fact they do - there was no introduction, either from our wardens or any of the staff. I have no idea who they are beyond seeing a face stuck on the wall. It's certainly not a personal or approachable relationship they have established.

access to more washing machines for Fife park residents, or even 24 hour laundry access with what we have

Add instructions on how to use the equipment's in the kitchen e.g. the stove, like which button is for which stove, it's confusing when there is no markings on it

Allocate flatmates better, enforce rules more tightly - parties, loud music, smoking in flats are common

Allow a change of shower heads, they are really difficult to use and spray everywhere

Be better value for money - meaning cheaper

Being more involved with the students.

Better cleaning of corridors and surrounding communal areas.

Better food at non ridiculous times, a better application process, smarter COVID rules, Wardens who aren't authority seeking nightmares, better events

Better heating during the day in DRA

Better kitchens, please! Our hob is sooooo bad, and the oven was atrociously dirty when we all arrived in September. More recycling bins too, please.

Breakfast variety

Cannot feel heating in Tulloch

Change timings for breakfast and provide more variety of food.

Combine visits within apartments so people don't need to enter the flat as often

Communicate better with us, stop communicating via Facebook, use email as used most.

Communication, especially of changes to things previously communicated

cook better, the time of providing heated water of showering could be longer

Covid permitting more events would be preferable but the services need to be more effective/intrusive in there policing of the university policy and national law regarding the prohibition on socialising due to the corona virus.

ensure students know to alert wardens of any issues before the police

Fines for breaking covid rules are very inconsistent

Follow up on issues quicker.

Get rid of the rats.

Give us information on how heating works

Give us more information about the opening times of the reception, mail room and laundry facilities

have more patients with students

Heating in my room has been very up and down. It is good now.

Heating is the main problem. Especially for those who live on the first floor. Heating should be available 6am-10am & 6pm-12pm or later (when it is most needed))

Heating, my room is very hot

Help student to take parcel more efficiently  
help with single-room issues

I guess the main thing Would be added support to those isolating. It is hard for them and even small things are really appreciated, like an extra choice on meals provided or getting washing done.

I think communication with the students should be better. When I was trying to switch accommodation my emails went unanswered for months. I think the services should focus of quality and well being of the students more.

I think quality of food needs some work.

I was poorly matched with my flat mates as we have nothing in common at all so I feel the match systems should be improved and an easier ability to swap accommodation

I would like more transparency regarding rules around Covid and better participation of said rules amongst staff.

I'd like to be more aware of RBS management - I felt that I could not comment on them as part of my response because I do not interact with them like I do with porters/reception/catering staff.

Keep the nisbet room open at night please

Let me transfer to self-catered and remain in my current flat.

Make themselves more known to students, I don't feel like I know who any of the people asked about in the survey are

making students feel less isolated

Maybe just reinforce where students can go for help/provide a place students can escape their halls for a bit.

maybe summarise everything into one weekly email rather than a lot of shorter emails

moderating warning that is not too important

More clarity within the residence regarding separating recyclables

More compost bins, more covered bike storage

more healthy food option? (wanna lose weight)

More than 24/48 hours warning for expected entrants into the flat would be appreciated.  
More enforcement of reduced gatherings outdoors after dark.

My kitchen was pretty unclean when I arrived. I understand it would be difficult to do a proper clean due to a flatmate living there over the summer, but I did have to clean my kitchen cupboard/the inside of the oven etc when I moved in because they were unclean

My request to bring my previous emotional support animal was met with no empathy or thought, it was simply declined, as a consequence I am struggling mentally

let students live.

Not much in general. We were told we were going to get pat tested but it never happened. We waited the entire day. This was weeks ago. I am not sure if this is relevant to RBS though.

Nothing from my end. All has been great.

Nothing it is already good

Nothing that I have noted so far

Open common areas etc however I understand that this is due to Covid.

Our flat was missing a good number of things, and something was broken and a porter came but never fixed it, so generally just equipment in the flat could be better

Please ring doorbell before entering flats. A lot of anxiety around staff entering flat without us realising.

Providing free transport from DRA to town for students

Questions about internal flat ordeals



Quicker responses to emails.

Raise the heating level in DRA's room please.  
It's a little cold.

Simple and clear communication.

Sometimes staff don't knock and wait for a response before entering flat (DRA) which has made my flatmates and I anxious about someone entering without us knowing

Staffs, especially reception should communicate polite to people

students' activities

The food could be improved - especially by having more vegetarian options and variety at breakfast

The heat in our flat is really irregular and the kitchen is a little dingy.

The heating in my room doesn't seem to have adjusted at all for the temperature outside so it was fine in September but cold now

The quarantine food packs could be improved for those who will be quarantined after Christmas. As you can tell by the bins in Tesco/reception the pot noodles were not very liked. If there was some sort of food selection options that would definitely improve the quarantine experience.

The restrictions with regard to Covid-19 have meant that access to the Laundry Room is difficult due to the three person per room policy. This of course is necessary to stop the virus spreading but perhaps maybe having set times and dates for each apartment might make things easier for residents.

The staff could be friendlier as I've had a couple of negative experiences (staff have come across a little blunt and unfriendly) and has made me reluctant to make further queries in the future.

There were a couple of instances this semester of households gathering in the parking lot area and making rather a lot of noise quite late at night. Hopefully these occurrences continue to be managed. For future kitchens: ditch the stools, go for dining table :)

They need to be more clear about which flats in dra use induction jobs. Last year I had no plans that worked because I didn't know my flat was induction and this year my flatmate brought non induction pans so we all have to use mine

Things like bad locks on bathrooms should be replaced instead of just being short term fixed every time someone gets stuck or something goes wrong

transparency with the covid situation, the study bedroom next to my flat was isolating without me even knowing

Trying to use covid safe but also realistic actions in order to keep everyone safe

variety of food choice

Warden interaction with students.

Wardens are rude and love a chase but lacking fitness, I know drunk students are a nightmare but show some false respect one way and you'll get it back. Heading out with the intention to fine and catch people is different from trying to keep people safe

Warden's could be nicer and stop making assumptions and unnecessarily punishing people for being outside

Wardens need to do more to discourage people at parties (take names and matric numbers more often) since

Wardens/porters should be more available and attentive to the phone.

We reported a 40 person party in the flat beside us and no one came to shut it down. The discrepancy between cleaners allowed in some halls and not others is ridiculous.

When a student accidentally locks him/herself out of their room, porters shouldn't be rude to them!