

Residential Services

Quality Policy

In line with the Universities Strategic Plan 2015 - 2020, Investing in Knowledge and Opportunity - Residential Services plan to maintain a high quality residential portfolio and deliver an excellent student experience. Residential Services will strive to maximise the impact that our accommodation makes as a tool to support student recruitment.

Residential Services will:

- Residential Services will maintain an effective and efficient Quality Management System based upon the requirements of ISO 9001:2015.
- Set measurable objectives that will help achieve customer needs and requirements, including: Achieving a high level of student satisfaction.
- Maintain the residential estate to a good or excellent standard.
- Ensure that all students with a guarantee of accommodation are offered accommodation.
- Maintain a safe, low crime environment for all of our residents providing training for staff and monitor performance.
- Monitor and measure the effectiveness of our operational processes and objectives through Management Reviews and the internal audit process.
- Proactively seek feedback from residents on how well our services meet their requirements and set objectives for continual improvement.
- Analyse the causes of any complaint or problem, and take appropriate action to prevent recurrence.
- Select and work closely with suppliers who enable Residential Services to create and deliver a reliable performance.
- Recruit employees who are customer focused and support them with appropriate training and systems to ensure their competence always meets Residential Services' requirements.
- Provide a work environment that promotes the wellbeing of our employees and encourages positive teamwork.
- Encourage all employees to make suggestions to improve all aspects of Residential Services' services and business processes.
- Ensure that all employees are aware of the Quality Policy and are committed to the effective implementation of our Quality Management System.
- Ensure that Residential Services complies with all necessary regulatory and legal requirements.

The continual improvement of Residential Services Quality Management System is fundamental to the success of its operations and needs be supported by all employees as an integral part of their daily work.

Signed on behalf of the Residential Services Senior Management Team:



Director of Residential & Catering Services

1st September 2019