

Student Accommodation Survey 2019-20

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.

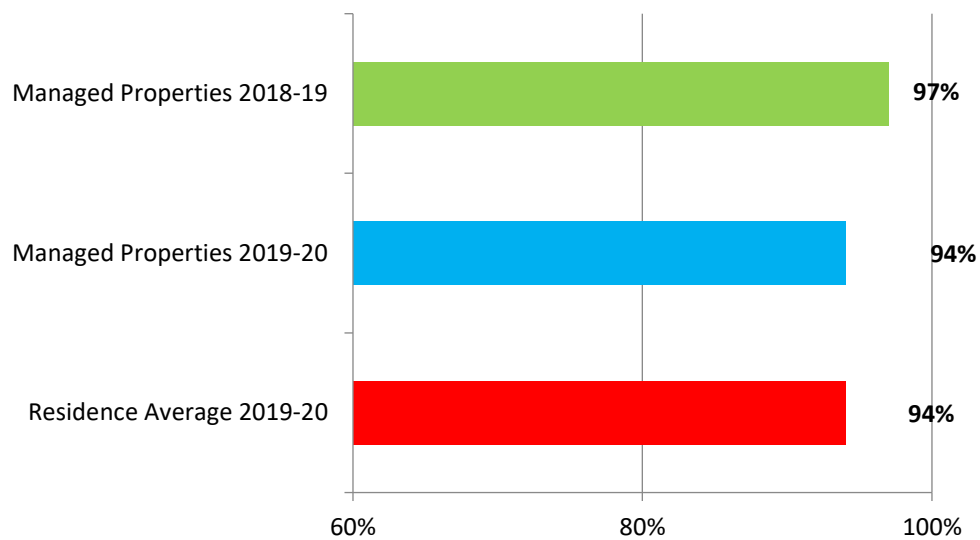
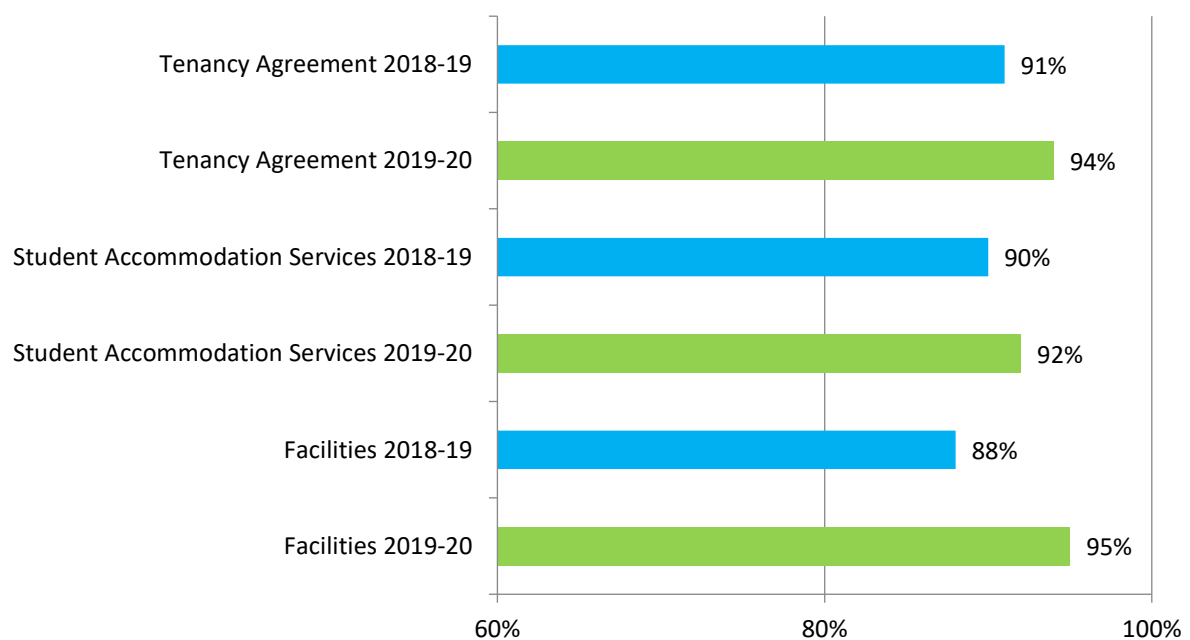
To ensure easy analysis of information in the bar and pie charts, the very satisfied and satisfied responses have been combined to represent overall satisfaction. Likewise, the dissatisfied and strongly dissatisfied responses have been combined to represent overall dissatisfaction. The individual breakdown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

Managed Properties

Managed Properties Demographic Breakdown

Total Respondents:	18		
Male:	4 (22%)	Female:	13 (72%)
Non-binary:	1 (6%)		
Average Age:	21.8		
Undergraduate:	16 (89%)	Postgraduate:	2 (11%)
Home/EU:	15 (83%)	International:	3 (17%)
Year of Study:			
1st:	1 (5.5%)	2nd:	5 (28%)
3rd:	4 (22%)	4th:	7 (39%)
Postgraduate:	1 (5.5%)		

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

Survey Results

Overall Satisfaction Question

How satisfied are you with our services overall?

	RESPONSES	%	2018-19
Very Satisfied	10	56%	43%
Satisfied	7	39%	54%
Dissatisfied	1	6%	3%
Strongly Dissatisfied	0	0%	0%

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

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Tenancy Agreement/Lease

The allocation process:

	RESPONSES	%	2018-19
Very Satisfied	7	39%	60%
Satisfied	9	50%	30%
Dissatisfied	2	11%	10%
Strongly Dissatisfied	0	0%	0%

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Signing the tenancy:

	RESPONSES	%	2018-19
Very Satisfied	11	61%	70%
Satisfied	7	39%	27%
Dissatisfied	0	0%	3%
Strongly Dissatisfied	0	0%	0%

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The information provided regarding the property:

	RESPONSES	%	2018-19
Very Satisfied	7	39%	43%
Satisfied	10	56%	43%
Dissatisfied	1	6%	13%
Strongly Dissatisfied	0	0%	0%

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

	RESPONSES	%	2018-19
Very Satisfied	6	33%	400%
Satisfied	11	61%	50%
Dissatisfied	1	6%	10%
Strongly Dissatisfied	0	0%	0%

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The friendliness and approachability of the staff:

	RESPONSES	%	2018-19
Very Satisfied	7	39%	40%
Satisfied	9	50%	50%
Dissatisfied	2	11%	10%
Strongly Dissatisfied	0	0%	0%

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The application process:

	RESPONSES	%	2018-19
Very Satisfied	9	50%	27%
Satisfied	9	50%	67%
Dissatisfied	0	0%	7%
Strongly Dissatisfied	0	0%	0%

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Reporting of repairs:

	RESPONSES	%	2018-19
Very Satisfied	7	47%	46%
Satisfied	7	47%	39%
Dissatisfied	1	7%	11%
Strongly Dissatisfied	0	0%	4%

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The response time for questions and queries:

	RESPONSES	%	2018-19
Very Satisfied	9	53%	53%
Satisfied	7	41%	40%
Dissatisfied	0	0%	7%
Strongly Dissatisfied	1	6%	0%

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Completion of repairs:

	RESPONSES	%	2018-19
Very Satisfied	7	47%	52%
Satisfied	6	40%	33%
Dissatisfied	2	13%	11%
Strongly Dissatisfied	0	0%	4%

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The overall responses to questions and queries you ask them:

	RESPONSES	%	2018-19
Very Satisfied	6	33%	59%
Satisfied	10	56%	33%
Dissatisfied	1	6%	8%
Strongly Dissatisfied	1	6%	0%

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Facilities**Bedroom:**

	RESPONSES	%	2018-19
Very Satisfied	8	44%	63%
Satisfied	10	56%	20%
Dissatisfied	0	0%	17%
Strongly Dissatisfied	0	0%	3%

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Kitchen:

	RESPONSES	%	2018-19
Very Satisfied	6	33%	47%
Satisfied	9	50%	47%
Dissatisfied	3	17%	7%
Strongly Dissatisfied	0	0%	0%

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Bathrooms:

	RESPONSES	%	2018-19
Very Satisfied	3	17%	30%
Satisfied	15	83%	50%
Dissatisfied	0	0%	20%
Strongly Dissatisfied	0	0%	0%

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Lighting:

	RESPONSES	%	2018-19
Very Satisfied	4	22%	33%
Satisfied	13	72%	53%
Dissatisfied	1	6%	10%
Strongly Dissatisfied	0	0%	3%

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Shower rooms:

	RESPONSES	%	2018-19
Very Satisfied	2	15%	32%
Satisfied	11	85%	43%
Dissatisfied	0	0%	25%
Strongly Dissatisfied	0	0%	0%

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Heating:

	RESPONSES	%	2018-19
Very Satisfied	5	29%	40%
Satisfied	8	47%	47%
Dissatisfied	2	12%	13%
Strongly Dissatisfied	2	12%	0%

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Living room:

	RESPONSES	%	2018-19
Very Satisfied	7	39%	62%
Satisfied	11	61%	38%
Dissatisfied	0	0%	0%
Strongly Dissatisfied	0	0%	0%

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Safety:

	RESPONSES	%	2018-19
Very Satisfied	7	41%	57%
Satisfied	10	59%	30%
Dissatisfied	0	0%	13%
Strongly Dissatisfied	0	0%	0%

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Dining Room

	RESPONSES	%	2018-19
Very Satisfied	6	46%	46%
Satisfied	7	54%	54%
Dissatisfied	0	0%	0%
Strongly Dissatisfied	0	0%	0%

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Security:

	RESPONSES	%	2018-19
Very Satisfied	5	29%	52%
Satisfied	11	65%	33%
Dissatisfied	1	6%	11%
Strongly Dissatisfied	0	0%	4%

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Communication**Preferred method of communication:**

	RESPONSES	%	2018-19
Email	18	78%	71%
Text	2	9%	11%
Wed Memos	3	13%	9%
Social Media	0	0%	4%
Other	0	0%	4%

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What do Residential and Business Services do best?

Advertise available University-managed properties

Always happy to help and answer questions very quickly!

Amazing response times for repairs, with really friendly people who get everything sorted no bother! Such a difference from private lettings

Communication

I have very much appreciated Residential Services' quickness in responding to our repair requests.

Perfect reachable

Providing affordable accommodation (in managed properties -- I consider halls unaffordable)

Providing the needed support to find accommodation.

Quick response to inquiry and repair requests

Quick responses regarding questions and queries

Quick, blame-free repairs

Respond when things have gone wrong, and make our life as tenants easier

When you actually get a reply about repairs, they are carried out very quickly

What could Residential and Business Services do better?

Be slightly friendlier in person (although they have been way better this year)

Clarity of communication would be improved, for example responses to inventory lists, how to report repairs rather than sending an email into the ether, and what we can specifically expect from them in terms of support.

Give more notice for inspection of university managed property

Give more support I'm terms of setting up bills

Increase number of University-managed properties offered during initial student applications so that fewer students are rejected in this process

No! know it sounds cheesy but I really am blown away by how responsive and easy everything is. Thank you!

Nothing.

Reply to emails promptly, if at all

The Heating in the house is not working; my room is so cold.