HALLS FEEDBACK REPORT

2019-20
At the end of each year, we send a survey out to our residents to gather their feedback on what they enjoyed and what can be improved. Selected highlights of the results from 2019 are listed here.

**How would you rate the following aspects of living in your hall?**

<table>
<thead>
<tr>
<th>Aspect</th>
<th>Rating</th>
</tr>
</thead>
<tbody>
<tr>
<td>Your Bedroom</td>
<td>8.99</td>
</tr>
<tr>
<td>Your Bathroom</td>
<td>8.47</td>
</tr>
<tr>
<td>Your Kitchen</td>
<td>7.28</td>
</tr>
<tr>
<td>Cleaning Services</td>
<td>8.59</td>
</tr>
<tr>
<td>Maintenance</td>
<td>8.19</td>
</tr>
<tr>
<td>Security</td>
<td>8.86</td>
</tr>
</tbody>
</table>

*Number of respondents: 466*

- **Your Bedroom**
  - 8.99
- **Your Bathroom**
  - 8.47
- **Your Kitchen**
  - 7.28
  - "More advice should be given around kitchen and food hygiene"
- **Cleaning Services**
  - 8.59
- **Maintenance**
  - 8.19
- **Security**
  - 8.86
  - The College is introducing the SafeZone app, providing an even more responsive, effective and personalised response to any incidents on campus or in halls

**What are we doing to improve this?**

- **Your Kitchen**
  - We'll be introducing a variety of new kitchen posters and fridge stickers that will provide tips and advice on keeping the kitchen clean and hygienic
LAUNDRY SERVICES

5.43

WHAT ARE WE DOING TO IMPROVE THIS?

We will be meeting with Circuit Laundry to ensure prices are held for another year and consistent feedback is actioned. We will also be working with Circuit towards improving the quality of machines in specific halls.

INTERNET PROVISION

8.1

“Areas of certain halls can sometimes have inconsistent WiFi coverage”

WHAT ARE WE DOING TO IMPROVE THIS?

We’ll be working with ICT to carry out a signal strength survey across Halls and devise a plan to address inconsistent areas.

PLEASE RATE THE SERVICE YOU RECEIVED FROM STAFF WHILST IN HALLS

HALL SENIORS 8.1  WARDENING TEAM 8.11

HALL SUPERVISORS 7.99  THE STUDENT HUB 8.16

For accommodation enquiries, you can contact The Student Hub at: accommodation@imperial.ac.uk or 020 7594 9444