

ACCOMMODATION SURVEY OUR STUDENTS SAY 2020

Residential services

You said: Continue to improve the information provided before you arrive and on our accommodation website

We have:

- Produced 360° videos to showcase all of our Accommodation portfolio, these are available to view on the Facilities Directorate YouTube 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.



You said: Further improve the reliability, quality and availability of clothes washing facilities at our sites

We have:

- Replaced the laundry machines at Central Village and Charles Morris Hall
- Installed washing machines and dryers across the entire site at Montague Burton Residence.
- Provided free laundry credits for students, at all University of Leeds owned, managed and long-leased sites, where a managed laundry facility exists.

We Will:

- Continue to replace laundry machines in Shared Houses across the portfolio



You said: Increase recycling facilities for Shared Houses on Campus

We have:

- Implemented recycling facilities at these properties and ensured collection from these on a weekly basis

You said: Increase the amount of hall events throughout the year, in particular during the intake period, ensuring that the events are accessible to all



We have:

- Published events on the Accommodation portal where students can now browse and book attendance
- Introduced various new virtual events

We will:

- Create a more engaging and interactive e-intro programme on the student portal

You said: Improve the quality of information given on menus at Devonshire Hall



We have:

- Published weekly menus which now include nutritional information on healthy menu items

You said: Continue to improve the internet provision we provide

We have:

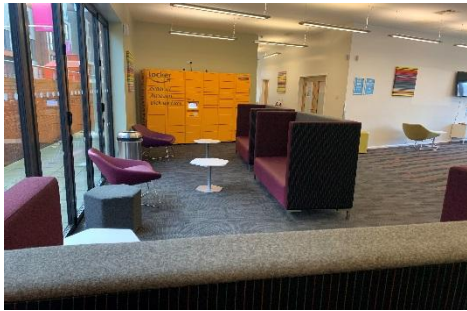
- Continued to review the wireless provision at sites with reported coverage issues, installing additional hardware to improve coverage
- Increased the bandwidth on the wireless network threefold to meet future demand and communicated with our residents to make them aware of the improvements made.

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.



You said: Increase the availability of communal facilities across campus



We have:

- Built common room facilities at Montague Burton and St Mark's
- Introduced a study area at Charles Morris

We Will:

- Continue to investigate the creation of study areas at various residences

