

## Covid-19 – S2 Wk4 Check In Survey: Response from the 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, but they are as follows:

1 comment to state that the Study Rooms in 8 West are often locked even though they can be booked.	There is a careful balance that needs to be struck between security and accessibility. Study rooms are usually unlocked by the cleaners first thing in the morning, unless a specific request has been made to do otherwise. We will liaise with security on this one to see what can be improved
1 comment about the need to respect the privacy of students - if unfamiliar maintenance staff enters the flat, they should make it a point to inform the residents who are there and why they are there, instead of just coming in and leave. At times, we do receive an email informing us in advance but quite frequently, there was no notice.	This has recently been reviewed and estates are working with AHS and the HUB / Housekeepers to do just what is requested. We will keep working to improve in this area.
1 complaint 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.

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