

Student Accommodation Survey 2019-20

David Russell Apartments

Introduction:

This report is based on the responses collected from the November 2019 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.

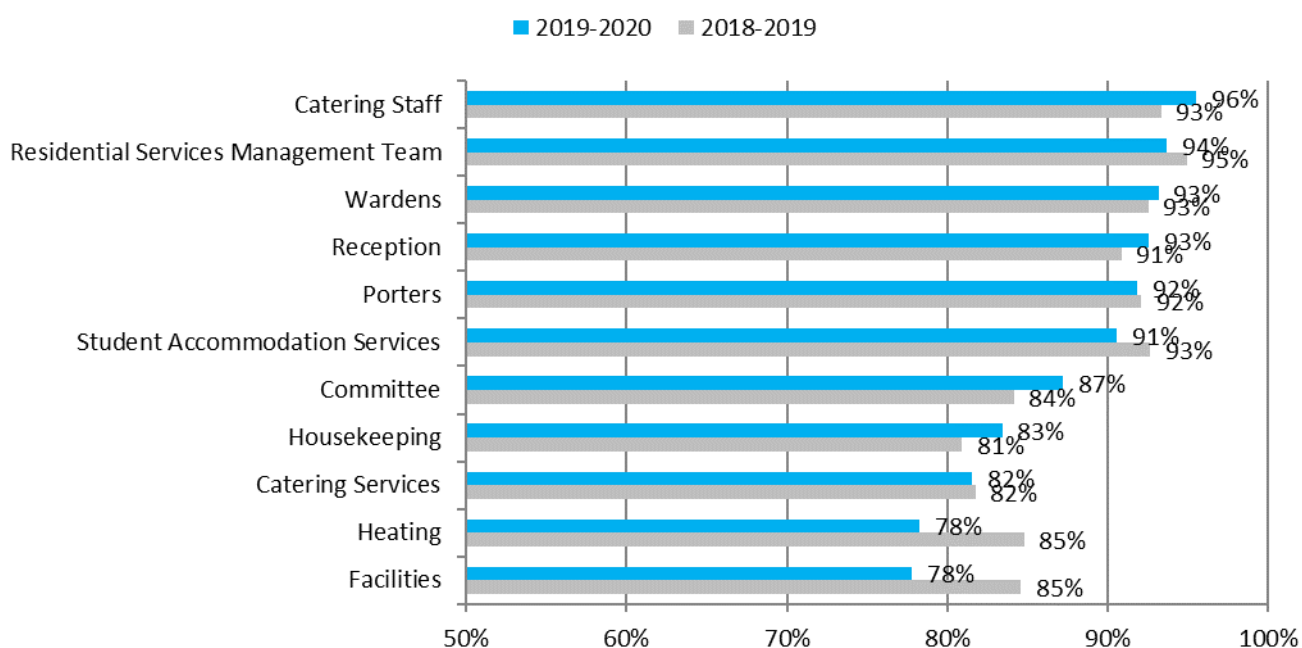
The survey results showed a notable difference in International student satisfaction compared to Home/EU student satisfaction, therefore the overall satisfaction and catering satisfaction categories are broken down further and also presented by Home/EU and International satisfaction.

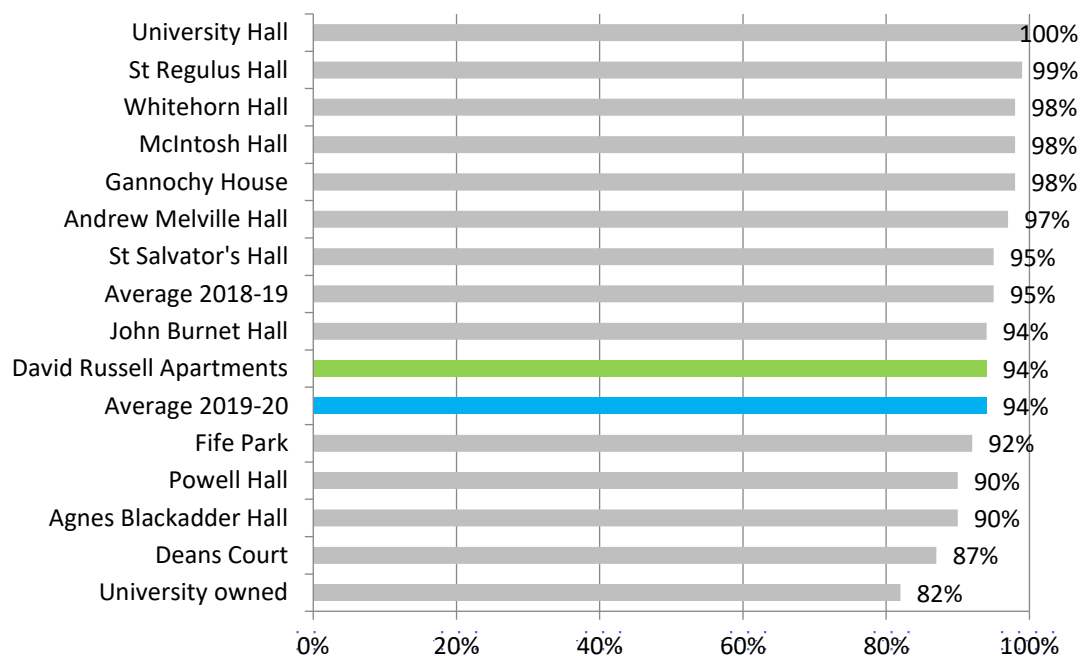
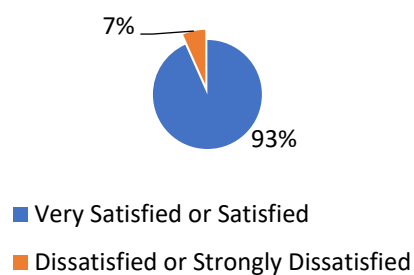
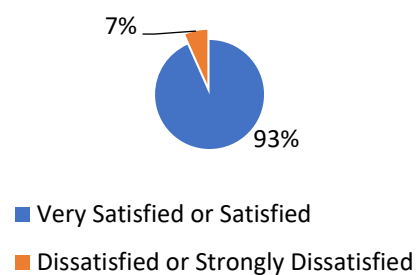
Demographic Breakdown:

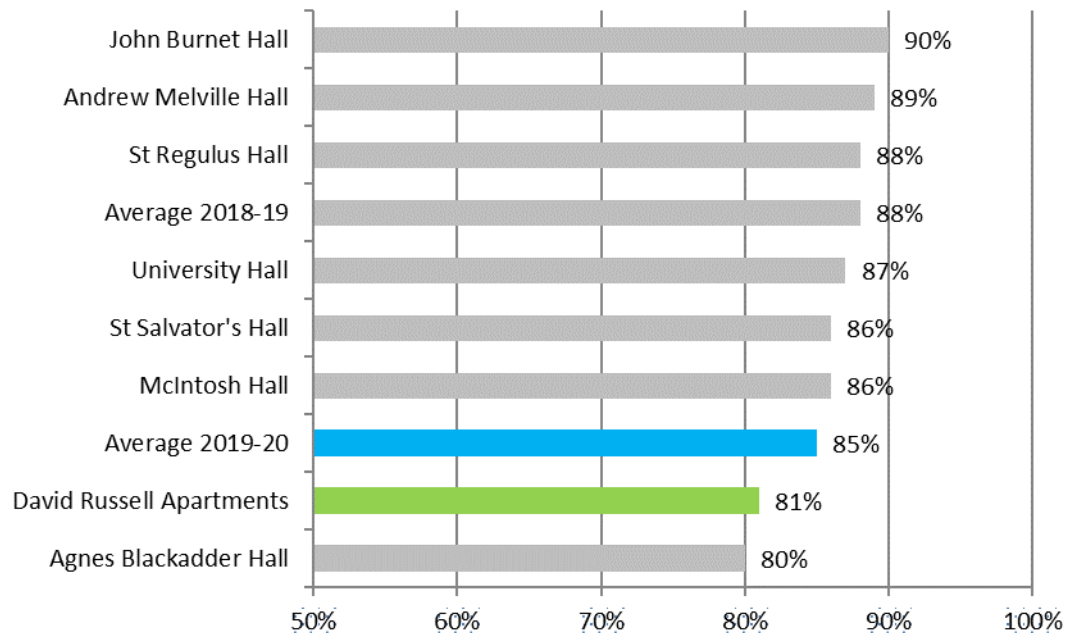
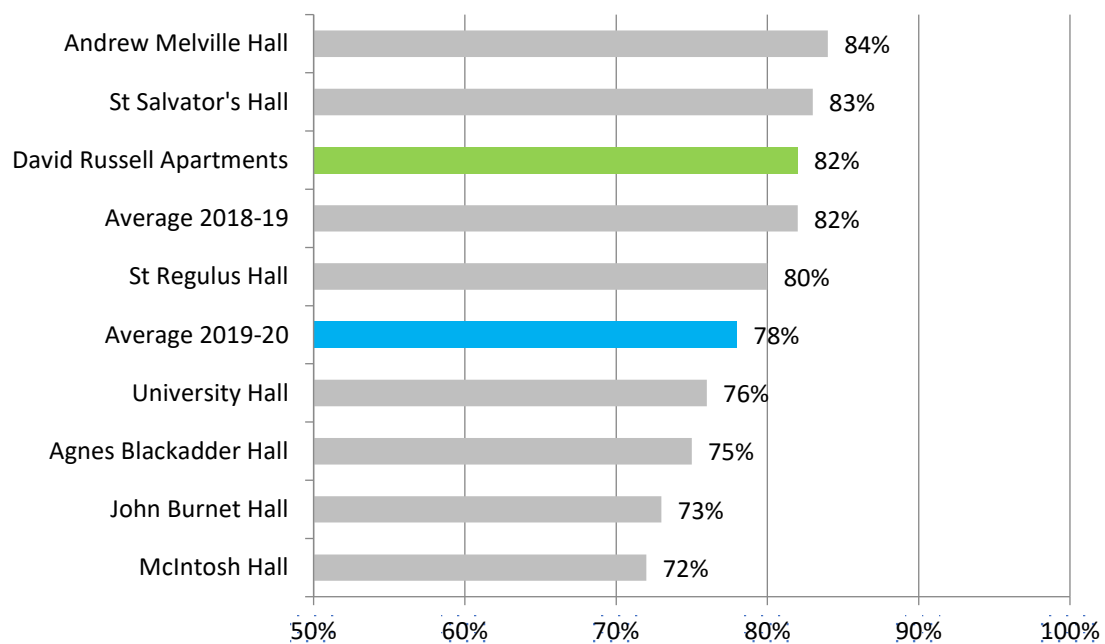
Total respondents:	1517		
Male:	554 (36.5%)	Female:	948 (62.5%)
Non-binary:	15 (1%)	Other:	0 (0%)
Average age:	19.9		
Undergraduate:	1267 (83.5%)	Postgraduate:	250 (16.5%)
Home/EU:	964 (63.5%)	International:	553 (36.5%)
Self-catered:	630 (41.5%)	Catered:	887 (58.5%)
Year of Study:			
1st:	817 (54%)	2nd:	275 (18%)
3rd:	175 (11.5%)	4th:	93 (6%)
Postgraduate:	157 (10.5%)		

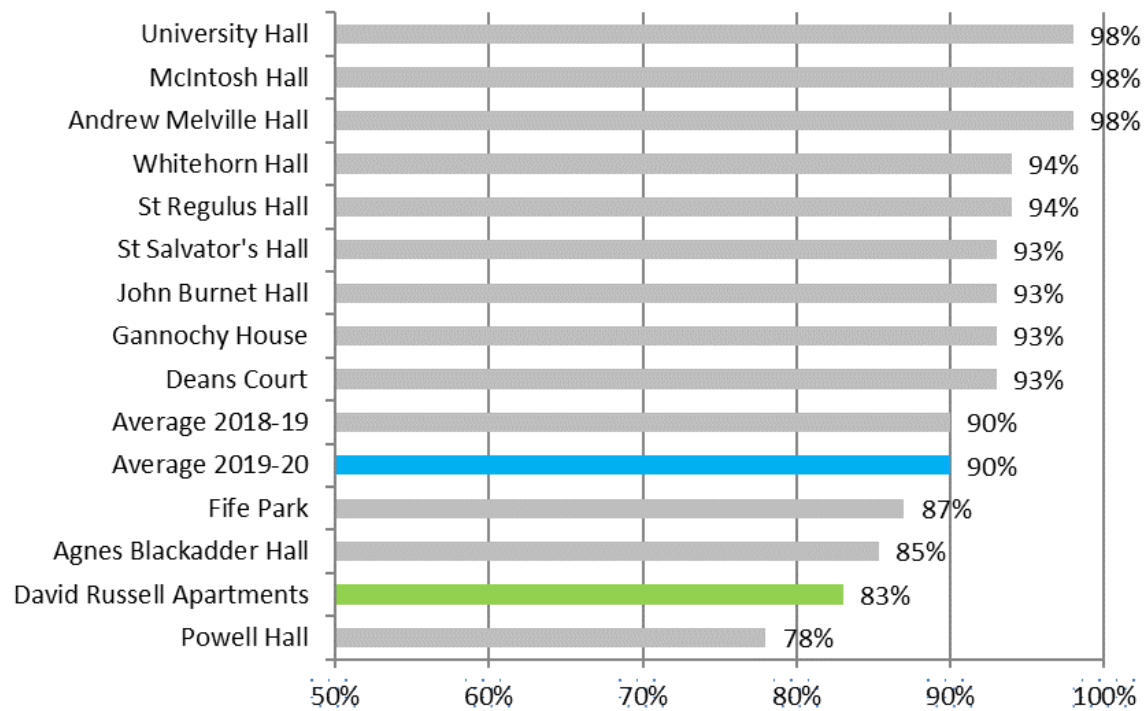
Number of students who completed the survey (by residence)

Residence	Survey responses	As a percentage
Agnes Blackadder Hall	197	13%
Andrew Melville Hall	122	8%
Angus House	9	1%
David Russell Apartments	414	27%
Deans Court	15	1%
Fife Park	174	11%
Gannochy House	38	3%
Gregory Place	6	0%
John Burnet Hall	56	4%
McIntosh Hall	87	6%
Powell Hall	68	4%
St Gregory's	7	0%
St Regulus Hall	72	5%
St Salvator's Hall	82	5%
Stanley Smith House	6	0%
University Hall	103	7%
Whitehorn Hall	61	4%
TOTALS	1517	100%

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:**

Housekeeping overall averages

Survey results

Overall Satisfaction Question

How satisfied are you with our services overall?

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	111	28%	29%
Satisfied	261	66%	65%
Dissatisfied	21	5%	5%
Strongly Dissatisfied	3	1%	1%

396

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	7	41%	37%
Satisfied	5	29%	44%
Dissatisfied	3	18%	16%
Strongly Dissatisfied	2	12%	2%

17

Cleaning and Housekeeping

The quality of our cleaning/housekeeping service:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	49	22%	44%
Satisfied	125	56%	46%
Dissatisfied	30	14%	8%
Strongly Dissatisfied	18	8%	3%

222

The friendliness and approachability of the staff:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	140	42%	57%
Satisfied	177	53%	38%
Dissatisfied	13	4%	4%
Strongly Dissatisfied	4	1%	1%

334

The quantity of cleaning you receive:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	34	17%	40%
Satisfied	104	53%	44%
Dissatisfied	38	19%	12%
Strongly Dissatisfied	22	11%	4%

198

Portering Service**The quality of our portering service:**

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	163	42%	47%
Satisfied	199	51%	47%
Dissatisfied	24	6%	4%
Strongly Dissatisfied	4	1%	1%

390

The friendliness and approachability of the staff:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	176	45%	52%
Satisfied	183	46%	42%
Dissatisfied	29	7%	5%
Strongly Dissatisfied	7	2%	1%

395

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

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	173	42%	43%
Satisfied	219	54%	53%
Dissatisfied	14	3%	4%
Strongly Dissatisfied	2	0%	1%

408

The overall responses to questions and queries you ask them:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	154	39%	39%
Satisfied	210	54%	53%
Dissatisfied	23	6%	6%
Strongly Dissatisfied	5	1%	2%

392

The availability of these staff:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	98	24%	24%
Satisfied	249	61%	59%
Dissatisfied	57	14%	15%
Strongly Dissatisfied	7	2%	2%

411

The friendliness and approachability of the staff:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	187	46%	47%
Satisfied	208	51%	49%
Dissatisfied	8	2%	3%
Strongly Dissatisfied	4	1%	1%

407

Residential Services Management Team

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

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	115	31%	39%
Satisfied	237	63%	54%
Dissatisfied	21	6%	5%
Strongly Dissatisfied	4	1%	2%

377

The overall responses to questions and queries you ask them:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	116	33%	39%
Satisfied	210	60%	53%
Dissatisfied	19	5%	5%
Strongly Dissatisfied	6	2%	2%

351

The availability of these staff:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	103	28%	33%
Satisfied	240	65%	59%
Dissatisfied	24	6%	7%
Strongly Dissatisfied	4	1%	2%

371

The friendliness and approachability of the staff:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	142	38%	42%
Satisfied	217	58%	52%
Dissatisfied	9	2%	4%
Strongly Dissatisfied	6	2%	2%

374

Catering Staff

the quality of the service provided by the catering staff

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	77	43%	39%
Satisfied	87	49%	49%
Dissatisfied	12	7%	9%
Strongly Dissatisfied	2	1%	3%

178

the friendliness and approachability of the staff

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	119	67%	57%
Satisfied	57	32%	39%
Dissatisfied	2	1%	3%
Strongly Dissatisfied	0	0%	1%

178

the overall responses to questions & queries you ask them

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	83	47%	44%
Satisfied	87	49%	50%
Dissatisfied	7	4%	6%
Strongly Dissatisfied	1	1%	1%

178

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

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	37	21%	18%
Satisfied	92	52%	54%
Dissatisfied	31	17%	20%
Strongly Dissatisfied	18	10%	7%

178
The taste of the food:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	25	14%	14%
Satisfied	101	57%	59%
Dissatisfied	45	25%	23%
Strongly Dissatisfied	7	4%	4%

178
The range and choice you have at different meals:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	34	19%	20%
Satisfied	95	53%	56%
Dissatisfied	45	25%	22%
Strongly Dissatisfied	4	2%	3%

178
The serving times for meals in residences:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	25	14%	15%
Satisfied	89	50%	47%
Dissatisfied	57	32%	34%
Strongly Dissatisfied	7	4%	4%

178
the information provided on our Knowledge Information Boards:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	42	24%	17%
Satisfied	130	73%	79%
Dissatisfied	4	2%	4%
Strongly Dissatisfied	1	1%	0%

177
the overall catering experience of breakfast:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	71	40%	40%
Satisfied	85	48%	48%
Dissatisfied	19	11%	10%
Strongly Dissatisfied	2	1%	2%

177
the overall catering experience of lunch:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	39	22%	23%
Satisfied	117	66%	65%
Dissatisfied	19	11%	10%
Strongly Dissatisfied	2	1%	2%

177
the overall catering experience of dinner:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	37	21%	24%
Satisfied	106	60%	62%
Dissatisfied	26	15%	11%
Strongly Dissatisfied	7	4%	3%

176

The information provided about our menus:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	48	27%	27%
Satisfied	121	68%	63%
Dissatisfied	7	4%	8%
Strongly Dissatisfied	2	1%	2%

178

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

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	21	12%	21%
Satisfied	109	62%	58%
Dissatisfied	37	21%	18%
Strongly Dissatisfied	9	5%	3%

176

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

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	27	15%	17%
Satisfied	139	79%	75%
Dissatisfied	10	6%	6%
Strongly Dissatisfied	1	1%	2%

177

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

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	99	26%	30%
Satisfied	251	66%	63%
Dissatisfied	24	6%	6%
Strongly Dissatisfied	6	2%	1%

380

The overall responses to questions and queries you ask them:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	113	31%	33%
Satisfied	212	59%	59%
Dissatisfied	25	7%	6%
Strongly Dissatisfied	11	3%	2%

361

The application process:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	97	25%	27%
Satisfied	231	59%	59%
Dissatisfied	53	13%	12%
Strongly Dissatisfied	12	3%	3%

393

The friendliness and approachability of the staff:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	158	42%	42%
Satisfied	203	54%	54%
Dissatisfied	15	4%	3%
Strongly Dissatisfied	3	1%	1%

379

The response time for questions and queries:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	118	33%	33%
Satisfied	217	60%	59%
Dissatisfied	21	6%	7%
Strongly Dissatisfied	7	2%	1%

363

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

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	142	38%	43%
Satisfied	209	56%	50%
Dissatisfied	20	5%	6%
Strongly Dissatisfied	5	1%	1%

376

Hall/residence discipline:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	93	26%	31%
Satisfied	223	64%	57%
Dissatisfied	27	8%	9%
Strongly Dissatisfied	8	2%	3%

351

The availability of the Wardennial staff:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	133	36%	39%
Satisfied	212	58%	53%
Dissatisfied	19	5%	6%
Strongly Dissatisfied	4	1%	1%

368

Pastoral/welfare support and advice:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	99	34%	38%
Satisfied	173	60%	57%
Dissatisfied	11	4%	4%
Strongly Dissatisfied	5	2%	1%

288

The friendliness and approachability of Wardennial staff:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	179	48%	51%
Satisfied	176	47%	44%
Dissatisfied	13	4%	4%
Strongly Dissatisfied	3	1%	1%

371

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

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	127	38%	41%
Satisfied	194	58%	55%
Dissatisfied	8	2%	3%
Strongly Dissatisfied	7	2%	1%

336

The hall/residential community:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	123	33%	41%
Satisfied	212	57%	51%
Dissatisfied	29	8%	6%
Strongly Dissatisfied	9	2%	2%

373

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

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	69	24%	33%
Satisfied	190	65%	59%
Dissatisfied	29	10%	6%
Strongly Dissatisfied	3	1%	2%

291

The events they organise:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	81	26%	34%
Satisfied	194	62%	56%
Dissatisfied	31	10%	9%
Strongly Dissatisfied	5	2%	2%

311

The interaction with the Committee:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	64	23%	32%
Satisfied	182	64%	57%
Dissatisfied	34	12%	9%
Strongly Dissatisfied	4	1%	2%

284

How your subscription is spent by the Committee:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	58	21%	28%
Satisfied	177	64%	58%
Dissatisfied	36	13%	11%
Strongly Dissatisfied	7	3%	3%

278

Facilities**Study bedrooms:**

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	160	42%	41%
Satisfied	202	53%	52%
Dissatisfied	17	4%	5%
Strongly Dissatisfied	5	1%	1%

384

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

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	82	22%	29%
Satisfied	223	59%	58%
Dissatisfied	53	14%	11%
Strongly Dissatisfied	17	5%	3%

375

Bathrooms/shower rooms:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	74	19%	22%
Satisfied	201	51%	52%
Dissatisfied	98	25%	21%
Strongly Dissatisfied	22	6%	5%

395

Kitchens or pantries:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	100	25%	22%
Satisfied	235	60%	53%
Dissatisfied	51	13%	19%
Strongly Dissatisfied	8	2%	5%

394

Atmosphere and surroundings in the dining room:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	96	32%	37%
Satisfied	181	61%	56%
Dissatisfied	15	5%	5%
Strongly Dissatisfied	5	2%	2%

297

Cycle Storage:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	73	26%	31%
Satisfied	150	54%	55%
Dissatisfied	46	17%	12%
Strongly Dissatisfied	7	3%	2%

276

Laundry room and equipment:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	29	7%	6%
Satisfied	109	28%	25%
Dissatisfied	147	38%	38%
Strongly Dissatisfied	106	27%	31%

391

Recycling facilities in residential areas:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	109	28%	25%
Satisfied	236	60%	59%
Dissatisfied	39	10%	13%
Strongly Dissatisfied	9	2%	3%

393

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

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	133	34%	29%
Satisfied	171	43%	45%
Dissatisfied	74	19%	18%
Strongly Dissatisfied	18	5%	7%

396

The heating times in your residence:

	RESPONSES	%	SURVEY AVERAGE
Very Satisfied	111	29%	21%
Satisfied	194	51%	47%
Dissatisfied	63	16%	24%
Strongly Dissatisfied	14	4%	8%

382

Communication

Preferred method of communication:

	RESPONSES	%	SURVEY AVERAGE
Email	339	72%	70%
Text	30	6%	7%
Wed Memos	34	7%	8%
Social Media	64	14%	14%
Other	3	1%	1%

470

What do Residential and Business Services do best?

Access to advice/help 24/7 if needed

Accessibility

Allocation of flatmates and availability of someone at any time if you have a problem

Always friendly and approachable staff, great food.

always willing to help

Answer my questions!

Answer simple queries like where to access certain facilities and who to contact regarding a specific issue

Answering our questions.

Any enquiries are dealt with very quickly and efficiently.

Approachability

Are always friendly and open

Are there when needed

Arrange moving in and living arrangements

Assist me

availability

Being available to students to discuss issues.

Being friendly

Catering

Checking in on the students

Community events

Create a good friendly environment for international students to fit into comfortably and enjoy their experience at St. Andrews

Ensure residents are kept safe

environment is good

Everyone is very friendly and information is passed on to us students often and in good detail.

Fast

Fast replies

find people housing

Food

Free pizza and checking up on residents

Friendliness

Friendly

friendly atmosphere

Friendly staff

Friendly staff always willing to help

Friendly staff.

Getting back to people quickly

giving us basic appliances

Good at informing us about emailing us

Good communication

Great Wardennial team in DRA, friendly and approachable residence staff, quick responses to emails

Gritting the paths for forst

Guidance and help especially in the first few weeks of 1st year

have not interacted with them enough to know

Help for students, weather it be checking up on them or replacing their shower curtain when needed

help line

Helping out where they can in allocating accommodation

Helping students with their questions

Helping with lockouts etc

House warming

I feel like there is always someone there for me to reach out to if I have any questions or concerns, and the staff are all very approachable.

I think the overall maintenance of the buildings and grounds is really good, and I find it easy to approach staff/know where to get help.

In DRA, the accommodations are pretty nice overall and the employees are very helpful and kind.

In general, the staff are friendly and approachable.

In terms of actual buildings and rooms, they are very high quality for university accommodation.

I've got a place to stay for the year

Keep us alive

Keep you up to date with emails

Keeping everyone up to date

let people in

Looking after the student's best interests
maintain standards

Maintaining the buildings to a high quality

make sure equipment and electrics in the flat are updated and functional

Making everyone feel at home!

Making sure students have pleasant experience

More prompt response to items missing in flats

Not sure what they are

Nothing

Organise events

organise social events

Permitting student independence

porter system

Portering

price

Prompt response and eager to help

Promptness

Provide a good environment for students who newly moved away from their families.

Provide accommodation

Provide assistance

Provide easy friendly and accessible contact

Provide good atmosphere and support

Provide help where it's needed

Provide quick answers to all sorts of questions

Putting a roof over my head and keeping it there

Quality of food

Quality of the apartments, Events, Support for students & great service from porters.

Quick response from Porters

Quick response times I suppose

Quick response to queries

Quick updates on news and events happening around DRA.

Reception and sports events such as

Receptionists are always nice to me

Repair things quickly

Respond quickly to issues that are reported

Respond quickly to issues with accommodation such as broken oven.

Respond to complaints/fix issues, provide help, communication

respond to queries on time

respond to service requests

Responded to me in a timely manner

Responding to any issues.

Rooms

Run the halls.

Staff generally helpful and make an effort to communicate with residents (regular emails etc)

student support

Support community

System is run efficiently

The accommodation is a very high standard

The allocation of rooms to students, allowing new students to share with people they're likely to get on with and returning students to share with their friends.

the catering staff are always extremely welcoming and positive which is lovely to see just before you have a meal. they are also very helpful, always answering

questions and responding to queries or concerns to the best of their ability.

The porters are very helpful

The staff are always friendly

The staff is always friendly and helpful!

They are available at almost all hours of the day

They are excellent at maintaining the buildings and grounds to a wonderful standard and at responding to any issues very promptly.

they are extremely friendly with us no matter if they are working or not. They also work very hard on their job.

They have a lot of social events organised

They look after students - create a really welcoming and supportive environment

They maintain the buildings well

They seem approachable

they're all very friendly and helpful

Unaware

Very approachable, easily answer questions. very efficient and the people are nice :)

Very good at helping students at short notice (in my experience).

Very kind and try best to fix issue

Work quickly once told there's something wrong

What could Residential and Business Services do better?

A better selection process for shared flats. It seems to be arbitrary at best.

A shop at DRA for bread and milk. It is an hour round trip

Accommodation Services have been helpful but can be inflexible in their 'rules', which I can understand, but using one's discretion is also important. However, overall, I am happy with my experience.

Add calories and traffic light system to the menu, please

allow for changing from catered to non catered if unsatisfied an easy process

Attempt to adhere their arrivals to the student's schedule. This can be difficult and time-consuming, but at time I feel uncomfortable with the idea that strangers may be entering my room without my acknowledgement, even if it is to do a job

Availability of services

Be more friendly

Be more willing to accommodate for room transfer, seems like nothing is being done

Better and more food for the catered students. Maybe less cleaning inspections.

Better porter service

Change the mealtimes so they are a bit more flexible

Check on the residents more and provide more of a community feel

clarity

Cleaning inspection

Communicate changes between to accommodation between years. Specifically, a pictorial representation of where and when the building works would be would have been helpful, as well as the option to void the contract early on if dissatisfied with this.

Condense emails as we get send lots everyday

Consistent heating

could organise more hall events

Create more cycle storage and have more foot storage for self-catered

Definitely there could be improvements to accommodations - particularly the laundry service and the showers. Also lack of effective communication in application process

Efficiency (energy, waste, heating, lighting)

ensure if there is a problem that its fixed first time.

Expand meal times so they are more accessible

Fix initial complains filled out in the survey given to students when they are moving in.

Fix the laundry machine in DRA

Fix the showers in DRA, I'm sorry but they flood consistently

Fix things faster

Food and meal times

Food could be better, the 3rd party laundry services sucks my ass

Free bus and free laundry room or the laundry rooms can be cleaned everyday

friendlier reception staff at DRA; present a more unified front on rules & regulations (ensure all resources and employees say the same thing)

get better at fixing things that are wrong, for example my door has been broken for a while

Give more information in the application process as to the specific facilities in each flat, i.e. what type of stove is it, how many cookers are there, etc.

Have a better structure in place for people applying and make it clear at all stages of the application what is needed from the applicant. When I moved in I only found out the address of the flat three days before coming here which made it hard to get affairs in order before leaving.

have a more convenient path from DRA to town

Have heating turned over

Have more affordable accommodation, and have bigger kitchens/separate kitchen and common rooms

have not interacted with them enough to know

host more events for self catered students

I don't know

I feel dinner times could run until 7:30 so people who play a sport or have a committee meeting can still get a catered meal that day

I think that inspecting bedrooms is quite infantilising. I have been living in my own for 4 years now and I am able to know when I have to clean and tidy my room. However, it is a good thing for the kitchen because you cannot control how your flatmates get it dirty.

I'd like to see better quality of the living arrangements for the price that I'm paying. The response time and follow through of non life threatening requests for problems in the flat

If providing alcohol-free accommodation please make the *whole* building alcohol free, as there are drinking parties in our building which don't fit with the whole reason why I chose this option.

I'm pretty satisfied with everything but it's true that as it rains quite regularly the floors inside the building get quite dirty and sometimes they stay that way until the cleaning group come over on the specified day. Additionally, shelves in the rooms would be great for the books and papers.

Improve laundry services, room lockout system/services, add more cleaning inspections.

Improve response times for inquiries

Improve the approachability of the staff at student accommodation. My Mum phoned then in the summer and we felt that the particular staff member that she spoke to was quite abrupt and a little rude. The staff member was not really understanding of our situation.

Improve the washing units, improve the heating system in Balfour

Is there any plan to deal with the accessibility limitations in buildings with no stairs in e.g DRA/FP?

It is understandable that certain things need to be checked/repared in the accommodation, however, sometimes it feels excessive and intrusive in terms of privacy. Furthermore, the rooms themselves do lack some storage space. An additional shelving unit would be useful to avoid cluttering.

It would be good for food waste bins to come with the kitchens in DRA instead of requiring residents to ask for them with reception, and it would be nice to have more food waste bins on site.

It would be nice to have more details about room checks and inspections. I'm not sure what to prioritize for cleaning and it is not clear to me what exactly is being inspected besides electronics.

It's pretty good, I can't suggest anything to make the service better

knock at least thrice before coming into the room for room checks

Later breakfast and cheaper laundry.

Laundries in the halls

Laundry :(

Laundry services could use improving.

less strict cleaning inspections

Listening to suggestions with regard to laundry services etc

Lower price en-suite self catered accommodation should be available

Make laundry services cheaper.

Make more affordable accommodation and make sure those that need it most get it.

Make the warden and porter systems at DRA better (I have never seen my warden, I have no private way to contact her, I've called the warden line for an emergency only to be scolded for calling and promised simple immediate action which did not happen)

Making dra more accessible. No quiet space to study and the library is very far away.

Maybe interact more

Maybe let people know who they will be rooming with beforehand.

meals

More bicycle storage outside halls

More bike storage as it is always full. Better drainage or more of a barrier in the en-suite showers as floor is constantly flooded after unintended shower facilities. More storage

More notice of maintenance in flats; updates on requested repairs; provide solutions to shower "flooding"; better food recycling

More posters of upcoming events in the kitchens of Flats

More study spaces. Nicer environment in and around accommodation. (+Other various aspects marked on survey.)

Needs to prioritise the abilities of disabled students in residence. For example, the cleaning checks of DRA ask me to scrub the grout of my bathroom constantly. Due to my

disability, I am unable to do this. The entire design of the building therefore becomes unfriendly to people with disabilities.

no ideas

not be so strict with cleaning inspections, the flats are being lived in so some things are meant to be expected, not a hospital.

not have fire door checks all the time

Not much

Not sure what they are

Nothing

Nothing to add.

Offer a cleaning service in DRA, or remove the cleaning inspection

one of the porter who is about 36 and some damas(ladies) are totally unfriendly and seem do not respect international students, I m really sad to have to live near these guys and have to ask these guys for help. can't imagine how our uni could have these guys as employees. DRA resident leaves.

Our flat's had room inspectors come into our rooms unannounced, us only finding out after they've left a note. We should always have notice of people coming in our rooms! Also, an inspector vandalised one of my posters, I don't appreciate someone ruining my property.

over crowding in bike racks means bikes get damaged when people try to pile three or even four bikes onto one rack. Indoor storage is much more suitable for residential storage of bikes so they are not worn by frost damage, yet the indoor storage is too small and not spread evenly though the site

Please fix the food. Also the showers flood and the en suite doors rot

Possibly could respond more quickly to emails, I'm sure they are inundated with mail but on occasion I have been a few days waiting for a response

price

Provide some more cleaning supplies in DRA

quality and cleanliness of accommodation on move in

Realise the difference between a room that SHOULD fail its inspection and one which DOES fail for no apparent reason (carol)

Refurbishment of older DRA buildings, better standard of cleanliness on

Research the WashStation situation more and try to come up with a solution because many students are unhappy with it. I do not mind the service offered but think it could be improved and more responsive

Response time

Showers in DRA need to be fixed - the water randomly goes extremely hot to the point where it is physically uncomfortable to take a shower. Also laundry is a big issue but I know the main man Jamie Rodney is on that so...

Solve electrical issue to accommodate non UK adapters

Some reasons for failing cleaning inspections are ridiculous

Sort out the laundry facilities so they are more reliable and more accessible

Sound proof wall, I can hear my neighbours phone conversations

Stop harassing us with fire safety (we are adults, we know that when the alarm goes off, we are supposed to get out) and coming to our apartments all the time (the cleaning inspections, the VERY problematic rules about our electric devices etc)

Stop ridiculous room inspection critiquing

Stricter discipline with the younger students being very loud and having parties. Maybe some kind of system where you take down their names

Take into consideration when offering accommodation to students that just because they aren't underprivileged doesn't mean that they can afford the expensive rates of the likes of DRA etc..

Taking care of their students more. Not imposing so many price barriers on them having already paid a huge sum for

accommodation in the first place, eg laundry, charged ATM machine, etc.

The application process was horrific. I didn't get a single one I asked for. I got my last choice out of the four and I requested mixed and didn't get it yet I have friends who put don't mind and got mixed.

The cleaners could be nicer as well as the ladies in the reception (all of them being rude and unapproachable)

the cleaning checks are ridiculous. im not cleaning between my tiles.

The cleaning check-ups are a but invasive and unnecessary-- we would never do this at my school in the states. Also our warden would just walk into our kitchen every month and it made us uncomfortable bc he was a guy and we were usually a group if girls in our pjs

The fine for being locked out 3 times is too high, residents already pay a lot of money to stay in DRA and may not have that money to spare. Residents should also be CLEARLY warned at least a day in advance of someone else entering their room for any purpose.

the frequency of inspections is a bit high

The heating is not the best, it was working really well for a while but ever since people came to "fix it" my room has been colder than ever.

The heating is really a problem - either doesn't seem to work or at least it is very unclear when it is supposed to be working. Difficult when reported to know if anything has been done (please just email us/leave a note!)

The hot water in DRA turns up too late.

The Laundry services are a constant source of problem and disappointment which should be reviewed and stringent action taken against the extortionate laundry company

The night porter (dark hair, middle aged, Scottish) is genuinely just a nasty person. At all encounters he's always sarcastic. It just leaves you wanting to have nothing to do with him. We pay for a service and he's never happy to help, he acts like he's doing you a favour which of course he is not.

The Wardennial Team should have shown us the facilities etc. at the beginning of term. The night porters should be available at any time.

The wardens be more friendly

There are so many health and safety checks conducted.

There have been a few times when people have visited our studio unannounced and this has resulted in some awkward encounters. Even when we have some warning, the window of time provided are so wide that it is difficult to plan for. I would much prefer a more precise timeline.

There should be better provision of cheap accommodation & self-catered accommodation. Rents should not be used to fund facilities and events that are not of interest to all students. Accommodation applications should allow multiple preferences.

they did a pretty good job

This is my second time staying in halls and it feels as if the personality questionnaire in the application was completely ignored this time. As a returning student it feels like I have been placed with people based on year and no other factors.

Try and accommodate more first choices