

COVID 19 – Week 8 Check In Survey: response from the Department of Estates

Our thanks to everyone who completed the survey with a comment on the estate. As we have very little contact with our students, constructive feedback is extremely useful.

Only the “how can we improve” comments have been analysed. There were very few direct estates related comments in either the 4 week or the 8 week surveys.

In the 4 week survey there were the following:

3 comments about water fountains.	We are working with our colleagues in Accommodation and Hospitality Services on this.
2 comments about heating.	Heating is very emotive, and whilst there are calls from some people to cut our heating and thereby reduce our carbon footprint, there are others who like to be warmer. We are reviewing our control systems to help us strike the right balance.
7 complaints about the time taken to fix faults in student accommodation.	Without knowing specifics it is very difficult to comment. We are working to improve communications with colleagues in AHS to get faults logged faster, and also within the department to speed up our response.
1 comment about ventilation and room occupancies	This was still early days in the Covid 19 pandemic and we were following both government and industry guidance. Whilst much has been learnt, the importance of social distancing and the need for fresh air has been confirmed.
5 complaints about the one way system	When the one way system was established it was assumed that the majority of students would be returning to campus. When it was clear that did not happen, some were reviewed, but always with the assumption that the campus would get busier. Whilst some caused inconvenience for both staff and students, I am sure it is better to be safe than sorry.
1 comment on climate change	Since then the Climate Action Framework has been introduced.

The 8 week survey had the following comments for areas within the Estates remit:

1 comment on how to improve energy efficiency as the campus was so quiet.	We are reviewing our internal controls which are very old, which will help, as will the Climate Action Framework. The University is also doing a lot of work on space management to try and reduce limited use of lots of buildings, and move to greater use of fewer buildings when quiet.
2 complaints about getting maintenance done in student accommodation	Please see the comment above.

1 complaint about finishing the hockey pitch	This has now been done
1 complaint about the parcel service and not receiving an e-mail when a package had arrived	Without knowing the specifics we cannot investigate. In general we have found the post and parcel service to work very well.
1 complaint about the lack of maintenance at the weekends, and a toilet being out of order	There is maintenance cover 24 hours a day, 365 days a year. However it is on a call out basis, therefore if it is a minor problem with a nearby alternative the repair is often left until the next weekday. This helps keep costs down.
1 comment about there being too many "threatening" signs on campus.	Without any specific information, it is difficult to comment. The signs are there to encourage people to adhere to the rules that are there to keep people safe. This is a question of balance, and reading all the comments in the survey, there are many that are complaining the University has been too strict, with others complaining it has not been strict enough.

The common feature in both, and the highest number of comments is about dealing with faults in student accommodation. This could be process, or volume, and work will be done to analyse this further and see how we can improve in our response.

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 Director of Estates Operations  
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