

Results Survey Accommodate April 2011

Tenants' Organisation BRES

Results Survey Accommodate

Introduction

The past has shown us that tenants of Accommodate have in an insufficient way used opportunities to share their complaints and problems. This has resulted in a lack of information on areas that might need better attention or improvements. For this reason Tenants' Organisation BRES has in April 2011 year started a survey to get a better insight in the desires from our tenants. From April 11th-15th 2011 tenants of Accommodate have been able to fill in an online survey.

Approach

Tenants' organisation BRES is not well-known among tenants of Accommodate and therefore (English) posters have been designed and hung up in the larger complexes of Accommodate, several faculties, Plexus and the common room of ISN. Furthermore BRES has contacted ISN-I and they have allowed BRES to place a link of the online survey on the ISN-I facebookpage. This page is viewed by international students, since amongst other things all events organised by ISN-I are posted on this page.

Together with the help of SLS Wonen, Tenants' Organisation BRES has been able to contact 505 tenants of Accommodate by email asking them to fill in the survey. To improve the chances of feedback incentives were used, which were reimbursed by SLS Wonen. Among those who filled in the survey, four amazon.com-vouchers worth 50 dollar were allotted. These were later on, with consent of SLS Wonen, changed into VVV-voucher of 50 euro. Altogether 130 surveys were completed.

Areas of improvement

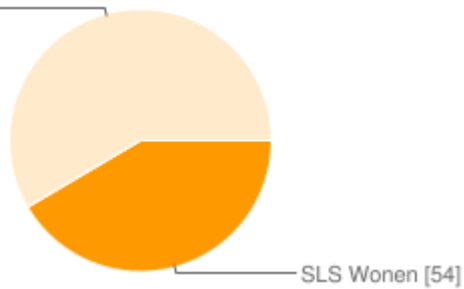
In this survey no email-address was asked of the person filling in the form. For some tenants this raised questions, such as "Is this a 'scam'?" and "How will the winner be selected?" These questions have been directly answered by Tenants' organisation BRES. The present address of participants was asked however, and therefore BRES winners have been traced. For future surveys it will be important to specifically ask for the email-address to avoid misunderstanding.

	Total amount of Tenants' living in de building	Response	Response percentage of total Tenants living in the building
Kaarsenmakersstraat	62	17	27%
Smaragdlaan	168	28	17%
Hugo de Grootstraat	99	24	24%
Herengracht	40	6	15%
Kloosterpoort	220	25	24%
Hooigracht		17	
Middelstegracht		10	

Results

Verhuurder

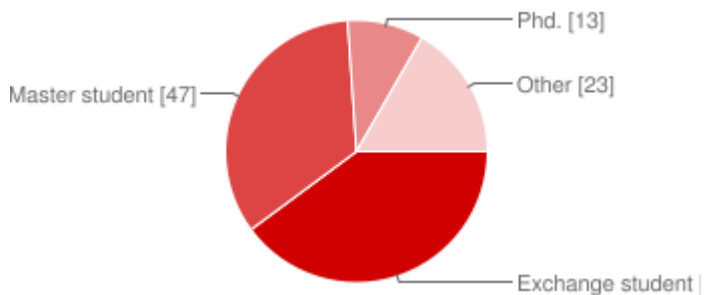
Leiden University [76]



SLS Wonen **54** 39%

Leiden University **76** 55%

Student type



Exchange student **55** 40%

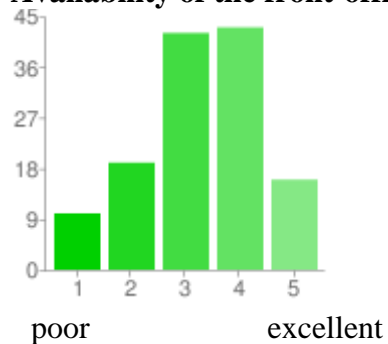
Master student **47** 34%

Phd. **13** 9%

Other **23** 17%

Information

Availability of the front-office



1 -poor **10** 7%

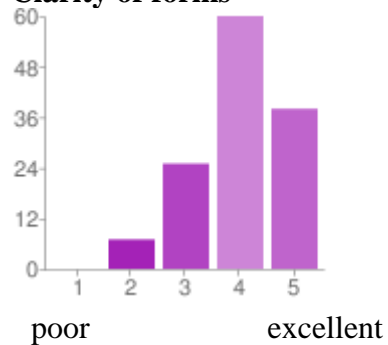
2 **19** 14%

3 **42** 30%

4 **43** 31%

5 -excellent **16** 12%

Clarity of forms



1 -poor **0** 0%

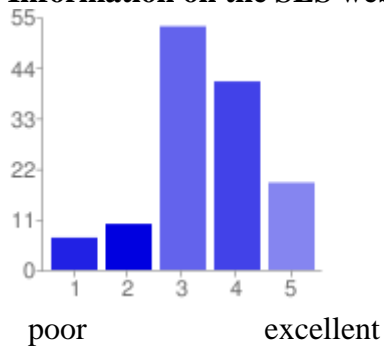
2 **7** 5%

3 **25** 18%

4 **60** 43%

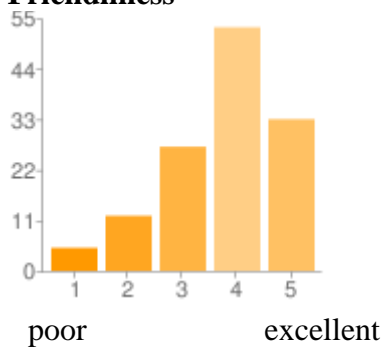
5 -excellent **38** 28%

Information on the SLS website



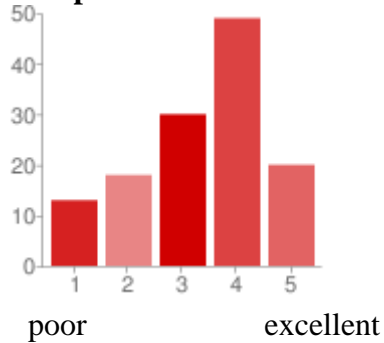
1 -poor	7	5%
2	10	7%
3	53	38%
4	41	30%
5 -excellent	19	14%

Friendliness



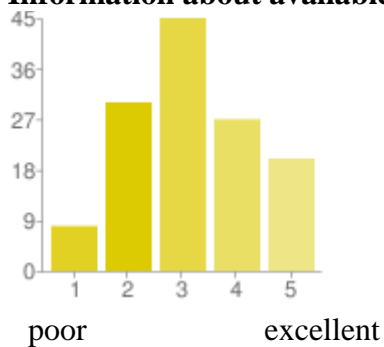
1 -poor	5	4%
2	12	9%
3	27	20%
4	53	38%
5 -excellent	33	24%

Complaints



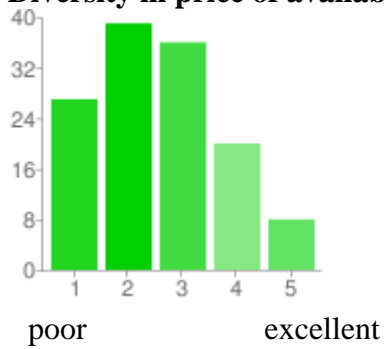
1 -poor	13	9%
2	18	13%
3	30	22%
4	49	36%
5 -excellent	20	14%

Information about available rooms



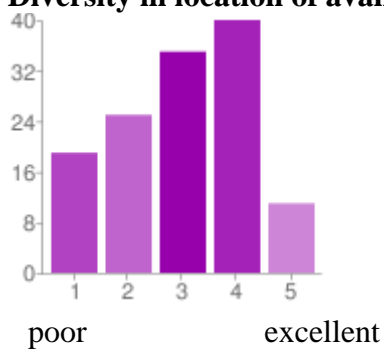
1 -poor	8	6%
2	30	22%
3	45	33%
4	27	20%
5 -excellent	20	14%

Diversity in price of available rooms



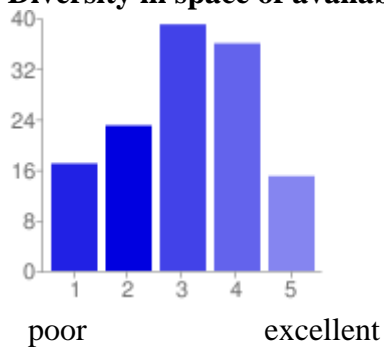
1 -poor	27	20%
2	39	28%
3	36	26%
4	20	14%
5 -excellent	8	6%

Diversity in location of available rooms



1 -poor	19	14%
2	25	18%
3	35	25%
4	40	29%
5 -excellent	11	8%

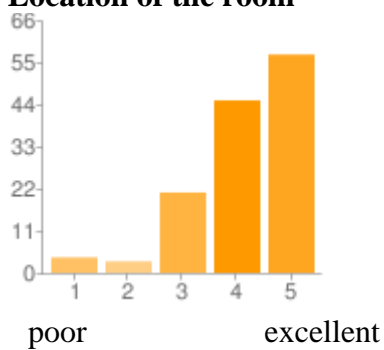
Diversity in space of available rooms



1 -poor	17	12%
2	23	17%
3	39	28%
4	36	26%
5 -excellent	15	11%

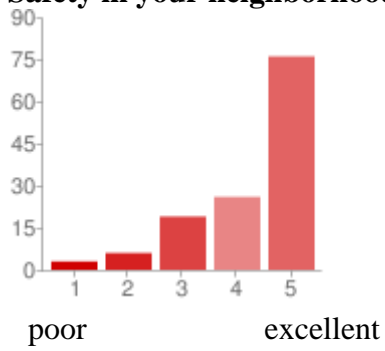
Appartment

Location of the room



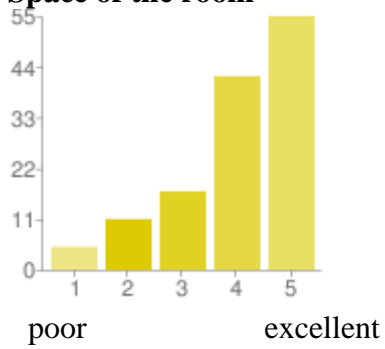
1 -poor	4	3%
2	3	2%
3	21	15%
4	45	33%
5 -excellent	57	41%

Safety in your neighborhood



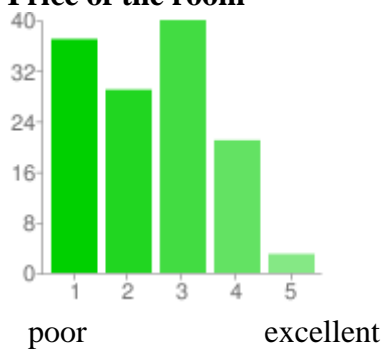
1 -poor	3	2%
2	6	4%
3	19	14%
4	26	19%
5 -excellent	76	55%

Space of the room



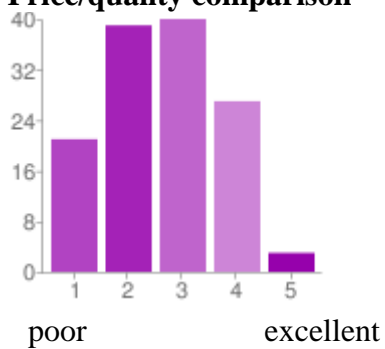
1 -poor	5	4%
2	11	8%
3	17	12%
4	42	30%
5 -excellent	55	40%

Price of the room



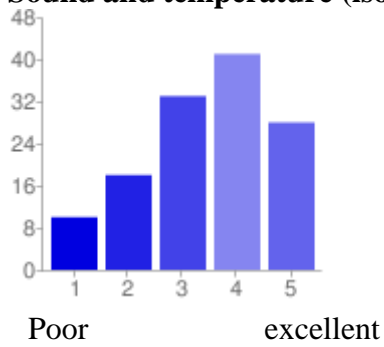
1 -poor	37	27%
2	29	21%
3	40	29%
4	21	15%
5 -excellent	3	2%

Price/quality comparison



1 -poor	21	15%
2	39	28%
3	40	29%
4	27	20%
5 -excellent	3	2%

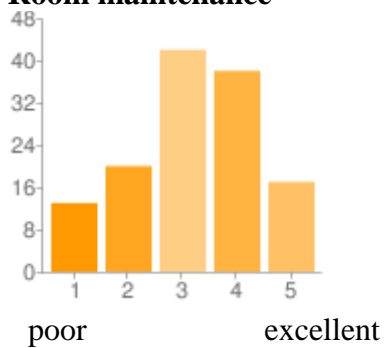
Sound and temperature (isolation)



1 -poor	10	7%
2	18	13%
3	33	24%
4	41	30%
5 -excellent	28	20%

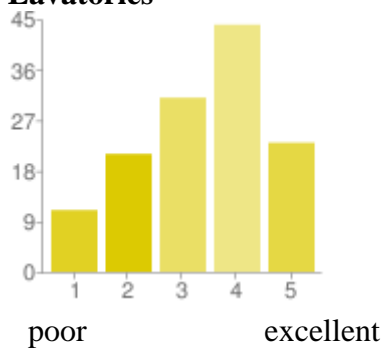
Maintenance

Room maintenance



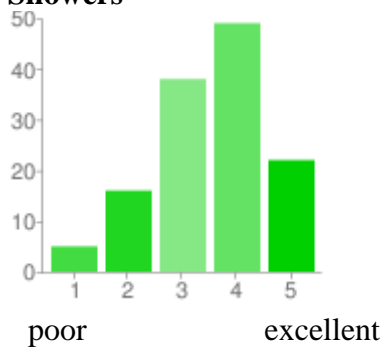
1 -poor	13	9%
2	20	14%
3	42	30%
4	38	28%
5 -excellent	17	12%

Lavatories



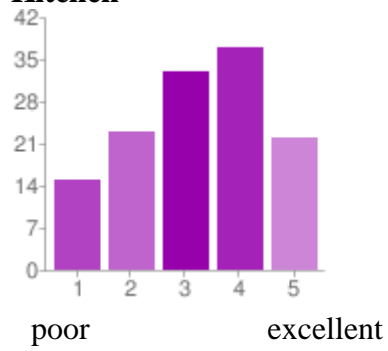
1 -poor	11	8%
2	21	15%
3	31	22%
4	44	32%
5 -excellent	23	17%

Showers



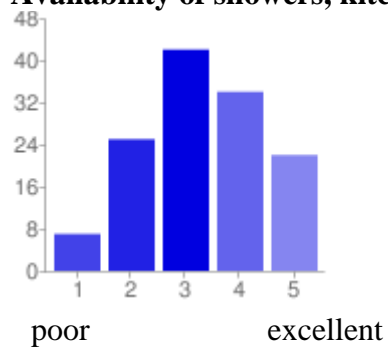
1 -poor	5	4%
2	16	12%
3	38	28%
4	49	36%
5 -excellent	22	16%

Kitchen



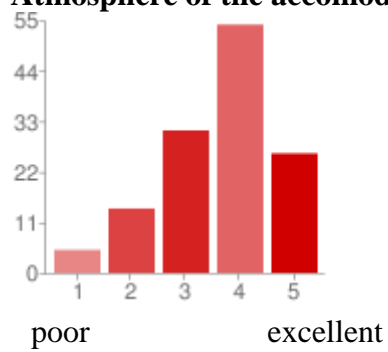
1 -poor	15 11%
2	23 17%
3	33 24%
4	37 27%
5 -excellent	22 16%

Availability of showers, kitchen, lavatories, washing machines



1 -poor	7 5%
2	25 18%
3	42 30%
4	34 25%
5 -excellent	22 16%

Atmosphere of the accomodations



1 -poor	5 4%
2	14 10%
3	31 22%
4	54 39%
5 -excellent	26 19%

Conclusion

The surveys shows that tenants in general are quite satisfied about the communication between tenant and landlord. Over half of the respondents have judged the complaint handling from 'good' to 'very good' and most were very positive about our costumer service. Tenants seem to be very satisfied about their residence and its location. The majority also feels save and experience their residence as a pleasant living environment. The maintenance of the residences scored reasonably good in the survey, especially with regards to the sanitary facilities.

The components with a lower score are, amongst other things, the variation in price in the offer of rental space. Residences on offer are categorised under the higher price ranges and most tenants consider the rent to be too high or just reasonable. The survey also demonstrates that the supply of information concerning residences on offer is under the limit. Suggestions and complaints show that especially information about the specific rooms is not provided enough. It further shows that the sound proofing and thermo isolation of the residences needs improvement.

Although not all participants used the opportunity to add suggestions or provide more information about complaints, it does provide enough information about the specific problems. Suggestions and complaints mentioned most are those concerning opening hours of the Front Office, unreliable internet connection, and a shortage of washing-machines, tumble dryers and vacuum cleaners. Also necessary kitchen utilities are often missing, such as an oven, microwave and freezer. Some also mention rooms not being cleaned properly on the first day of arrival and sometimes things are even damaged or defective. Since the tenants first impression is of main importance to create trust, it is of great importance that this a positive one.

Tenants' organisation BRES has asked SLS Wonen for advice in searching solutions and making improvements. Tenants' organisation BRES would welcome written responses concerning the results of the survey, which may also include advice on steps to take for improvement.