

Accommodate Response Tenants Association BRES Survey of 2012¹

With this note we would like to respond to the conclusion and suggestions of BRES at the survey held in 2012.

Accommodate is positive about the results of this survey. Like last year most tenants are generally satisfied about our service and the space they rent. We are happy that tenants give us a good rating in the way we communicate and about our customer friendliness.

However, as BRES concluded from the survey there is also room for improvement. We underline most conclusions and suggestions that are made by BRES and would like to respond to the following suggestions:

1. Improving on Laundry facilities
2. Office Hours/ Or improvement of information
3. Level of cleanness at shared facilities
4. Bigger diversity in price of available rooms is needed

1. Tenants complaint about the capacity of our laundry facilities mainly at the following locations: Smaragdlaan/ Herengracht and Kaarsenmakersstraat. Most complaints were about: broken machines and capacity. We have already started improving on our laundry facilities last May. At the Smaragdlaan we have build a professional laundry system by Electrolux. These machines are stronger and designed for industrial purposes. They rarely break down, have a longer life span and have laundry programs of 45 minutes. Until now we receive positive feedback of our tenants at this location. We are investigating the possibilities of implementing this system at other locations such as the Herengracht and Kaarsenmakersstraat.

2. We will put signs at every location with our general telephone number, email address and office hours of our main office by the beginning of next year. We will also investigate the possibility of adding vacuum cleaners to each location. Most tenants visit our location offices for the use of a vacuum cleaner.

¹ This response of Accommodate has been obtained from www.accommodate.nl. For the actual survey go to www.huurdersverenigingbres.nl

3. We will evaluate the specific complaints with our cleaning companies and will implement more random checks to improve on the level of cleaning. We will also look at the possibility of informing our tenant better about our cleaning schedule.

4. We cannot create a bigger diversity in a short term. These things cost time and are usually of high cost. Furthermore it is not easy to obtain extra buildings in Leiden. We have created a bit more diversity by offering shared studios at the Smaragdlaan. These studios are less private than a single, but created extra low priced living spaces for people, thus increasing our diversity. It is now possible to rent from ?337 if you share, to about ?650 on average for a single studio. It also makes a big differences, if you respond to availability quickly, considering the limited offer of rooms and studios.

[You can read the conclusion of the survey here.](#)

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