

Student Homes

2016/17 Tenant Satisfaction Survey

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

Tel: 020 7664 4836

Student Homes

[Report Produced - March 2017]

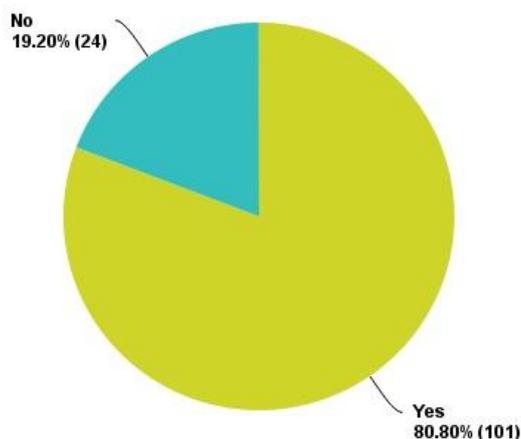
This report summarises the feedback we received from you, our 2016/17 tenants, and outlines how we're working to make changes and develop our service in response to the feedback you have given us.

We launched our annual tenant satisfaction survey in mid-February 2017. Of the 249 students we housed in Student Homes' accommodation at the time, 125 of you completed the survey which is a response rate of 50.20%

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

Q2 Casting your mind back, did you find out about the Student Homes service easily?

Answered: 125 Skipped: 0



Your responses revealed that while most of you found out about Student Homes easily, a few of you didn't have such an easy time doing so. We're working with our College Partners – King's College, SOAS, The Royal Academy of Music, The London School of Hygiene & Tropical Medicine, LCDS, Ravensbourne, Goldsmith's and City University – to ensure that the information about our service on their respective websites is clear, easy to find, and up to date.

Student Homes now also offer properties to all University of London students, irrespective of what individual institution students study at. An accommodation guide will be printed and distributed to all UOL accommodation services ready for the Housing Fair (5th May 2017), information will also be added to the website of UOL institutions whose students can now access the Student Homes service through this new 'all UOL' option.

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.

Q6 How did you find the application process for your accommodation?

Answered: 125 Skipped: 0



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

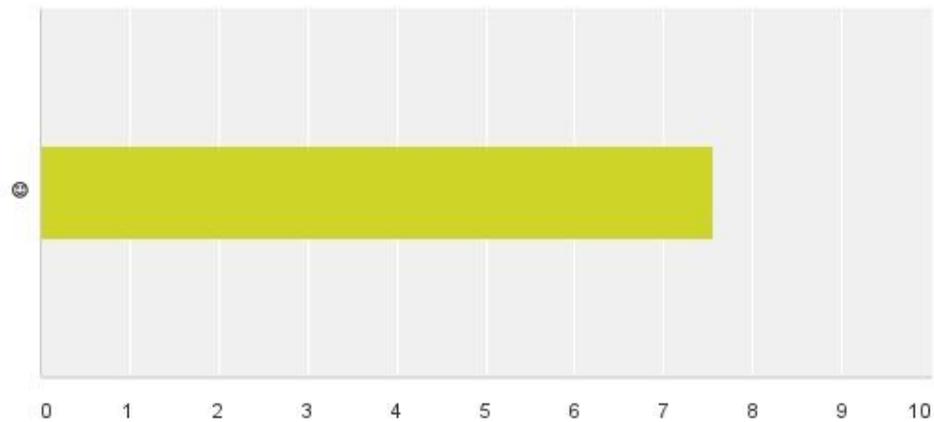
Some of you said you felt your viewing experience could have been better: the Student Homes property managers will work more closely with temporary staff, who join the team to help over the busy summer months, to ensure viewing experiences are positive for all students in future.

We're pleased to announce that there will be no more application fees for students from the 2017/18 academic year onwards: good news for any of you who may be thinking about renewing we hope 😊

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

Q7 How have you found the service offered by the Student Homes team?

Answered: 125 Skipped: 0



The mean rating was 7.55

The median rating was 8

Comments as to how we could be more helpful included:

- Responses could be more prompt at times.
- There should be greater clarity surrounding repairs and more timely responses in terms of work being undertaken.
- Greater care should be taken to ensure works at properties have been completed before new tenancies begin.

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

We're a small, but growing team. Another property Nick has just joining the team (April 2017); this means each property manager will be responsible for fewer properties, so will have more time to focus on their properties and tenants. We already work to ensure that there's always a member of the team available at the office should you need assistance (the nature of our roles means we do need to head out to properties fairly often). While your own property manager may not always be available, other members of the team are able and happy to help.

We've reviewed our repairs schedule, (details of this are on the Current Tenants section of the Student Homes website). We've produced and have just had a new guide printed for the property owners we work with. This will be provided to all current owners, and any new

owners we work with, so the property owners know how repairs are to be approached and within what timescale a given issue needs to be addressed. The team have also been working hard to provide further support for owners, and therefore tenants, by sourcing additional contractors who can help with repairs at properties where necessary. In the near future, should 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'. We hope this greater clarity surrounding repairs will be both reassuring and positive in that repairs will be addressed more promptly for you.

A strategy has been formed to ensure all 2017/18 tenancies get off to the smooth start we work so hard to achieve. We don't want any tenants moving into properties where work that should have been completed prior to their arrival, is ongoing. Sometimes with the best intentions this can't be avoided – if this is the case we'll let tenants know what to expect in advance though.

4). 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:

The satisfaction ratings we received for cleaning were down across the board. The other areas that you indicated could be better related to heating in your bedrooms, lighting in the kitchen, and the amenities available in the kitchen/the furnishings in your bedroom.

We had an unexpected change of cleaning provider last summer, which meant the professional clean that was undertaken before you moved in was undertaken by a cleaning team who were not familiar with the property and who hadn't been working with Student Homes for long at all. We think we know what went wrong and shall work with our cleaners so we achieve higher satisfaction ratings at the start of future tenancies.

Area Rated	Kitchen 2015/16	Kitchen 2016/17	Toilet & Bathroom 2015/16	Toilet & Bathroom 2016/17	Bedroom 2015/16	Bedroom 2016/17
Cleanliness	90.18	83.20	93.75	84.68	92.86	85.60
Amenities & Furnishings	88.39	82.40	—	—	90.17	88.00
Heating	85.71	89.60	86.61	90.40	91.07	88.00
Lighting	95.54	92.80	91.96	94.35	81.25	88.00
Overall	93.75	91.93	93.76	92.75	93.69	93.60

Red = decrease in satisfaction from previous year

Green = increase in satisfaction from previous year

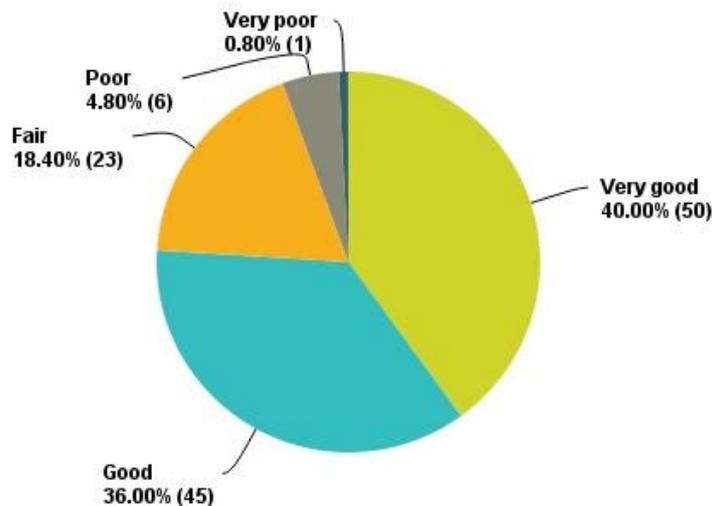
To try and improve your experience of heating in your bedrooms (and more generally) we'll be checking and bleeding radiators throughout all properties over the next few visits we make to inspect.

We will perform a review of the lighting that is in place in kitchens across the properties we manage, and shall do the same with the furniture that is in place in your bedrooms. If improvements can be made we'll look to do just that.

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

Q16 How have you found the experience of living with your housemates so far?

Answered: 125 Skipped: 0



Your responses indicate that most of you have had a positive experience when it comes to the housemates you share with.

76.00% of you indicated that sharing has been a very good or good experience for you.

94.40% of you indicated that your sharing experience had been fine, or good.

5.60% of you said your sharing experience has been poor or very poor.

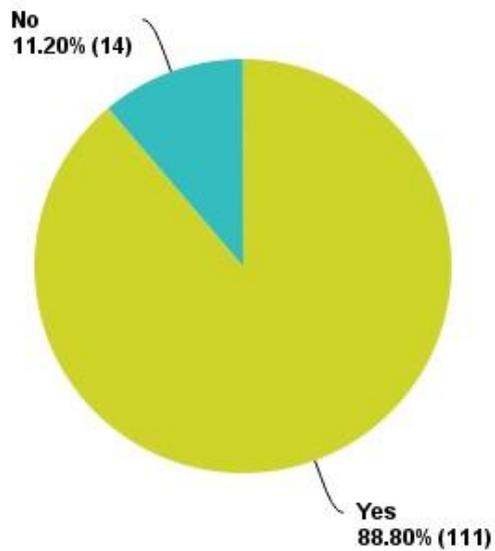
Student Homes offer rooms to students on an individual basis in order to be able to assist those who are looking for a room by themselves, as well as those who look for properties as part of a group. There will inevitably, and unfortunately, always be instances where tenants don't get on with those they share with given that no-one knew each other prior to moving in together in our individually let properties.

In an effort to keep such instances to a minimum we dedicate some properties to post graduate students (we assume you'll have similar study commitments), and promote properties that are particularly well suited for individuals to rent – those with bedroom door locks, with good communal space, with weekly cleaning etc. We also offer to introduce tenants through social media before the tenancy begins.

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

Q20 Would you recommend the University Student Homes service to other students?

Answered: 125 Skipped: 0

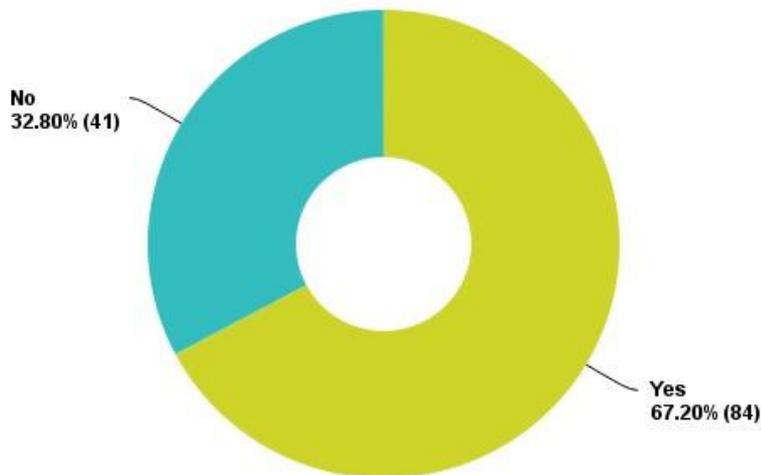


88% of you said that you would recommend our service to other students – thank you. We'll be working on ironing out the issues that caused the other 11% of you to say no on this occasion. We'll measure our success in this respect when we launch the 2017/18 tenants satisfaction survey.

8). We asked if you are aware of what Out of Hour Support is in place for you when the Student Homes office is closed:

Q18 Do you know what Out of Hours support is in place for you? By this, we mean support that is available to tenants when the office is closed.

Answered: 125 Skipped: 0



The Out of Hours service changed late last year (2016). At the time that change was promoted, information was sent to tenants through emails and newsletters, along with new Out of Hours notices to be put up in your property being sent out through the post.

We'll continue to work in this way to ensure tenants are aware of the support that is in place should something urgent arise when staff aren't in the office to help.

If you're unsure about the Out of Hours support that is in place for you at your property contact your property manager, or have a look at the general advice on the Student Homes website.

Out of Hours Support:

<http://studenthomes.london.ac.uk/tenants/emergency-repairs-out-hours-service>

9). 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 the points made by a number of you are the same (great minds think alike):

- At each property bills should be included.
- Maybe let kitchen utensils be something that will be in the inventory if the landlords want to provide it.
- The rent payment system needs to be simplified.
- Allow for a living room instead of turning every room into a bedroom.
- Having the same rent per month would be helpful.
- Need to do a better job at making sure the house is completely read prior to new students moving in.
- On the day of key collection, the office should be open longer, maybe call or email if someone didn't arrive to collect keys.
- Make opinions from previous tenants available to prospective tenants.
- I wasn't aware of Student Homes as a first year, I think you should expand your marketing towards this sector of students. Many international students could also be interested in it.
- Including bills and possibly a cleaner in rent.
- The furnishings in the rooms could be improved.
- Offer Skype or Facetime sessions to ask questions, Also, make all issues regarding space, rent and bills clearer.

We hope that you find this report interesting and that it demonstrates how we value your feedback and use it to shape 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 our prize winners:



- 1). Lovebox Festival Tickets (for 2) – Mariusz from UCL
- 2). A £50 voucher of your choice – Sarah from SOAS
- 3). A £30 Everyman Cinema Gift Card – Lara from SOAS

Kind Regards,
The Student Homes Team.