

## STUDENT ACCOMMODATION SURVEY – SUMMARY REPORT 2019

### Our students say:

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

### We have:

- Produced 360° videos to showcase all of our Accommodation portfolio, these are available to view on the Facilities Directorate 'you tube' channel.
- Produced Google map tours of a number of the residences.

### We will:

- Provide access to the 360° videos on the accommodation website.
- Provide access to the Google map tours on the accommodation website.

### Our students say:

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

### We have:

- Continued to review 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 and communicated with our residents to make them aware of the improvements made.

### We will:

- Continue to 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 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 Residence.
- Replaced all our previous washers and dryers at Charles Morris Hall with new and improved machines.
- Provided free 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 increase the availability of communal facilities across the residences.

**We have:**

- Continued to refurbish and improve a number of common room facilities across the residential portfolio such as at Sentinel Towers and Central Village.

**We will:**

- Build a common room facility at Montague Burton residences.
- Continue to investigate the possibility of creating study areas at various residences across our portfolio.

**Our students say:**

You would like recycling facilities for our shared housing on campus.

**We have:**

- Ensured that recycling facilities are now located in these properties, with recycle waste now being removed on a weekly basis.



**Our students say:**

You would like us to increase the amount of hall events throughout the year, in particular the intake period, ensuring that the events are varied and accessible to all.

**We have:**

- Recruited a new Events Co-ordinator as part of the Residence Life team to work alongside our colleagues in LUU, to arrange and manage the various events.

**Our students say:**

You asked that we increase your Edge membership to include weekends.

**We have:**

- Made modifications to your Edge membership to allow for unlimited weekend access while still giving access to the gym facilities on weekday mornings.

