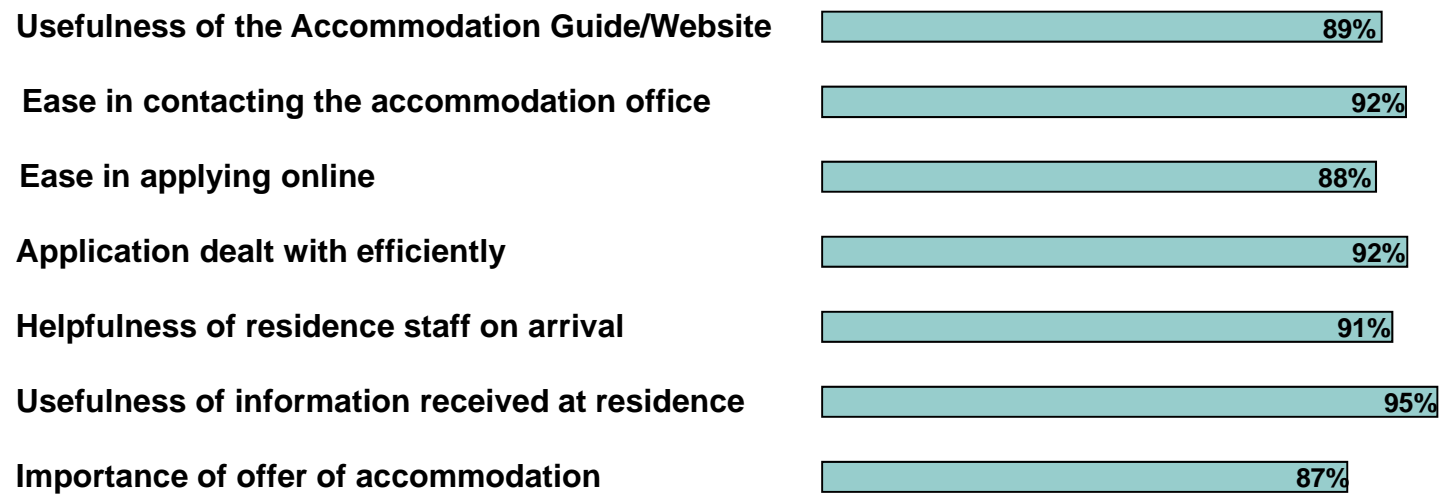


ACCOMMODATION OFFICE
CUSTOMER SATISFACTION SURVEY 2010



Feedback to Customers

You told us this	We are listening	Action
<p>Offers should be congruous with the academic calendar so that we do not have to pay for accommodation when we are not supposed to be in the University.</p>	<p>We aim to tie in accommodation contracts, as far as possible, with academic attendance. However, this can vary from course to course. A significant number of students also like to arrive before and/or stay on after the course dates. In order to make our accommodation a viable proposition we must also reflect this in contract lengths. We do however offer a choice of contract lengths ranging from 39-48 weeks. We do indicate this on the accommodation web page.</p>	<p>Make clearer on accommodation web page</p>
<p>I did not receive any information regarding payment of fees on arrival.</p>	<p>The offer email has an attachment and clearly states that students need to refer to the offer letter attachment, where information on payments can be found. A welcome email is also sent advising students to refer to the offer letter attachment for payment of fees on arrival.</p>	<p>Emphasize that payment is required on or before arrival on the accommodation web page.</p>