

Student Accommodation Survey 2020-21

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.

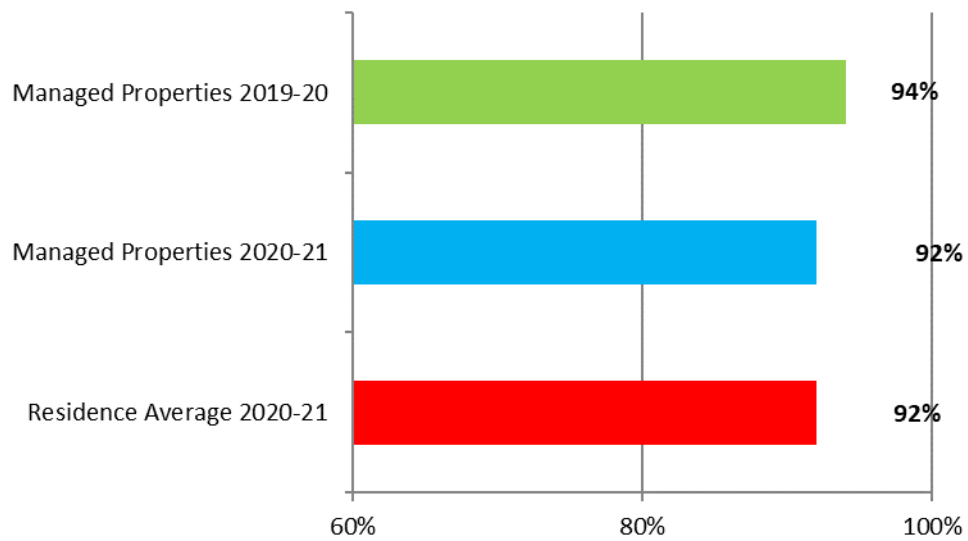
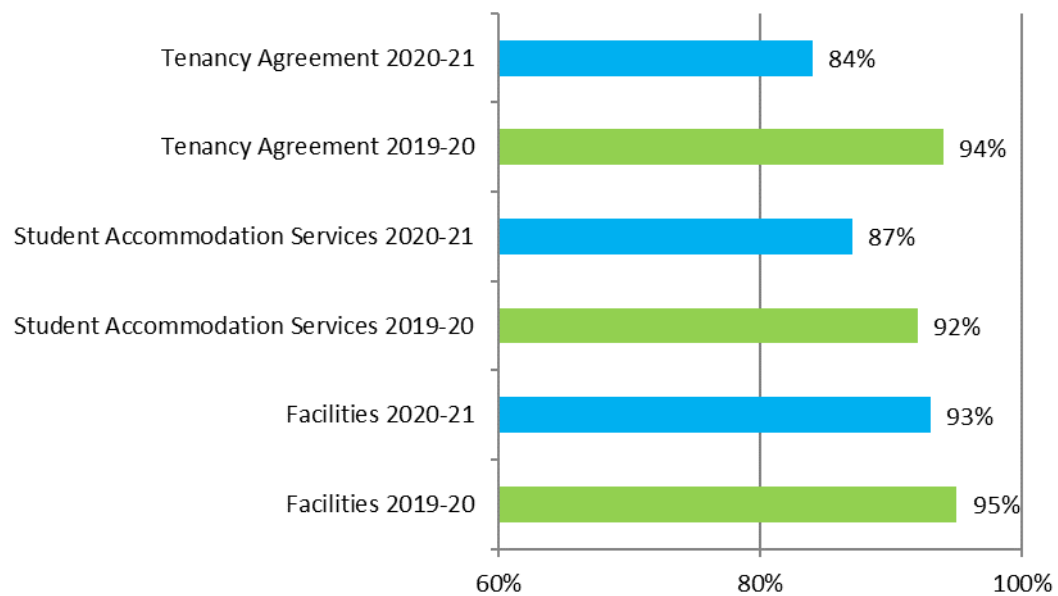
To ensure easy analysis of information in the bar and pie charts, the very satisfied and satisfied responses have been combined to represent overall satisfaction. Likewise, the dissatisfied and strongly dissatisfied responses have been combined to represent overall dissatisfaction. The individual breakdown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

Managed Properties

Managed Properties Demographic Breakdown

Total Respondents:	25		
Male:	8 (68%)	Female:	17 (68%)
Average Age:	21.3		
Undergraduate:	23 (92%)	Postgraduate:	2 (8%)
Home/EU:	21 (84%)	International:	4 (16%)
Year of Study:			
1st:	1 (4%)	2nd:	3 (12%)
3rd:	9 (36%)	4th:	11 (44%)
Postgraduate:	1 (4%)		

Overall satisfaction:**Year on year overall section satisfaction:**

Survey Result

Overall Satisfaction Question

How satisfied are you with our services overall?

	RESPONSES	%	2018-19
Very Satisfied	9	36%	43%
Satisfied	14	56%	54%
Dissatisfied	1	4%	3%
Strongly Dissatisfied	1	4%	0%

25

Disability

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

	RESPONSES	%	2018-19
Very Satisfied	0	0%	0%
Satisfied	0	0%	100%
Dissatisfied	0	0%	0%
Strongly Dissatisfied	0	0%	0%

0

Tenancy Agreement/Lease

The allocation process:

	RESPONSES	%	2018-19
Very Satisfied	11	44%	60%
Satisfied	8	32%	30%
Dissatisfied	6	24%	10%
Strongly Dissatisfied	0	0%	0%

25

Signing the tenancy:

	RESPONSES	%	2018-19
Very Satisfied	15	60%	70%
Satisfied	9	36%	27%
Dissatisfied	1	4%	3%
Strongly Dissatisfied	0	0%	0%

25

The information provided regarding the property:

	RESPONSES	%	2018-19
Very Satisfied	8	32%	43%
Satisfied	12	48%	43%
Dissatisfied	4	16%	13%
Strongly Dissatisfied	1	4%	0%

25

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

	RESPONSES	%	2018-19
Very Satisfied	14	56%	400%
Satisfied	9	36%	50%
Dissatisfied	1	4%	10%
Strongly Dissatisfied	1	4%	0%

25

The friendliness and approachability of the staff:

	RESPONSES	%	2018-19
Very Satisfied	15	60%	40%
Satisfied	8	32%	50%
Dissatisfied	1	4%	10%
Strongly Dissatisfied	1	4%	0%

25

The application process:

	RESPONSES	%	2018-19
Very Satisfied	9	36%	27%
Satisfied	10	40%	67%
Dissatisfied	6	24%	7%
Strongly Dissatisfied	0	0%	0%

25

Reporting of repairs:

	RESPONSES	%	2018-19
Very Satisfied	14	64%	46%
Satisfied	6	27%	39%
Dissatisfied	0	0%	11%
Strongly Dissatisfied	2	9%	4%

22

The response time for questions and queries:

	RESPONSES	%	2018-19
Very Satisfied	13	52%	53%
Satisfied	7	28%	40%
Dissatisfied	4	16%	7%
Strongly Dissatisfied	1	4%	0%

25

Completion of repairs:

	RESPONSES	%	2018-19
Very Satisfied	15	68%	52%
Satisfied	4	18%	33%
Dissatisfied	1	5%	11%
Strongly Dissatisfied	2	9%	4%

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The overall responses to questions and queries you ask them:

	RESPONSES	%	2018-19
Very Satisfied	14	56%	59%
Satisfied	9	36%	33%
Dissatisfied	1	4%	8%
Strongly Dissatisfied	1	4%	0%

25

Facilities**Bedroom:**

	RESPONSES	%	2018-19
Very Satisfied	11	44%	63%
Satisfied	11	44%	20%
Dissatisfied	3	12%	17%
Strongly Dissatisfied	0	0%	3%

25

Kitchen:

	RESPONSES	%	2018-19
Very Satisfied	12	48%	47%
Satisfied	10	40%	47%
Dissatisfied	3	12%	7%
Strongly Dissatisfied	0	0%	0%

25

Bathrooms:

	RESPONSES	%	2018-19
Very Satisfied	8	32%	30%
Satisfied	17	68%	50%
Dissatisfied	0	0%	20%
Strongly Dissatisfied	0	0%	0%

25

Lighting:

	RESPONSES	%	2018-19
Very Satisfied	6	24%	33%
Satisfied	17	68%	53%
Dissatisfied	2	8%	10%
Strongly Dissatisfied	0	0%	3%

25

Shower rooms:

	RESPONSES	%	2018-19
Very Satisfied	7	37%	32%
Satisfied	11	58%	43%
Dissatisfied	1	5%	25%
Strongly Dissatisfied	0	0%	0%

19

Heating:

	RESPONSES	%	2018-19
Very Satisfied	5	20%	40%
Satisfied	17	68%	47%
Dissatisfied	2	8%	13%
Strongly Dissatisfied	1	4%	0%

25

Living room:

	RESPONSES	%	2018-19
Very Satisfied	11	44%	62%
Satisfied	12	48%	38%
Dissatisfied	2	8%	0%
Strongly Dissatisfied	0	0%	0%

25

Safety:

	RESPONSES	%	2018-19
Very Satisfied	12	48%	57%
Satisfied	11	44%	30%
Dissatisfied	2	8%	13%
Strongly Dissatisfied	0	0%	0%

25

Dining Room

	RESPONSES	%	2018-19
Very Satisfied	6	46%	46%
Satisfied	7	54%	54%
Dissatisfied	0	0%	0%
Strongly Dissatisfied	0	0%	0%
	<u>13</u>		

Security:

	RESPONSES	%	2018-19
Very Satisfied	10	40%	52%
Satisfied	14	56%	33%
Dissatisfied	1	4%	11%
Strongly Dissatisfied	0	0%	4%
	<u>25</u>		

Communication**Preferred method of communication:**

	RESPONSES	%	2018-19
Email	23	72%	71%
Text	2	6%	11%
Wed Memos	4	13%	9%
Social Media	3	9%	4%
Other	0	0%	4%
	<u>32</u>		

What do Residential and Business Services do best?

Any issues that we have with the property (a real example being our bathroom light switch breaking) are resolved swiftly and successfully (our light switch was replaced within a matter of hours of emailing)

Clear communication

Definitely responding to issues. Typically, are resolved within the day unless it was a major problem that required other professionals.

Easy to communicate and literally provide the only housing which is of such good standard, for once we don't feel ripped off or that we aren't being listened to.

Great about answering emails and sending someone for repairs in a timely fashion

Quick acknowledgement of queries and fast repairs most of the time.

Quick replies

quick response to repairs

Quick responses :)

Repairs

Respond to issues immediately

Responding to issues in a timely fashion

Understanding signing the lease and getting you move in early.

Very good at speedy repairs and communication

What could Residential and Business Services do better?

Assessing the price of rent

Better communication via updates on queries. Sometimes queries were acknowledged but never handled.

Ensure appliances do actually work before allowing someone to move in

following up jobs that are beyond RBS capability e.g. we were promised a visit by a white goods specialist who never came

Give a timeframe for repairments

Inform us before they are coming please

It takes multiple emails before we get a response about issues. We are then given only a days notice before someone is sent out. Responses have a condescending tone. We would just like to be kept in the loop when we raise issues and be treated with respect when receiving a response.

More accommodation available!! We love our flat thank you so much and the uni managed services are so nice and easy - it's making our final year relaxing (for accommodation)

More info about individual flats, i.e. more photos of rooms, maybe floor plans

Provide better responses/follow-ups to queries. Provide a service worthy of the rent cost

The heating systems do not work, they leak the heat they gather overnight so in the evening you have no heat left

The shower was broken when we moved in. Communication about the gardeners would be nice. When they're coming, what their doing. Cut down a beautiful rose bush just going into bloom.

We very much appreciate the gardeners who mow our grass, but it would be nice if there

was some way to know what days they would be coming over (or even to have a rough idea)

We would have appreciated more information/photos of the property in the lease agreement process since we were not able to see the property in person due to COVID.

While the services are quick, sometimes the replies can be quite vague or we would not receive information on what was happening. I think clarity here is very important.