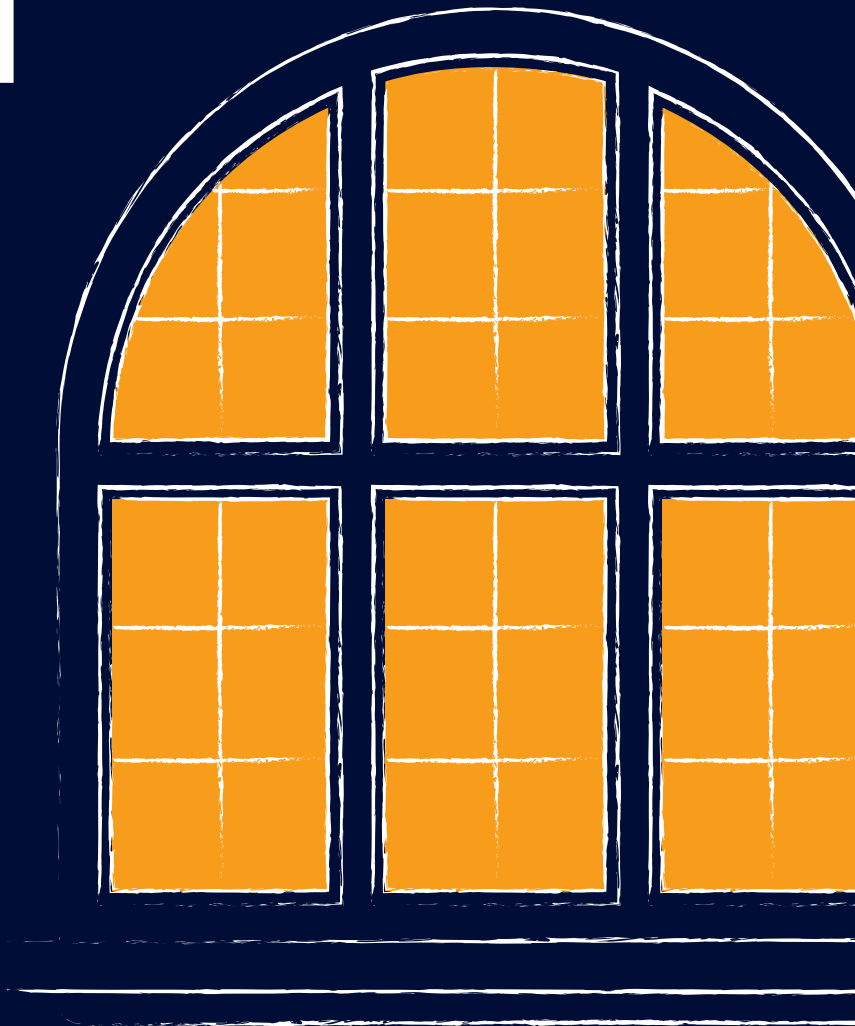
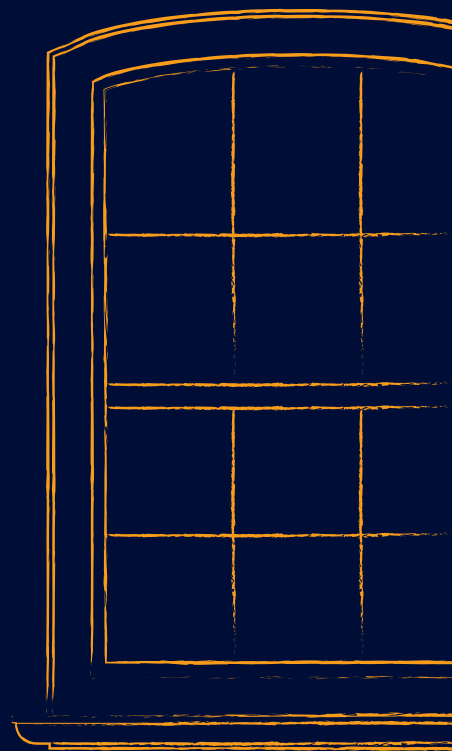


Imperial College
London

HALLS FEEDBACK REPORT

2022-23



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 the 2021-2022 are listed here.

Number of respondents: 1096

HOW WOULD YOU RATE THE FOLLOWING FACILITIES IN YOUR HALL?

0= EXTREMELY POOR 10=EXCELLENT

YOUR BEDROOM

8.3

YOUR BATHROOM

7.59

YOUR KITCHEN

7.59

SOCIAL SPACES

6.94

LAUNDRY FACILITIES

6.28

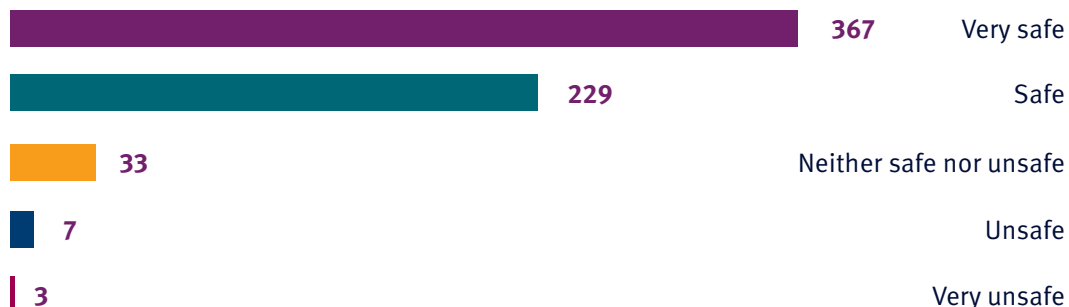
WHAT ARE WE DOING TO IMPROVE THIS?



Despite significantly increased utility costs, we have agreed with Circuit Laundry to freeze the current prices until 2024/25 inclusive.

We now have some of the cheapest Uni laundry prices in the country (where laundry services are provided by Circuit)

TO WHAT EXTENT DO YOU FEEL SAFE AND SECURE IN YOUR HALL?



HOW WOULD YOU RATE THE FOLLOWING SERVICES AND AMENITIES IN YOUR HALL?

0= EXTREMELY POOR 10=EXCELLENT

INTERNET PROVISION

8.05

HALL MANAGEMENT

7.88

CLEANING SERVICES

8.24

“I just wanted to thank the staff that regularly cleans the hall’s kitchens. They were very often left being a huge mess and I can barely imagine all the work that went into making them usable once again. Plus the cleaning staff was always very kind and nice.”

MAINTENANCE (INCLUDING RESPONSE TO DEFECTS)

7.02

WHAT ARE WE DOING
TO IMPROVE THIS?



We will work closely with our colleagues in Estates to ensure that their contractor improves upon their first fix response rate.

“When logging in defects, I don’t mind waiting a bit for the issue to be resolved. A few times, however, I was told that the issue would be fixed by a certain date, which never happened.”

RESIDENTS ASSISTANTS*

7.51

WARDENING TEAM

7.95

*Silwood Park and Evelyn Gardens only

CONCIERGE/RECEPTION*

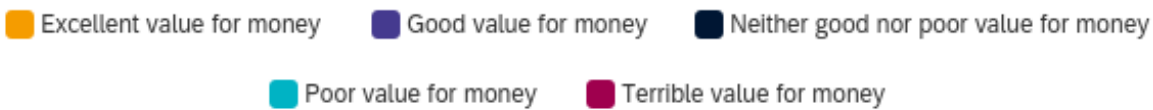
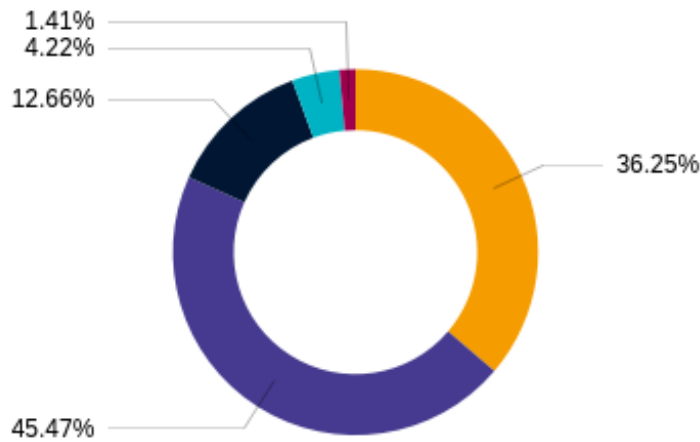
8.03

THE STUDENT ACCOMMODATION OFFICE

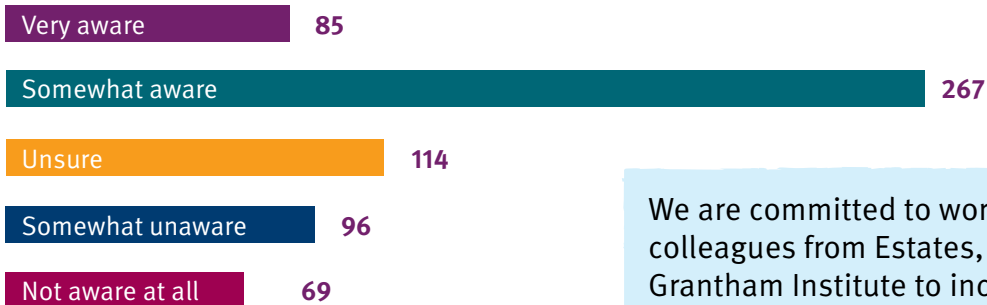
7.54

*Woodward Buildings and Kemp Porter only

TO WHAT EXTENT DO YOU BELIEVE THAT THE RENT YOU HAVE PAID REPRESENTS GOOD VALUE FOR MONEY?



TO WHAT EXTENT WERE YOU AWARE OF SUSTAINABILITY INITIATIVES IN YOUR HALL?



We are committed to working with colleagues from Estates, SOS-UK and the Grantham Institute to increase awareness of all sustainable activities and reduce energy consumption in halls.