

## STUDENT ACCOMMODATION SURVEY – SUMMARY REPORT 2017

### Our students say:

You want us to continue to improve the information provided before you arrive and on our accommodation web site

### We have:

- Launched a new accommodation website which delivers a more interactive service to our residents, prospective students and stakeholders
- Launched a new interactive accommodation portal where you can report maintenance issues and receive notifications of post and parcel deliveries
- Produced 360° videos to showcase all of our accommodation portfolio

### We will:

- Provide access to the 360° videos on the accommodation website

### Our students say:

You asked that we continue to improve the internet provision we provide

### We have:

- Reviewed the wireless provision at sites with reported coverage issues, installing additional hardware to improve coverage
- Increased the bandwidth on the wireless network threefold to meet future demand

### We will:

- Review our existing infrastructure, planning cyclical upgrades of hardware to ensure the Internet provision meets the ongoing needs of our customer base

### Our students say:

You asked that we improve the ventilation in the north elevation of the Central Village Tower

### We have:

- Installed opening windows into the north elevation of the Tower
- Upgraded the ventilation system to incorporate an additional extraction unit in the kitchens of the north elevation of Tower

**Our students say:**

You would like us to further improve the reliability and availability of clothes washing facilities at our sites.

**We have:**

- Installed washing machines and dryers across the entire site at Montague Burton Residences
- Provided laundry credits for students, at all University of Leeds owned, managed and long-leased sites, where a managed laundry facility exists

**Our students say:**

You would like us to provide more choice and increase the healthy options for catered residents at Devonshire Hall

**We have:**

- Increased the choice and range of dishes and healthy options available
- Made changes in line with student feedback and suggestions

**We will:**

- Continue to make improvements in line with suggestions and feedback we receive from our students and focus groups

**Our students say:**

You would like us to increase the availability of communal facilities across the residences

**We have:**

- Created a music practice room at Lupton residences

**We will:**

- Build a common room facility at Montague Burton residences
- Investigate the creation of study areas at various residences across our portfolio