

Conclusion

The survey results show that tenants are generally positive about how information is provided by SLS. Scores on communication are also high. However, some tenants do think that response time towards problems could be faster. Tenants are also quite positive about their place and the maintenance of it. The cleanliness of the kitchen and the provided kitchen utilities are issues of concern. Tenants think it is too dirty and not enough utilities are provided. Just like last year, scores on the diversity in price of the available rooms are low. Many tenants feel like the rents are too high and think the value for money is low. Because of this, BRES suggested to rent rooms unfurnished. SLS was asked to give an estimate on how much the price could be lowered when a room would be for rent unfurnished. This estimate was determined on a 30 euro's discount a month. The survey results showed that only 9% of the tenants would rather rent an unfurnished room when they could get this 30 euro's discount. Taking this into consideration, it would be unrealistic to start a pilot to rent unfurnished rooms when only 30 euro's will be deducted from the price.

Due complaints about open office hours of SLS in the past, we asked tenants for what reasons they go to the office. The three main reasons were: to report broken items or problems, to borrow the vacuum cleaner and to obtain information. The outcome of this question could help assist in providing better information to tenants about where they have to be for their problems. This includes certain information tenants are looking for, how to report for broken items, and how to pick up and hand in keys. Increasing the amount of vacuum cleaners is also an option which should be considered.

Another thing which the open questions showed, was the dissatisfaction with the fact that the time periods of the rent agreement are predetermined and nonnegotiable. Some tenants would like to see this to be more flexible. BRES would like to consult with SLS about this matter.

The tenants were asked to rate SLS with a grade between 1-10. A huge amount of the tenants, 71%, rates SLS with a score of 6 or higher. The grade 7 was given the most, by 27% of the tenants. These results are satisfactory and show that SLS deserves to be proud. To maintain and increase these results to even better ones, a few improvements have to be made though. According to BRES highest priority should be given to improving the laundry facilities in some buildings and the diversity in price of the available rooms. The possible need for extending office hours for some offices or providing better information where tenants can go with their problems, should also be explored.

Tenants association BRES requests SLS Wonen to look for solutions and improvements on the issues mentioned above. BRES looks forward to a written response on the results of the survey, including possible next steps to be taken.