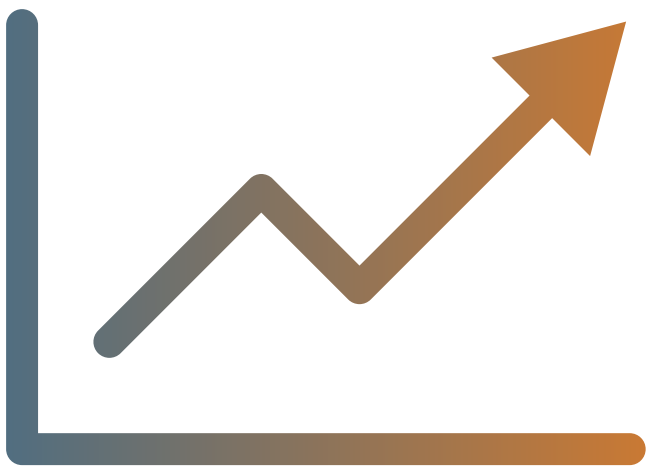
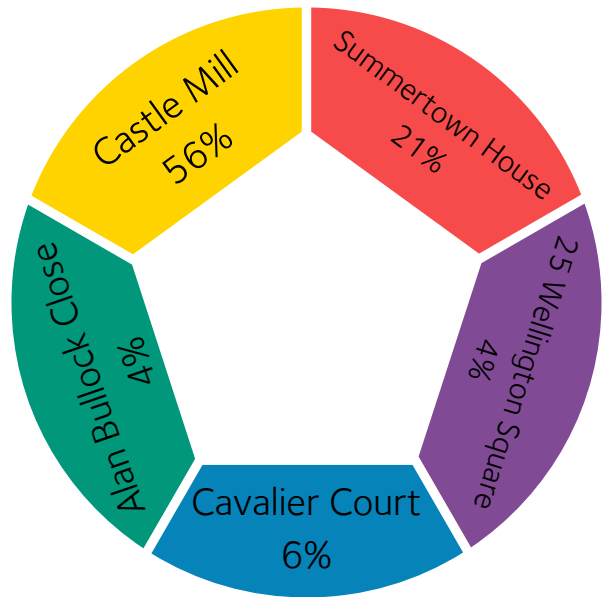


5 OUTCOMES FROM THE GRADUATE ACCOMMODATION CUSTOMER SURVEY

1 Top five residencies to take part

A total of 121 responded to the survey.
The team also had responses from properties in Walton Street, St John Street and Bradmore Road, as well as other properties in Wellington Square.

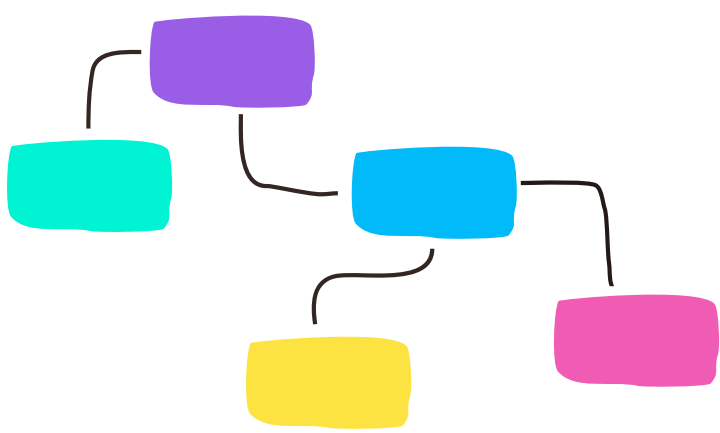


2 Reasons to recommend us:

- Top five reasons were:
- customer service
 - location
 - value for money
 - good standard of cleaning
 - well-maintained

3 Reasons not to recommend us:

- Top five reasons were:
- laundry*
 - parcel security
 - not value for money
 - access issues due to 3rd party construction work
 - location
- *specifically relates to Castle Mill



4 Ease of the application process

- Most common themes were:
- straightforward and simple
 - improve info and images
 - difficult to find information
 - application deadlines too tight

5 What we're changing in response

- working to improve laundry service
- parcel shelving at key sites
- customer service training
- working on new application system

