

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.

