

University of Greenwich Accommodation Satisfaction Survey 2019-2020

**Q4a How would you rate overall your accommodation in the hall of residence?**

Hall of residence	Excellent / Good / Satisfactory	Poor / Very Poor
Avery Hill - Aragon, Boleyn, Seymour Courts	83%	17%
Avery Hill - Cleves, Howard, Parr, Tudor Courts	89%	11%
Greenwich - Cutty Sark Hall	85%	15%
Greenwich - Daniel Defoe Hall	96%	4%
Greenwich - Devonport House	91%	9%
Greenwich - McMillan Student Village	92%	8%
Medway - Adelaide, Forte, Sunne Houses	97%	3%
Medway - Merlin and Wolfe Houses	83%	17%
<b>Total</b>	<b>89%</b>	<b>11%</b>

**Q4b How would you rate over the value for money of your place in hall?**

Hall of residence	Excellent / Good / Satisfactory	Poor / Very Poor
Avery Hill - Aragon, Boleyn, Seymour Courts	69%	31%
Avery Hill - Cleves, Howard, Parr, Tudor Courts	63%	37%
Greenwich - Cutty Sark Hall	71%	29%
Greenwich - Daniel Defoe Hall	80%	20%
Greenwich - Devonport House	78%	22%
Greenwich - McMillan Student Village	77%	23%
Medway - Adelaide, Forte, Sunne Houses	85%	15%
Medway - Merlin and Wolfe Houses	53%	47%
<b>Total</b>	<b>70%</b>	<b>30%</b>

**Q5a How would you rate the size of your bedroom and shower/toilet facilities**

Hall of residence	Excellent / Good / Satisfactory	Poor / Very Poor
Avery Hill - Aragon, Boleyn, Seymour Courts	84%	16%
Avery Hill - Cleves, Howard, Parr, Tudor Courts	85%	15%
Greenwich - Cutty Sark Hall	77%	23%
Greenwich - Daniel Defoe Hall	94%	6%
Greenwich - Devonport House	83%	17%
Greenwich - McMillan Student Village	87%	13%
Medway - Adelaide, Forte, Sunne Houses	87%	13%
Medway - Merlin and Wolfe Houses	73%	27%
<b>Total</b>	<b>85%</b>	<b>15%</b>

**Q5b How would you rate the decorative condition of your bedroom and shower/toilet facilities**

Hall of residence	Excellent / Good / Satisfactory	Poor / Very Poor
Avery Hill - Aragon, Boleyn, Seymour Courts	68%	32%
Avery Hill - Cleves, Howard, Parr, Tudor Courts	73%	27%
Greenwich - Cutty Sark Hall	65%	35%
Greenwich - Daniel Defoe Hall	90%	10%
Greenwich - Devonport House	86%	14%
Greenwich - McMillan Student Village	79%	21%

University of Greenwich Accommodation Satisfaction Survey 2019-2020

Medway - Adelaide, Forte, Sunne Houses	88%	12%
Medway - Merlin and Wolfe Houses	65%	35%
<b>Total</b>	<b>75%</b>	<b>25%</b>

**Q5c How would you rate the condition of the furniture in your bedroom**

Hall of residence	Excellent / Good / Satisfactory	Poor / Very Poor
Avery Hill - Aragon, Boleyn, Seymour Courts	79%	21%
Avery Hill - Cleves, Howard, Parr, Tudor Courts	81%	19%
Greenwich - Cutty Sark Hall	75%	25%
Greenwich - Daniel Defoe Hall	94%	6%
Greenwich - Devonport House	97%	3%
Greenwich - McMillan Student Village	83%	17%
Medway - Adelaide, Forte, Sunne Houses	95%	5%
Medway - Merlin and Wolfe Houses	81%	19%
<b>Total</b>	<b>84%</b>	<b>16%</b>

**Q5d How would you rate the condition of your shower/toilet facilities**

Hall of residence	Excellent / Good / Satisfactory	Poor / Very Poor
Avery Hill - Aragon, Boleyn, Seymour Courts	66%	34%
Avery Hill - Cleves, Howard, Parr, Tudor Courts	74%	26%
Greenwich - Cutty Sark Hall	81%	19%
Greenwich - Daniel Defoe Hall	88%	12%
Greenwich - Devonport House	88%	13%
Greenwich - McMillan Student Village	79%	21%
Medway - Adelaide, Forte, Sunne Houses	88%	12%
Medway - Merlin and Wolfe Houses	63%	37%
<b>Total</b>	<b>77%</b>	<b>23%</b>

**Q6 Usefulness of mini-fridge in bedroom**

Hall of residence	Excellent / Good / Satisfactory	Poor / Very Poor
Avery Hill - Aragon, Boleyn, Seymour Courts	88%	12%
Avery Hill - Cleves, Howard, Parr, Tudor Courts	94%	6%
Greenwich - Cutty Sark Hall	91%	9%
Greenwich - Daniel Defoe Hall	0%	0%
Greenwich - Devonport House	100%	0%
Greenwich - McMillan Student Village	93%	7%
Medway - Adelaide, Forte, Sunne Houses	87%	13%
Medway - Merlin and Wolfe Houses	85%	15%
<b>Total</b>	<b>91%</b>	<b>9%</b>

**Q7a How would you rate the size of your kitchen/dining area?**

Hall of residence	Excellent / Good / Satisfactory	Poor / Very Poor
Avery Hill - Aragon, Boleyn, Seymour Courts	94%	6%
Avery Hill - Cleves, Howard, Parr, Tudor Courts	96%	4%

University of Greenwich Accommodation Satisfaction Survey 2019-2020

Greenwich - Cutty Sark Hall	93%	7%
Greenwich - Daniel Defoe Hall	96%	4%
Greenwich - Devonport House	100%	0%
Greenwich - McMillan Student Village	94%	6%
Medway - Adelaide, Forte, Sunne Houses	97%	3%
Medway - Merlin and Wolfe Houses	94%	6%
<b>Total</b>	<b>95%</b>	<b>5%</b>

**Q7b How would you rate the decorative condition of your kitchen/dining area?**

Hall of residence	Excellent / Good / Satisfactory	Poor / Very Poor
Avery Hill - Aragon, Boleyn, Seymour Courts	82%	18%
Avery Hill - Cleves, Howard, Parr, Tudor Courts	90%	10%
Greenwich - Cutty Sark Hall	72%	28%
Greenwich - Daniel Defoe Hall	88%	12%
Greenwich - Devonport House	83%	17%
Greenwich - McMillan Student Village	78%	22%
Medway - Adelaide, Forte, Sunne Houses	93%	7%
Medway - Merlin and Wolfe Houses	80%	20%
<b>Total</b>	<b>84%</b>	<b>16%</b>

**Q7c How would you rate the condition of the furniture in your kitchen/dining area?**

Hall of residence	Excellent / Good / Satisfactory	Poor / Very Poor
Avery Hill - Aragon, Boleyn, Seymour Courts	81%	19%
Avery Hill - Cleves, Howard, Parr, Tudor Courts	93%	7%
Greenwich - Cutty Sark Hall	74%	26%
Greenwich - Daniel Defoe Hall	91%	9%
Greenwich - Devonport House	86%	14%
Greenwich - McMillan Student Village	82%	18%
Medway - Adelaide, Forte, Sunne Houses	92%	8%
Medway - Merlin and Wolfe Houses	83%	17%
<b>Total</b>	<b>86%</b>	<b>14%</b>

**Q7d How would you rate the amount of refrigerator space in your kitchen/dining area?**

Hall of residence	Excellent / Good / Satisfactory	Poor / Very Poor
Avery Hill - Aragon, Boleyn, Seymour Courts	61%	39%
Avery Hill - Cleves, Howard, Parr, Tudor Courts	77%	23%
Greenwich - Cutty Sark Hall	88%	12%
Greenwich - Daniel Defoe Hall	73%	27%
Greenwich - Devonport House	94%	6%
Greenwich - McMillan Student Village	59%	41%
Medway - Adelaide, Forte, Sunne Houses	73%	27%
Medway - Merlin and Wolfe Houses	72%	28%
<b>Total</b>	<b>73%</b>	<b>27%</b>

**Q7e How would you rate the amount of freezer space in your kitchen/dining area?**

University of Greenwich Accommodation Satisfaction Survey 2019-2020

Hall of residence	Excellent / Good / Satisfactory	Poor / Very Poor
Avery Hill - Aragon, Boleyn, Seymour Courts	67%	33%
Avery Hill - Cleves, Howard, Parr, Tudor Courts	70%	30%
Greenwich - Cutty Sark Hall	81%	19%
Greenwich - Daniel Defoe Hall	70%	30%
Greenwich - Devonport House	84%	16%
Greenwich - McMillan Student Village	58%	42%
Medway - Adelaide, Forte, Sunne Houses	73%	27%
Medway - Merlin and Wolfe Houses	61%	39%
<b>Total</b>	<b>69%</b>	<b>31%</b>

**Q8a How would you rate the exterior appearance of your hall of residence**

Hall of residence	Excellent / Good / Satisfactory	Poor / Very Poor
Avery Hill - Aragon, Boleyn, Seymour Courts	96%	4%
Avery Hill - Cleves, Howard, Parr, Tudor Courts	92%	8%
Greenwich - Cutty Sark Hall	90%	10%
Greenwich - Daniel Defoe Hall	99%	1%
Greenwich - Devonport House	94%	6%
Greenwich - McMillan Student Village	94%	6%
Medway - Adelaide, Forte, Sunne Houses	100%	0%
Medway - Merlin and Wolfe Houses	83%	17%
<b>Total</b>	<b>93%</b>	<b>7%</b>

**Q8b How would you rate the interior appearance of communal spaces in your hall of residence**

Hall of residence	Excellent / Good / Satisfactory	Poor / Very Poor
Avery Hill - Aragon, Boleyn, Seymour Courts	64%	36%
Avery Hill - Cleves, Howard, Parr, Tudor Courts	64%	36%
Greenwich - Cutty Sark Hall	69%	31%
Greenwich - Daniel Defoe Hall	76%	24%
Greenwich - Devonport House	62%	38%
Greenwich - McMillan Student Village	83%	17%
Medway - Adelaide, Forte, Sunne Houses	78%	22%
Medway - Merlin and Wolfe Houses	67%	33%
<b>Total</b>	<b>70%</b>	<b>30%</b>

**Q8c How would you rate the location of your hall of residence**

Hall of residence	Excellent / Good / Satisfactory	Poor / Very Poor
Avery Hill - Aragon, Boleyn, Seymour Courts	88%	12%
Avery Hill - Cleves, Howard, Parr, Tudor Courts	90%	10%
Greenwich - Cutty Sark Hall	97%	3%
Greenwich - Daniel Defoe Hall	99%	1%
Greenwich - Devonport House	100%	0%
Greenwich - McMillan Student Village	99%	1%
Medway - Adelaide, Forte, Sunne Houses	98%	2%

University of Greenwich Accommodation Satisfaction Survey 2019-2020

Medway - Merlin and Wolfe Houses	97%	3%
<b>Total</b>	<b>95%</b>	<b>5%</b>

**Q8d How would you rate the safety of the local area for your hall of residence**

Hall of residence	Excellent / Good / Satisfactory	Poor / Very Poor
Avery Hill - Aragon, Boleyn, Seymour Courts	87%	13%
Avery Hill - Cleves, Howard, Parr, Tudor Courts	83%	17%
Greenwich - Cutty Sark Hall	92%	8%
Greenwich - Daniel Defoe Hall	92%	8%
Greenwich - Devonport House	92%	8%
Greenwich - McMillan Student Village	94%	6%
Medway - Adelaide, Forte, Sunne Houses	93%	7%
Medway - Merlin and Wolfe Houses	93%	7%
<b>Total</b>	<b>89%</b>	<b>11%</b>

**Q8e How would you rate the noise level for your hall of residence**

Hall of residence	Excellent / Good / Satisfactory	Poor / Very Poor
Avery Hill - Aragon, Boleyn, Seymour Courts	80%	20%
Avery Hill - Cleves, Howard, Parr, Tudor Courts	76%	24%
Greenwich - Cutty Sark Hall	70%	30%
Greenwich - Daniel Defoe Hall	81%	19%
Greenwich - Devonport House	89%	11%
Greenwich - McMillan Student Village	73%	27%
Medway - Adelaide, Forte, Sunne Houses	83%	17%
Medway - Merlin and Wolfe Houses	86%	14%
<b>Total</b>	<b>78%</b>	<b>22%</b>

**Q8f How would you rate the internet service (including Wi Fi) in your hall**

Hall of residence	Excellent / Good / Satisfactory	Poor / Very Poor
Avery Hill - Aragon, Boleyn, Seymour Courts	86%	14%
Avery Hill - Cleves, Howard, Parr, Tudor Courts	82%	18%
Greenwich - Cutty Sark Hall	97%	3%
Greenwich - Daniel Defoe Hall	89%	11%
Greenwich - Devonport House	91%	9%
Greenwich - McMillan Student Village	97%	3%
Medway - Adelaide, Forte, Sunne Houses	88%	12%
Medway - Merlin and Wolfe Houses	90%	10%
<b>Total</b>	<b>89%</b>	<b>11%</b>

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**Q8g How would you rate the postal delivery system in your hall**

Hall of residence	Excellent / Good / Satisfactory	Poor / Very Poor
Avery Hill - Aragon, Boleyn, Seymour Courts	80%	20%
Avery Hill - Cleves, Howard, Parr, Tudor Courts	77%	23%
Greenwich - Cutty Sark Hall	98%	2%

University of Greenwich Accommodation Satisfaction Survey 2019-2020

Greenwich - Daniel Defoe Hall	92%	8%
Greenwich - Devonport House	92%	8%
Greenwich - McMillan Student Village	97%	3%
Medway - Adelaide, Forte, Sunne Houses	90%	10%
Medway - Merlin and Wolfe Houses	89%	11%
<b>Total</b>	<b>87%</b>	<b>13%</b>

**Q8h How would you rate the recycling facilities in your hall?**

Hall of residence	Excellent / Good / Satisfactory	Poor / Very Poor
Avery Hill - Aragon, Boleyn, Seymour Courts	86%	14%
Avery Hill - Cleves, Howard, Parr, Tudor Courts	94%	6%
Greenwich - Cutty Sark Hall	98%	2%
Greenwich - Daniel Defoe Hall	0%	0%
Greenwich - Devonport House	89%	11%
Greenwich - McMillan Student Village	95%	5%
Medway - Adelaide, Forte, Sunne Houses	93%	7%
Medway - Merlin and Wolfe Houses	91%	9%
<b>Total</b>	<b>92%</b>	<b>8%</b>

**Q8i How would you rate efforts by the hall provider and/or the Accommodation Service to encourage energy efficiency?**

Hall of residence	Excellent / Good / Satisfactory	Poor / Very Poor
Avery Hill - Aragon, Boleyn, Seymour Courts	87%	13%
Avery Hill - Cleves, Howard, Parr, Tudor Courts	90%	10%
Greenwich - Cutty Sark Hall	81%	19%
Greenwich - Daniel Defoe Hall	0%	0%
Greenwich - Devonport House	85%	15%
Greenwich - McMillan Student Village	81%	19%
Medway - Adelaide, Forte, Sunne Houses	90%	10%
Medway - Merlin and Wolfe Houses	83%	17%
<b>Total</b>	<b>86%</b>	<b>14%</b>

**Q9a How would you rate the launderette facilities in your hall of residence**

Hall of residence	Excellent / Good / Satisfactory	Poor / Very Poor
Avery Hill - Aragon, Boleyn, Seymour Courts	65%	35%
Avery Hill - Cleves, Howard, Parr, Tudor Courts	72%	28%
Greenwich - Cutty Sark Hall	63%	37%
Greenwich - Daniel Defoe Hall	45%	55%
Greenwich - Devonport House	66%	34%
Greenwich - McMillan Student Village	80%	20%
Medway - Adelaide, Forte, Sunne Houses	88%	12%
Medway - Merlin and Wolfe Houses	83%	17%
<b>Total</b>	<b>68%</b>	<b>32%</b>

**Q9b How would you rate the value for money of the launderette facilities in your hall of residence**

University of Greenwich Accommodation Satisfaction Survey 2019-2020

Hall of residence	Excellent / Good / Satisfactory	Poor / Very Poor
Avery Hill - Aragon, Boleyn, Seymour Courts	38%	62%
Avery Hill - Cleves, Howard, Parr, Tudor Courts	44%	56%
Greenwich - Cutty Sark Hall	50%	50%
Greenwich - Daniel Defoe Hall	38%	62%
Greenwich - Devonport House	48%	52%
Greenwich - McMillan Student Village	54%	46%
Medway - Adelaide, Forte, Sunne Houses	74%	26%
Medway - Merlin and Wolfe Houses	60%	40%
<b>Total</b>	<b>47%</b>	<b>53%</b>

**Q10 How would you rate the cleaning service in your hall of residence**

Hall of residence	Excellent / Good / Satisfactory	Poor / Very Poor
Avery Hill - Aragon, Boleyn, Seymour Courts	79%	21%
Avery Hill - Cleves, Howard, Parr, Tudor Courts	80%	20%
Greenwich - Cutty Sark Hall	81%	19%
Greenwich - Daniel Defoe Hall	83%	17%
Greenwich - Devonport House	77%	23%
Greenwich - McMillan Student Village	90%	10%
Medway - Adelaide, Forte, Sunne Houses	98%	2%
Medway - Merlin and Wolfe Houses	91%	9%
<b>Total</b>	<b>84%</b>	<b>16%</b>

**Q11 How would you rate the security service in your hall of residence**

Hall of residence	Excellent / Good / Satisfactory	Poor / Very Poor
Avery Hill - Aragon, Boleyn, Seymour Courts	83%	17%
Avery Hill - Cleves, Howard, Parr, Tudor Courts	86%	14%
Greenwich - Cutty Sark Hall	92%	8%
Greenwich - Daniel Defoe Hall	96%	4%
Greenwich - Devonport House	82%	18%
Greenwich - McMillan Student Village	97%	3%
Medway - Adelaide, Forte, Sunne Houses	100%	0%
Medway - Merlin and Wolfe Houses	92%	8%
<b>Total</b>	<b>90%</b>	<b>10%</b>

**Q12 Have you reported any maintenance issues?**

Hall of residence	Yes	No
Avery Hill - Aragon, Boleyn, Seymour Courts	76%	24%
Avery Hill - Cleves, Howard, Parr, Tudor Courts	61%	39%
Greenwich - Cutty Sark Hall	62%	38%
Greenwich - Daniel Defoe Hall	71%	29%
Greenwich - Devonport House	64%	36%
Greenwich - McMillan Student Village	61%	39%
Medway - Adelaide, Forte, Sunne Houses	62%	38%
Medway - Merlin and Wolfe Houses	62%	38%
<b>Total</b>	<b>65%</b>	<b>35%</b>

**Q13a How would you rate the ease of reporting maintenance issues?**

Hall of residence	Excellent / Good / Satisfactory	Poor / Very Poor
Avery Hill - Aragon, Boleyn, Seymour Courts	90%	10%
Avery Hill - Cleves, Howard, Parr, Tudor Courts	90%	10%
Greenwich - Cutty Sark Hall	85%	15%
Greenwich - Daniel Defoe Hall	89%	11%
Greenwich - Devonport House	80%	20%
Greenwich - McMillan Student Village	92%	8%
Medway - Adelaide, Forte, Sunne Houses	100%	0%
Medway - Merlin and Wolfe Houses	95%	5%
<b>Total</b>	<b>90%</b>	<b>10%</b>

**Q13b How would you rate the speed of response to reports of maintenance issues?**

Hall of residence	Excellent / Good / Satisfactory	Poor / Very Poor
Avery Hill - Aragon, Boleyn, Seymour Courts	84%	16%
Avery Hill - Cleves, Howard, Parr, Tudor Courts	75%	25%
Greenwich - Cutty Sark Hall	83%	17%
Greenwich - Daniel Defoe Hall	76%	24%
Greenwich - Devonport House	88%	12%
Greenwich - McMillan Student Village	75%	25%
Medway - Adelaide, Forte, Sunne Houses	89%	11%
Medway - Merlin and Wolfe Houses	84%	16%
<b>Total</b>	<b>80%</b>	<b>20%</b>

**Q14 Were you kept informed of the status of your maintenance request?**

Hall of residence	Yes	No	Partially
Avery Hill - Aragon, Boleyn, Seymour Courts	49%	23%	28%
Avery Hill - Cleves, Howard, Parr, Tudor Courts	43%	35%	22%
Greenwich - Cutty Sark Hall	55%	19%	27%
Greenwich - Daniel Defoe Hall	43%	26%	31%
Greenwich - Devonport House	64%	26%	10%
Greenwich - McMillan Student Village	28%	54%	18%
Medway - Adelaide, Forte, Sunne Houses	36%	27%	36%
Medway - Merlin and Wolfe Houses	31%	31%	38%
<b>Total</b>	<b>44%</b>	<b>30%</b>	<b>26%</b>

**Q15 Was your maintenance issue resolved satisfactorily?**

Hall of residence	Yes	No	Partially
Avery Hill - Aragon, Boleyn, Seymour Courts	66%	9%	22%
Avery Hill - Cleves, Howard, Parr, Tudor Courts	62%	10%	22%
Greenwich - Cutty Sark Hall	68%	10%	19%
Greenwich - Daniel Defoe Hall	60%	6%	28%
Greenwich - Devonport House	68%	10%	20%
Greenwich - McMillan Student Village	58%	17%	24%
Medway - Adelaide, Forte, Sunne Houses	84%	5%	8%
Medway - Merlin and Wolfe Houses	67%	11%	20%

University of Greenwich Accommodation Satisfaction Survey 2019-2020

<b>Total</b>	<b>65%</b>	<b>10%</b>	<b>22%</b>
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**Q16 How would you rate the approachability of facilities management staff working within the hall**

Hall of residence	Excellent / Good / Satisfactory	Poor / Very Poor
Avery Hill - Aragon, Boleyn, Seymour Courts	94%	6%
Avery Hill - Cleves, Howard, Parr, Tudor Courts	93%	7%
Greenwich - Cutty Sark Hall	95%	5%
Greenwich - Daniel Defoe Hall	97%	3%
Greenwich - Devonport House	95%	5%
Greenwich - McMillan Student Village	98%	2%
Medway - Adelaide, Forte, Sunne Houses	96%	4%
Medway - Merlin and Wolfe Houses	92%	8%
<b>Total</b>	<b>95%</b>	<b>5%</b>

**Q17 How would rate the overall service provided by the Accommodation Service**

Hall of residence	Excellent / Good / Satisfactory	Poor / Very Poor
Avery Hill - Aragon, Boleyn, Seymour Courts	89%	11%
Avery Hill - Cleves, Howard, Parr, Tudor Courts	89%	11%
Greenwich - Cutty Sark Hall	89%	11%
Greenwich - Daniel Defoe Hall	96%	4%
Greenwich - Devonport House	84%	16%
Greenwich - McMillan Student Village	97%	3%
Medway - Adelaide, Forte, Sunne Houses	97%	3%
Medway - Merlin and Wolfe Houses	94%	6%
<b>Total</b>	<b>92%</b>	<b>8%</b>

**Q18a How would you rate the Accommodation webpages - ease of navigation**

Hall of residence	Excellent / Good / Satisfactory	Poor / Very Poor
Avery Hill - Aragon, Boleyn, Seymour Courts	79%	21%
Avery Hill - Cleves, Howard, Parr, Tudor Courts	87%	13%
Greenwich - Cutty Sark Hall	76%	24%
Greenwich - Daniel Defoe Hall	82%	18%
Greenwich - Devonport House	77%	23%
Greenwich - McMillan Student Village	83%	17%
Medway - Adelaide, Forte, Sunne Houses	86%	14%
Medway - Merlin and Wolfe Houses	91%	9%
<b>Total</b>	<b>83%</b>	<b>17%</b>

**Q18b How would you rate the Accommodation webpages - information provided**

Hall of residence	Excellent / Good / Satisfactory	Poor / Very Poor
Avery Hill - Aragon, Boleyn, Seymour Courts	89%	9%
Avery Hill - Cleves, Howard, Parr, Tudor Courts	88%	9%
Greenwich - Cutty Sark Hall	84%	14%
Greenwich - Daniel Defoe Hall	92%	7%

University of Greenwich Accommodation Satisfaction Survey 2019-2020

Greenwich - Devonport House	81%	16%
Greenwich - McMillan Student Village	86%	11%
Medway - Adelaide, Forte, Sunne Houses	93%	5%
Medway - Merlin and Wolfe Houses	84%	14%
<b>Total</b>	<b>88%</b>	<b>10%</b>

**Q19a How would you rate your experience of making an application**

Hall of residence	Excellent / Good / Satisfactory	Poor / Very Poor
Avery Hill - Aragon, Boleyn, Seymour Courts	92%	8%
Avery Hill - Cleves, Howard, Parr, Tudor Courts	92%	8%
Greenwich - Cutty Sark Hall	82%	18%
Greenwich - Daniel Defoe Hall	86%	14%
Greenwich - Devonport House	84%	16%
Greenwich - McMillan Student Village	83%	17%
Medway - Adelaide, Forte, Sunne Houses	97%	3%
Medway - Merlin and Wolfe Houses	94%	6%
<b>Total</b>	<b>89%</b>	<b>11%</b>

**Q19b How would you rate your experience of gaining a room in hall (offer, deposit, etc.)**

Hall of residence	Excellent / Good / Satisfactory	Poor / Very Poor
Avery Hill - Aragon, Boleyn, Seymour Courts	91%	9%
Avery Hill - Cleves, Howard, Parr, Tudor Courts	91%	9%
Greenwich - Cutty Sark Hall	88%	12%
Greenwich - Daniel Defoe Hall	86%	14%
Greenwich - Devonport House	95%	5%
Greenwich - McMillan Student Village	91%	9%
Medway - Adelaide, Forte, Sunne Houses	97%	3%
Medway - Merlin and Wolfe Houses	95%	5%
<b>Total</b>	<b>91%</b>	<b>9%</b>

**Q19c How would you rate the quality of advance information received about moving into hall**

Hall of residence	Excellent / Good / Satisfactory	Poor / Very Poor
Avery Hill - Aragon, Boleyn, Seymour Courts	92%	8%
Avery Hill - Cleves, Howard, Parr, Tudor Courts	94%	5%
Greenwich - Cutty Sark Hall	90%	7%
Greenwich - Daniel Defoe Hall	95%	5%
Greenwich - Devonport House	86%	13%
Greenwich - McMillan Student Village	95%	5%
Medway - Adelaide, Forte, Sunne Houses	97%	3%
Medway - Merlin and Wolfe Houses	89%	9%
<b>Total</b>	<b>93%</b>	<b>6%</b>

**Q20 How would you rate the approachability of Accommodation Service staff**

Hall of residence	Excellent / Good / Satisfactory	Poor / Very Poor
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University of Greenwich Accommodation Satisfaction Survey 2019-2020

Avery Hill - Aragon, Boleyn, Seymour Courts	92%	8%
Avery Hill - Cleves, Howard, Parr, Tudor Courts	96%	4%
Greenwich - Cutty Sark Hall	93%	7%
Greenwich - Daniel Defoe Hall	94%	6%
Greenwich - Devonport House	86%	14%
Greenwich - McMillan Student Village	97%	3%
Medway - Adelaide, Forte, Sunne Houses	93%	7%
Medway - Merlin and Wolfe Houses	93%	7%
<b>Total</b>	<b>94%</b>	<b>6%</b>

**Q21 How would you rate the emails and other correspondence from Accommodation Services**

Hall of residence	Excellent / Good / Satisfactory	Poor / Very Poor
Avery Hill - Aragon, Boleyn, Seymour Courts	93%	7%
Avery Hill - Cleves, Howard, Parr, Tudor Courts	94%	6%
Greenwich - Cutty Sark Hall	92%	8%
Greenwich - Daniel Defoe Hall	94%	6%
Greenwich - Devonport House	88%	13%
Greenwich - McMillan Student Village	92%	8%
Medway - Adelaide, Forte, Sunne Houses	98%	2%
Medway - Merlin and Wolfe Houses	95%	5%
<b>Total</b>	<b>93%</b>	<b>7%</b>

**Q22 How would you rate the promptness of responses from Accommodation Services**

Hall of residence	Excellent / Good / Satisfactory	Poor / Very Poor
Avery Hill - Aragon, Boleyn, Seymour Courts	92%	8%
Avery Hill - Cleves, Howard, Parr, Tudor Courts	93%	7%
Greenwich - Cutty Sark Hall	95%	5%
Greenwich - Daniel Defoe Hall	95%	5%
Greenwich - Devonport House	92%	8%
Greenwich - McMillan Student Village	93%	7%
Medway - Adelaide, Forte, Sunne Houses	98%	2%
Medway - Merlin and Wolfe Houses	93%	7%
<b>Total</b>	<b>94%</b>	<b>6%</b>

**Q23 Which of these comes closest to your view of Accommodation Service opening hours?**

Hall of residence	Current office hours are satisfactory / not concerned	Prefer earlier opening time and later closing time	Prefer earlier opening time but current closing time is satisfactory	Prefer later closing time but current opening time is satisfactory
Avery Hill - Aragon, Boleyn, Seymour Courts	62%	8%	2%	28%
Avery Hill - Cleves, Howard, Parr, Tudor Courts	61%	9%	1%	29%
Greenwich - Cutty Sark Hall	85%	3%	2%	10%
Greenwich - Daniel Defoe Hall	86%	5%	2%	6%
Greenwich - Devonport House	93%	2%	0%	5%
Greenwich - McMillan Student Village	86%	3%	2%	9%
Medway - Adelaide, Forte, Sunne Houses	59%	11%	9%	21%
Medway - Merlin and Wolfe Houses	58%	8%	2%	31%

## University of Greenwich Accommodation Satisfaction Survey 2019-2020

<b>Total</b>	<b>63%</b>	<b>8%</b>	<b>3%</b>	<b>25%</b>
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**Q24 How would you rate the approachability of the Resident Assistants (RAs) in the halls**

Hall of residence	Excellent / Good / Satisfactory	Poor / Very Poor
Avery Hill - Aragon, Boleyn, Seymour Courts	94%	6%
Avery Hill - Cleves, Howard, Parr, Tudor Courts	93%	7%
Greenwich - Cutty Sark Hall	96%	4%
Greenwich - Daniel Defoe Hall	95%	5%
Greenwich - Devonport House	92%	8%
Greenwich - McMillan Student Village	92%	8%
Medway - Adelaide, Forte, Sunne Houses	100%	0%
Medway - Merlin and Wolfe Houses	96%	4%
<b>Total</b>	<b>94%</b>	<b>6%</b>

**Q25 Have you needed to contact a Resident Assitant (RA) with an issue or problem?**

Hall of residence	Yes	No
Avery Hill - Aragon, Boleyn, Seymour Courts	41%	59%
Avery Hill - Cleves, Howard, Parr, Tudor Courts	32%	68%
Greenwich - Cutty Sark Hall	32%	68%
Greenwich - Daniel Defoe Hall	32%	68%
Greenwich - Devonport House	50%	50%
Greenwich - McMillan Student Village	24%	76%
Medway - Adelaide, Forte, Sunne Houses	48%	52%
Medway - Merlin and Wolfe Houses	48%	52%
<b>Total</b>	<b>36%</b>	<b>64%</b>

**Q26 Did the Resident Assistant (RA) provide appropriate assistance?**

Hall of residence	Yes	No
Avery Hill - Aragon, Boleyn, Seymour Courts	79%	21%
Avery Hill - Cleves, Howard, Parr, Tudor Courts	88%	12%
Greenwich - Cutty Sark Hall	95%	5%
Greenwich - Daniel Defoe Hall	88%	12%
Greenwich - Devonport House	94%	6%
Greenwich - McMillan Student Village	82%	18%
Medway - Adelaide, Forte, Sunne Houses	100%	0%
Medway - Merlin and Wolfe Houses	100%	0%
<b>Total</b>	<b>89%</b>	<b>11%</b>

**Q27 Was the issue resolved satisfactorily?**

Hall of residence	Yes	No	Partially
Avery Hill - Aragon, Boleyn, Seymour Courts	55%	18%	27%
Avery Hill - Cleves, Howard, Parr, Tudor Courts	65%	9%	26%
Greenwich - Cutty Sark Hall	86%	5%	8%
Greenwich - Daniel Defoe Hall	66%	12%	22%
Greenwich - Devonport House	75%	6%	19%
Greenwich - McMillan Student Village	54%	14%	32%
Medway - Adelaide, Forte, Sunne Houses	90%	0%	10%
Medway - Merlin and Wolfe Houses	89%	0%	11%
<b>Total</b>	<b>70%</b>	<b>9%</b>	<b>21%</b>

**Q28a Were you aware that Residence Life (ResLife) social events took place?**

Hall of residence	Yes	No
Avery Hill - Aragon, Boleyn, Seymour Courts	88%	12%
Avery Hill - Cleves, Howard, Parr, Tudor Courts	83%	17%
Greenwich - Cutty Sark Hall	71%	29%
Greenwich - Daniel Defoe Hall	76%	24%
Greenwich - Devonport House	74%	26%
Greenwich - McMillan Student Village	87%	13%
Medway - Adelaide, Forte, Sunne Houses	83%	17%
Medway - Merlin and Wolfe Houses	81%	19%
<b>Total</b>	<b>81%</b>	<b>19%</b>

**Q28b Did you attend at least one ResLife social event this year?**

Hall of residence	Yes	No
Avery Hill - Aragon, Boleyn, Seymour Courts	40%	60%
Avery Hill - Cleves, Howard, Parr, Tudor Courts	39%	61%
Greenwich - Cutty Sark Hall	24%	76%
Greenwich - Daniel Defoe Hall	27%	73%
Greenwich - Devonport House	31%	69%
Greenwich - McMillan Student Village	47%	53%
Medway - Adelaide, Forte, Sunne Houses	38%	63%
Medway - Merlin and Wolfe Houses	45%	55%
<b>Total</b>	<b>37%</b>	<b>63%</b>

**Q28c If you attended a ResLife social event, did you enjoy it?**

Hall of residence	Yes	No
Avery Hill - Aragon, Boleyn, Seymour Courts	71%	29%
Avery Hill - Cleves, Howard, Parr, Tudor Courts	67%	33%
Greenwich - Cutty Sark Hall	65%	35%
Greenwich - Daniel Defoe Hall	70%	30%
Greenwich - Devonport House	68%	32%
Greenwich - McMillan Student Village	72%	28%
Medway - Adelaide, Forte, Sunne Houses	80%	20%
Medway - Merlin and Wolfe Houses	66%	34%
<b>Total</b>	<b>69%</b>	<b>31%</b>