

# Student Homes

## 2014/15 Tenant Satisfaction Survey

<http://studenthomes.london.ac.uk>

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# Student Homes

Report Produced - March 2015.

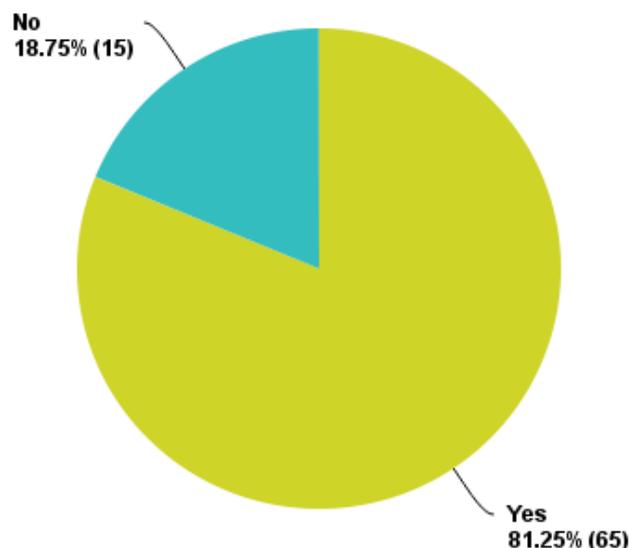
This report summarises the feedback we received from you – our 2014/15 tenants – and outlines how we're working to make changes and adapt our service in response to the feedback you gave us.

We launched our annual tenant satisfaction survey in early March 2015. Of the 158 students we house in Student Homes accommodation, 80 of you completed the survey which is a response rate of 50.6%

### 1). We asked you how easy it was for you to find out about the Student Homes Service:

#### Q2 Was it easy finding out about the Student Homes service?

Answered: 80 Skipped: 0



Your responses revealed that while most of you easily found out about Student Homes, a number of you weren't able to find out about the service, or find information about the service without some difficulty.

We're currently working with our College Partners – King's College, SOAS, The Royal Academy of Music, The London School of Hygiene & Tropical Medicine, & Goldsmith's – to ensure that the information about our service on their respective websites is clear, easy to

find and up to date. We've also just dedicated a lot of time to ensuring that our own website is user friendly and have made changes to make it easier for students to determine what properties may suit them, and to provide additional information to make our adverts more helpful. E.g. interactive maps with property markers and markers for your College campuses for instance.

**2). We asked you how you found the application process with us for your current Student Homes accommodation:**

Your responses were largely positive, the most common of which can be seen through the text analysis below.

Fairly Easy Okay Simple  
Quick and Easy Friendly and Helpful  
Straight Forward Accommodating  
Clear Efficient Process

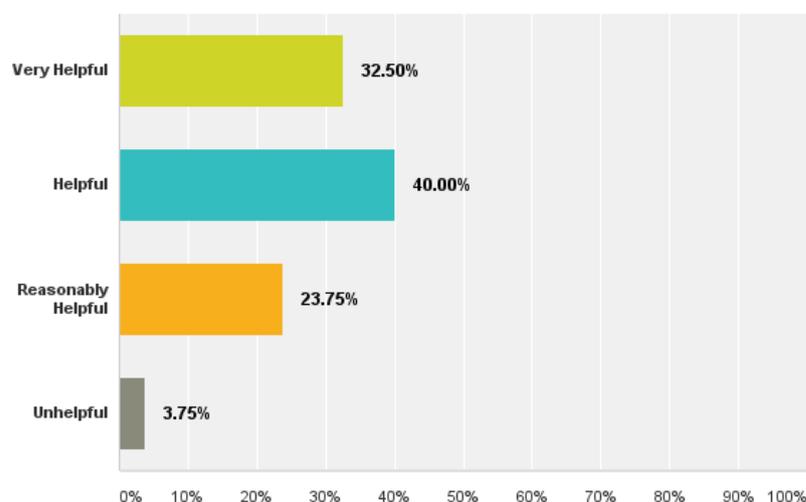
We feel that you're happy with the application process on the whole so will keep doing what we're doing in this respect.

Some of you, who completed distance applications, commented that more information about your room or property prior to you making your application would have been helpful. We're making a concerted effort to ensure our property advertisements contain more information, more photographs, and are looking to create and add 360 room views to our website over the coming months.

**3). We asked you how helpful you'd found the service offered by the Student Homes Team:**

**Q5 How have you found the service offered by the Student Homes team?**

Answered: 80 Skipped: 0



96.25% of you rated our service as being helpful (reasonably – very) which we were really pleased about: thank you.

Comments as to how we could be more helpful included:

- Responses could be more prompt at times.
- The finance team are really slow.
- There should be greater clarity surrounding repairs and more timely responses in terms of work being undertaken.

We agree with your comments – they were all constructive. We're working to improve our service in the following ways:

We've just recruited a second property manager who will join the Student Homes team in early May 2015. This will enable us to respond to you more promptly, and to get out to see you more should issues, which aren't straightforward, arise in your property.

We'll work with the finance team to improve the service you receive from them. We recognise that there was some confusion about the rent statements at the beginning of your tenancies, and that there can often be a delay between you contacting the finance team and hearing back from them.

We're reviewing our repairs schedule. (Details of this are on the Current Tenants section of the Student Homes website). We'll be contacting all of our property owners to discuss how repairs are and should be approached, so that we can ensure that any issues you report are dealt with in accordance to our repairs schedule and also in accordance to timescales which we'll add to the website once we've consulted our owners about this new approach. Once we've agreed how we approach repairs with our owners - in future, when you contact us about repair issues our response will advise you as to how we'll be dealing with your repair, and within what timescale i.e. 'A Priority Two repair – we'll aim to have a contractor visit the property within 5 working days' etc.

We hope this greater clarity surrounding repairs will be both reassuring and positive in that repairs will be addressed more promptly for you.

**4). You were asked if you'd made use of the 'Current Tenants' information, guidance, and support on the Student Homes website:**

78% of those who responded indicated that they hadn't used this section of the Student Homes website.

This is a shame, as this section of our website has been created and populated with advice and information to help you. From now on, we'll be sending all tenants termly newsletters via email to ensure that you're more supported and are aware of what support is available to you and where you can find this.

**5). We asked you 3 questions about how you found your property to be upon arrival – cleanliness, furnishings, heating and lighting – in your bedroom, the kitchen, and toilet & shower facilities:**

On the whole the feedback you gave us was positive. The areas that you indicated could be better related to the cleanliness of your property at the start of your tenancy and heating.

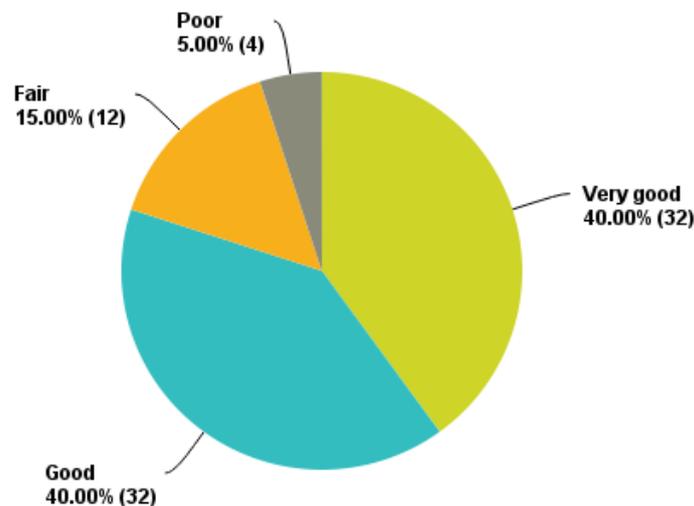
We're tendering to secure a professional cleaning company at the moment who we'll be able to employ as and when required to ensure that all properties are of a high level of cleanliness before future tenancies begin.

To improve your experience of/with the heating systems, we're going to begin a programme where we bleed all radiators in every property during the summer when they are empty for a week before our next set of tenancies begin. We'll ensure a boiler manual and manuals for any heating controls are in the properties for tenants to refer to should they need to. We'll also contact tenants in advance of the colder weather setting in, with tips and advice about heating their property and to find out if anyone has any problems or needs any support before the Winter weather kicks in.

**6). We asked you how your experience of living with your housemates has been to date:**

**Q13 How have you found the experience of living with your fellow students so far?**

Answered: 80 Skipped: 0



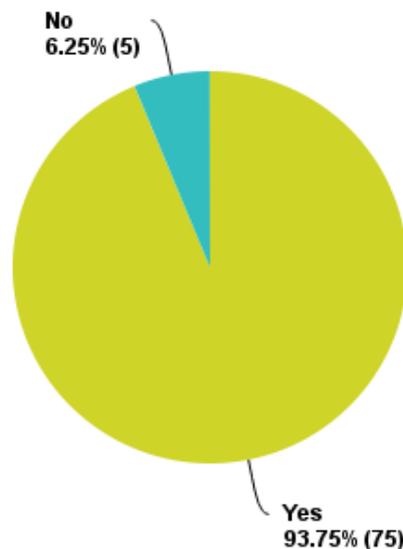
Your responses indicated that most of you have had a positive experience in terms of the other students you live with. To help students looking for accommodation individually in future we've selected a number of properties for each College that are most suited to individuals sharing. This could be because they have individual locks on the bedroom doors, good communal areas i.e. a lounge, a large kitchen diner etc. We're also going to have a

number of properties that we offer exclusively to Post Graduate students, in order that Post Graduate students have an option of sharing with others who are undertaking the same or a similar level of study as them.

**7). We asked you if, based on your experience as a Student Homes tenant, you'd recommend our service to other students:**

### Q16 Would you recommend the University Student Homes service to other students?

Answered: 80 Skipped: 0



Just under 94% of you said that you would recommend our service – thanks again 😊 We'll be working on ironing out the issues that caused the other 6% of you to say no on this occasion. We'll measure our success in this respect when we launch the 2015/16 tenants satisfaction survey.

**8). Finally, we asked you if you had any suggestions that you'd be happy to make as to how we could look to improve our service for future tenants:**

We've listed a number of your responses below \*some responses haven't been included as they make the same point that one of the responses below does.

- A more comprehensive system for troubleshooting issues with the property.
- Get a better system for repairs
- More properties so more students can make use of this service. More smaller flats and generally more properties near universities. Whole service was impeccable.
- Better informed people to deal with phone inquiries and quicker reply to emails during the application process.
- Do not charge for washing.

- Overall I have found it very easy and pleasant to deal with the Housing Services. I have had to get in touch about problems I had with damp in my room and found Harriet, who I have been dealing with, to be really helpful and efficient in trying to resolve this so based on the experience I have had there is not much I would change!
- Wasn't very clean upon arrival.
- None...so far everything is satisfactory.
- Prompt replies to problems. Provide help in areas such as tax exemption etc.
- Rules on cleanliness.
- No, this year the service was excellent.
- Nothing wrong with the student homes team, just unfortunate that there were so many things go wrong with the property and the response time from the Landlords was disappointing sometimes.
- Repairs process to be clarified sooner.
- None at all, keep doing what you're doing team, it's a top service.
- On the whole I am happy with the property and the services included in the rent. With reference to the specific property I'm living in I think that a bigger table is badly needed in the kitchen downstairs as well as more chairs. Also a bigger desk in the rooms would be good. Positive side: I think especially having a cleaner coming once a week is a great plus to keep the house in decent conditions and avoid stress with flatmates. Our referee in the housing office has been very responsive and friendly and so have been the house owners.
- Some issues with internet that were dealt with efficiently though. Leaving a sheet in the kitchen with emergency numbers for boilers, floods, fires etc on the board.
- Perhaps asking previous/current tenants to write a few points about the property and the transport links - for example frequently used buses etc.
- Not really. I am very satisfied with the service :)
- Maybe give some suggestions as to how to set up bills (as most first-time tenants will not know how and it will help them lose a little bit of anxiety they may have).
- Improving more detail explanation regarding opening the bills. Actually, would be great if the bills are included in the rent. Means, the students do not need to open the bills, but pay higher rent.
- Try to find more sponsors and reduced the application fee!
- No - everything has run smoothly. No complaints :)
- No, I'm very happy with the service.
- If it's possible to match the students/tenants before hand?
- Make sure that LSHTM students are aware of the housing options from the beginning of their acceptance to the course.

We hope that you find this report interesting and that it demonstrates that we do value your feedback and how it genuinely does inform the direction the Student Homes service takes, and changes that are implemented to improve the service.

Thank you to all of you who took part in the survey, and congratulations once again to the winner of the survey prize draw (the prize being a pair of Beats by Dre Headphones) – one of our SOAS tenants Leevi who can be seen collecting his prize from our Property Manager Harriet in the photograph below.



Kind Regards,

The Student Homes Team.