Hospitality and Accommodation Services

Student Accommodation On-Line Survey 2013 / 2014

Dear Resident,

Many thanks for taking the time to complete the above survey for which we value your contribution. We received a good response rate with over 19% of the residents completing the survey.

Clearly the offer of the prize draw to win a fabulous iPad encouraged large numbers of residents to complete the survey and the lucky winner lives at Shackleton, congratulations!

We carry out these surveys every two years and use your feedback, data and analysis provided from the responses to feed into service reviews and improvements in future years.

We consider that it is important that our customers receive feedback from such surveys so that you can see that you contribute to the future development of our products and services.

I have detailed below some headline results from the survey and in the table that follows Your Feedback, Our Response and future plans based on the key feedback and observations you provided.

**Headline Results**

- 80% of you said you were satisfied with your accommodation.
- 54% of you think your accommodation is good value for money
- 90% who attended the Accommodation Open Day said it helped make the right accommodation choice.
- 99% of residents applied for accommodation online and were happy with this process.

I would finally like to thank you once again for participating in this recent survey. Student Accommodation considers customer feedback extremely important to the future development of our services and relationships with our customers.

Hopefully, you will agree from the information above that we do listen to our customers’ feedback and make changes to our services and products to continually strive to meet their expectations.

We are committed to working with students to provide accommodation and services which continue to provide an environment conducive to study.

Lesley Stewart
General Manager Student Accommodation
April 2014
<table>
<thead>
<tr>
<th>Your Feedback</th>
<th>Our Response</th>
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<tr>
<td><strong>Information available before applying for accommodation</strong></td>
<td><strong>We plan</strong> to introduce more photographs of internal rooms including bathrooms, plans and measurements of study bedrooms and flats.</td>
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<td>● 87% think it is easy to navigate round our website</td>
<td><strong>We also plan</strong> to commission videos of residents commenting on their experiences in the various types of residence to help future prospective residents make even more informed choices about their preferred accommodation type.</td>
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<td>● 81% said there was enough information to choose the right accommodation</td>
<td>We will be appointing an Assistant Manager in Living who will primarily be responsible for marketing of student accommodation, social media and producing professional information on accommodation to help prospective residents make better informed choices.</td>
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<th>Recycling</th>
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<td>● More of you recycle than ever with 89% of you recycling.</td>
<td>We introduced the Mixed Recycling Scheme across the three Student Villages eighteen months ago in response to feedback from residents in 2011/12 who requested a simpler system for recycling. At the same time we provided a large GREG recycling bag in each kitchen for residents to segregate and store their recycling before taking to the external recycling facilities.</td>
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<td>● You thought the GREG recycling bag was practical but would be encouraged to recycle more if an additional bag was provided.</td>
<td>In response to your feedback we plan to provide an additional GREG recycling bag in every kitchen next academic year so that residents have access to additional storage for their recycling.</td>
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### GREG (Your Sustainable Champion)

- **85%** residents were aware of GREG, a significant increase from the last survey when only 57% were aware of GREG.
- **Over 12%** of residents said they would be interested in volunteering for GREG’s Green Army.

We developed GREG’s Green Army earlier this academic year and now have a dedicated army of 12 volunteers who have worked hard supporting a number of events and initiatives including the recent successful Bottle Amnesty where we collected and recycled over 4000 bottles from all three student villages.

We plan to recruit more volunteers to GREG’s Green Army next year and to provide volunteers with more opportunities to organise and coordinate events and incorporate skills to enhance their cv’s.

### Meal Plan

- **72%** of you rate meal times as excellent or good and over 50% are happy with the variety of food on offer.
- We received the best feedback ever on the Meal Plan from the last four surveys.

Last summer we **completed** an extensive refurbishment programme of the Hub at Shackleton to provide new catering facilities, environment and dining experiences for our residents.

In addition to this our Catering team developed **new menus** in response to feedback received from our residents in 2011/12 which were incorporated into the new catering outlets and retail provision.

### Wifi

- **99%** of you use the wifi service and 65% use the wired service.
- We were concerned that only **58%** rate the wifi service as excellent/good with **55%** reporting issues with intermittent wifi connection.

As a result of feedback from residents requesting a wifi service in our last survey we worked with ASK4 to provide wifi across all three student villages.

The service introduced was to provide excellent wifi services to all residents on the assumption each resident on average would connect up to three devices in their study bedroom.

A large number of our residents use five or more devices over wifi causing these intermittent connection issues. We are now working closely with ASK4 to improve our wifi service, range and speed to improve connectivity over the wifi network and reduce the incidences of intermittent connection for future residents.
### Maintenance

- **82%** of you think it easy to report repairs and over **60%** rate the repairs when carried out as excellent/good.
- However, only **36%** of residents rate the speed in which the work was carried out as good.

We have recently purchased a new allocation and administration software package which includes a module to manage and administer repairs and maintenance.

We are working to integrate this module, along with our colleagues in Estate, to integrate this into our day to day operations to manage the repairs service more effectively and communicate to and update our residents on progress with repairs that they have reported to us.

### Main things you said you would like to change about your accommodation

- You commented on the quality of the appliances, size of the kitchen and wanting tables and sofas in the kitchen

We are continually investing in our stock and as part of our refurbishment or new build programmes we consider feedback from residents.

Last year we refurbished half of the flats in Oakley Court Phase 1 and the remaining flats the flowing summer in order to enable us to seek feedback from residents and fed these into the design for Phase 2 of the refurbishment.

This summer we will be refurbishing kitchens to Ashcroft and Jarratt Hall which will include replacing appliances and furniture to improve kitchen facilities.

We are currently redeveloping Chamberlain Hall which will provide residents with modern kitchens and improved communal dining and living spaces.

In addition we regularly benchmark our provision against our competitors to ensure we improve on the quality and extend the range of equipment available to residents.