

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	84%	16%
Avery Hill - Cleves, Howard, Parr, Tudor Courts	92%	8%
Greenwich - Cutty Sark Hall	82%	18%
Greenwich - Daniel Defoe Hall	95%	5%
Greenwich - Devonport House	94%	6%
Greenwich - McMillan Student Village	93%	7%
Medway - Adelaide, Forte, Sunne Houses	88%	12%
Medway - Merlin and Wolfe Houses	91%	9%
Total	90%	10%

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	73%	27%
Avery Hill - Cleves, Howard, Parr, Tudor Courts	65%	35%
Greenwich - Cutty Sark Hall	64%	36%
Greenwich - Daniel Defoe Hall	77%	23%
Greenwich - Devonport House	76%	24%
Greenwich - McMillan Student Village	83%	17%
Medway - Adelaide, Forte, Sunne Houses	67%	33%
Medway - Merlin and Wolfe Houses	55%	45%
Total	70%	30%

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	73%	27%
Avery Hill - Cleves, Howard, Parr, Tudor Courts	86%	14%
Greenwich - Cutty Sark Hall	72%	28%
Greenwich - Daniel Defoe Hall	94%	6%
Greenwich - Devonport House	86%	14%
Greenwich - McMillan Student Village	89%	11%
Medway - Adelaide, Forte, Sunne Houses	81%	19%
Medway - Merlin and Wolfe Houses	61%	39%
Total	81%	19%

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	74%	26%
Avery Hill - Cleves, Howard, Parr, Tudor Courts	80%	20%
Greenwich - Cutty Sark Hall	63%	37%
Greenwich - Daniel Defoe Hall	89%	11%
Greenwich - Devonport House	89%	11%
Greenwich - McMillan Student Village	80%	20%
Medway - Adelaide, Forte, Sunne Houses	68%	32%
Medway - Merlin and Wolfe Houses	65%	35%
Total	77%	23%

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	81%	19%
Avery Hill - Cleves, Howard, Parr, Tudor Courts	86%	14%
Greenwich - Cutty Sark Hall	74%	26%
Greenwich - Daniel Defoe Hall	93%	7%
Greenwich - Devonport House	93%	7%
Greenwich - McMillan Student Village	83%	17%
Medway - Adelaide, Forte, Sunne Houses	77%	23%
Medway - Merlin and Wolfe Houses	85%	15%
Total	85%	15%

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	72%	28%
Avery Hill - Cleves, Howard, Parr, Tudor Courts	78%	22%
Greenwich - Cutty Sark Hall	66%	34%
Greenwich - Daniel Defoe Hall	86%	14%
Greenwich - Devonport House	86%	14%
Greenwich - McMillan Student Village	85%	15%
Medway - Adelaide, Forte, Sunne Houses	82%	18%
Medway - Merlin and Wolfe Houses	77%	23%
Total	78%	22%

Q6 Usefulness of mini-fridge in bedroom

Hall of residence	Excellent / Good / Satisfactory	Poor / Very Poor
Avery Hill - Aragon, Boleyn, Seymour Courts	83%	17%
Avery Hill - Cleves, Howard, Parr, Tudor Courts	93%	7%
Greenwich - Cutty Sark Hall	95%	5%
Greenwich - Daniel Defoe Hall	92%	8%
Greenwich - Devonport House	97%	3%
Greenwich - McMillan Student Village	95%	5%
Medway - Adelaide, Forte, Sunne Houses	89%	11%
Medway - Merlin and Wolfe Houses	81%	19%
Total	91%	9%

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	93%	7%
Avery Hill - Cleves, Howard, Parr, Tudor Courts	99%	1%
Greenwich - Cutty Sark Hall	95%	5%
Greenwich - Daniel Defoe Hall	94%	6%
Greenwich - Devonport House	100%	0%
Greenwich - McMillan Student Village	95%	5%
Medway - Adelaide, Forte, Sunne Houses	96%	4%
Medway - Merlin and Wolfe Houses	89%	11%
Total	95%	5%

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	83%	17%
Avery Hill - Cleves, Howard, Parr, Tudor Courts	93%	7%
Greenwich - Cutty Sark Hall	61%	39%
Greenwich - Daniel Defoe Hall	91%	9%
Greenwich - Devonport House	90%	10%
Greenwich - McMillan Student Village	80%	20%
Medway - Adelaide, Forte, Sunne Houses	91%	9%
Medway - Merlin and Wolfe Houses	84%	16%
Total	85%	15%

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	86%	14%
Greenwich - Cutty Sark Hall	74%	26%
Greenwich - Daniel Defoe Hall	93%	7%
Greenwich - Devonport House	93%	7%
Greenwich - McMillan Student Village	83%	17%
Medway - Adelaide, Forte, Sunne Houses	77%	23%
Medway - Merlin and Wolfe Houses	85%	15%
Total	85%	15%

Q7d How would you rate the amount of refridgerator 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	86%	14%
Greenwich - Cutty Sark Hall	69%	31%
Greenwich - Daniel Defoe Hall	67%	33%
Greenwich - Devonport House	86%	14%
Greenwich - McMillan Student Village	77%	23%
Medway - Adelaide, Forte, Sunne Houses	88%	12%
Medway - Merlin and Wolfe Houses	65%	35%
Total	74%	26%

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

Hall of residence	Excellent / Good / Satisfactory	Poor / Very Poor
Avery Hill - Aragon, Boleyn, Seymour Courts	64%	36%
Avery Hill - Cleves, Howard, Parr, Tudor Courts	79%	21%
Greenwich - Cutty Sark Hall	63%	37%
Greenwich - Daniel Defoe Hall	62%	38%
Greenwich - Devonport House	82%	18%
Greenwich - McMillan Student Village	70%	30%
Medway - Adelaide, Forte, Sunne Houses	80%	20%
Medway - Merlin and Wolfe Houses	61%	39%
Total	69%	31%

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	91%	9%
Avery Hill - Cleves, Howard, Parr, Tudor Courts	95%	5%
Greenwich - Cutty Sark Hall	90%	10%
Greenwich - Daniel Defoe Hall	98%	2%
Greenwich - Devonport House	94%	6%
Greenwich - McMillan Student Village	95%	5%
Medway - Adelaide, Forte, Sunne Houses	96%	4%
Medway - Merlin and Wolfe Houses	90%	10%
Total	94%	6%

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	88%	12%
Avery Hill - Cleves, Howard, Parr, Tudor Courts	92%	8%
Greenwich - Cutty Sark Hall	77%	23%
Greenwich - Daniel Defoe Hall	94%	6%
Greenwich - Devonport House	86%	14%
Greenwich - McMillan Student Village	92%	8%
Medway - Adelaide, Forte, Sunne Houses	89%	11%
Medway - Merlin and Wolfe Houses	83%	17%
Total	88%	12%

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	83%	17%
Avery Hill - Cleves, Howard, Parr, Tudor Courts	90%	10%
Greenwich - Cutty Sark Hall	99%	1%
Greenwich - Daniel Defoe Hall	100%	0%
Greenwich - Devonport House	100%	0%
Greenwich - McMillan Student Village	97%	3%
Medway - Adelaide, Forte, Sunne Houses	98%	2%
Medway - Merlin and Wolfe Houses	98%	2%
Total	94%	6%

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	88%	12%
Avery Hill - Cleves, Howard, Parr, Tudor Courts	90%	10%
Greenwich - Cutty Sark Hall	90%	10%
Greenwich - Daniel Defoe Hall	99%	1%
Greenwich - Devonport House	97%	3%
Greenwich - McMillan Student Village	93%	7%
Medway - Adelaide, Forte, Sunne Houses	86%	14%
Medway - Merlin and Wolfe Houses	96%	4%
Total	92%	8%

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	79%	21%
Avery Hill - Cleves, Howard, Parr, Tudor Courts	82%	18%
Greenwich - Cutty Sark Hall	62%	38%
Greenwich - Daniel Defoe Hall	84%	16%
Greenwich - Devonport House	88%	13%
Greenwich - McMillan Student Village	70%	30%
Medway - Adelaide, Forte, Sunne Houses	75%	25%
Medway - Merlin and Wolfe Houses	79%	21%
Total	78%	22%

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	81%	19%
Avery Hill - Cleves, Howard, Parr, Tudor Courts	77%	23%
Greenwich - Cutty Sark Hall	85%	15%
Greenwich - Daniel Defoe Hall	86%	14%
Greenwich - Devonport House	79%	21%
Greenwich - McMillan Student Village	67%	33%
Medway - Adelaide, Forte, Sunne Houses	74%	26%
Medway - Merlin and Wolfe Houses	91%	9%
Total	81%	19%

Ask4

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	77%	23%
Avery Hill - Cleves, Howard, Parr, Tudor Courts	71%	29%
Greenwich - Cutty Sark Hall	98%	2%
Greenwich - Daniel Defoe Hall	92%	8%
Greenwich - Devonport House	79%	21%
Greenwich - McMillan Student Village	95%	5%
Medway - Adelaide, Forte, Sunne Houses	83%	17%
Medway - Merlin and Wolfe Houses	89%	11%
Total	84%	16%

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	89%	11%
Avery Hill - Cleves, Howard, Parr, Tudor Courts	93%	7%
Greenwich - Cutty Sark Hall	89%	11%
Greenwich - Daniel Defoe Hall	92%	8%
Greenwich - Devonport House	86%	14%
Greenwich - McMillan Student Village	94%	6%
Medway - Adelaide, Forte, Sunne Houses	88%	12%
Medway - Merlin and Wolfe Houses	96%	4%
Total	91%	9%

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	83%	17%
Avery Hill - Cleves, Howard, Parr, Tudor Courts	86%	14%
Greenwich - Cutty Sark Hall	78%	22%
Greenwich - Daniel Defoe Hall	84%	16%
Greenwich - Devonport House	77%	23%
Greenwich - McMillan Student Village	81%	19%
Medway - Adelaide, Forte, Sunne Houses	91%	9%
Medway - Merlin and Wolfe Houses	85%	15%
Total	83%	17%

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	78%	22%
Avery Hill - Cleves, Howard, Parr, Tudor Courts	79%	21%
Greenwich - Cutty Sark Hall	64%	36%
Greenwich - Daniel Defoe Hall	62%	38%
Greenwich - Devonport House	62%	38%
Greenwich - McMillan Student Village	90%	10%
Medway - Adelaide, Forte, Sunne Houses	86%	14%
Medway - Merlin and Wolfe Houses	92%	8%
Total	75%	25%

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

Hall of residence	Excellent / Good / Satisfactory	Poor / Very Poor
Avery Hill - Aragon, Boleyn, Seymour Courts	77%	23%
Avery Hill - Cleves, Howard, Parr, Tudor Courts	76%	24%
Greenwich - Cutty Sark Hall	62%	38%
Greenwich - Daniel Defoe Hall	59%	41%
Greenwich - Devonport House	63%	37%
Greenwich - McMillan Student Village	60%	40%
Medway - Adelaide, Forte, Sunne Houses	56%	44%
Medway - Merlin and Wolfe Houses	65%	35%
Total	67%	33%

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	90%	10%
Avery Hill - Cleves, Howard, Parr, Tudor Courts	87%	13%
Greenwich - Cutty Sark Hall	66%	34%
Greenwich - Daniel Defoe Hall	58%	42%
Greenwich - Devonport House	81%	19%
Greenwich - McMillan Student Village	92%	8%
Medway - Adelaide, Forte, Sunne Houses	88%	12%
Medway - Merlin and Wolfe Houses	94%	6%
Total	80%	20%

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	84%	16%
Avery Hill - Cleves, Howard, Parr, Tudor Courts	83%	17%
Greenwich - Cutty Sark Hall	96%	4%
Greenwich - Daniel Defoe Hall	98%	2%
Greenwich - Devonport House	83%	17%
Greenwich - McMillan Student Village	95%	5%
Medway - Adelaide, Forte, Sunne Houses	89%	11%
Medway - Merlin and Wolfe Houses	95%	5%
Total	90%	10%

Q12 Have you reported any maintenance issues?

Hall of residence	Yes	No
Avery Hill - Aragon, Boleyn, Seymour Courts	62%	38%
Avery Hill - Cleves, Howard, Parr, Tudor Courts	55%	45%
Greenwich - Cutty Sark Hall	62%	38%
Greenwich - Daniel Defoe Hall	69%	31%
Greenwich - Devonport House	56%	44%
Greenwich - McMillan Student Village	62%	38%
Medway - Adelaide, Forte, Sunne Houses	58%	42%
Medway - Merlin and Wolfe Houses	49%	51%
Total	60%	40%

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	95%	5%
Avery Hill - Cleves, Howard, Parr, Tudor Courts	95%	5%
Greenwich - Cutty Sark Hall	92%	8%
Greenwich - Daniel Defoe Hall	82%	18%
Greenwich - Devonport House	88%	13%
Greenwich - McMillan Student Village	92%	8%
Medway - Adelaide, Forte, Sunne Houses	94%	6%
Medway - Merlin and Wolfe Houses	96%	4%
Total	91%	9%

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	79%	21%
Avery Hill - Cleves, Howard, Parr, Tudor Courts	86%	14%
Greenwich - Cutty Sark Hall	88%	12%
Greenwich - Daniel Defoe Hall	69%	31%
Greenwich - Devonport House	95%	5%
Greenwich - McMillan Student Village	92%	8%
Medway - Adelaide, Forte, Sunne Houses	91%	9%
Medway - Merlin and Wolfe Houses	72%	28%
Total	82%	18%

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

Hall of residence	Yes	No	Partially
Avery Hill - Aragon, Boleyn, Seymour Courts	38%	31%	32%
Avery Hill - Cleves, Howard, Parr, Tudor Courts	59%	13%	28%
Greenwich - Cutty Sark Hall	58%	12%	30%
Greenwich - Daniel Defoe Hall	40%	20%	40%
Greenwich - Devonport House	54%	8%	38%
Greenwich - McMillan Student Village	56%	18%	25%
Medway - Adelaide, Forte, Sunne Houses	48%	28%	24%
Medway - Merlin and Wolfe Houses	19%	50%	31%
Total	48%	20%	32%

Q15 Was your maintenance issue resolved satisfactorily?

Hall of residence	Yes	No	Partially
Avery Hill - Aragon, Boleyn, Seymour Courts	70%	9%	21%
Avery Hill - Cleves, Howard, Parr, Tudor Courts	69%	9%	22%
Greenwich - Cutty Sark Hall	73%	12%	15%
Greenwich - Daniel Defoe Hall	49%	24%	27%
Greenwich - Devonport House	75%	10%	15%
Greenwich - McMillan Student Village	68%	32%	0%
Medway - Adelaide, Forte, Sunne Houses	68%	9%	23%
Medway - Merlin and Wolfe Houses	74%	6%	21%
Total	68%	13%	19%

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	92%	8%
Avery Hill - Cleves, Howard, Parr, Tudor Courts	97%	3%
Greenwich - Cutty Sark Hall	96%	4%
Greenwich - Daniel Defoe Hall	95%	5%
Greenwich - Devonport House	89%	11%
Greenwich - McMillan Student Village	94%	6%
Medway - Adelaide, Forte, Sunne Houses	94%	6%
Medway - Merlin and Wolfe Houses	96%	4%
Total	95%	5%

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	91%	9%
Avery Hill - Cleves, Howard, Parr, Tudor Courts	94%	6%
Greenwich - Cutty Sark Hall	92%	8%
Greenwich - Daniel Defoe Hall	96%	4%
Greenwich - Devonport House	87%	13%
Greenwich - McMillan Student Village	94%	6%
Medway - Adelaide, Forte, Sunne Houses	91%	9%
Medway - Merlin and Wolfe Houses	94%	6%
Total	93%	7%

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	85%	15%
Avery Hill - Cleves, Howard, Parr, Tudor Courts	86%	14%
Greenwich - Cutty Sark Hall	81%	19%
Greenwich - Daniel Defoe Hall	84%	16%
Greenwich - Devonport House	78%	22%
Greenwich - McMillan Student Village	88%	13%
Medway - Adelaide, Forte, Sunne Houses	80%	20%
Medway - Merlin and Wolfe Houses	93%	7%
Total	85%	15%

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	92%	8%
Avery Hill - Cleves, Howard, Parr, Tudor Courts	93%	7%
Greenwich - Cutty Sark Hall	84%	16%
Greenwich - Daniel Defoe Hall	89%	11%
Greenwich - Devonport House	82%	18%
Greenwich - McMillan Student Village	96%	4%
Medway - Adelaide, Forte, Sunne Houses	89%	11%
Medway - Merlin and Wolfe Houses	90%	10%
Total	90%	10%

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	90%	10%
Greenwich - Cutty Sark Hall	88%	12%
Greenwich - Daniel Defoe Hall	91%	9%
Greenwich - Devonport House	88%	13%
Greenwich - McMillan Student Village	89%	11%
Medway - Adelaide, Forte, Sunne Houses	89%	11%
Medway - Merlin and Wolfe Houses	97%	3%
Total	91%	9%

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	92%	8%
Avery Hill - Cleves, Howard, Parr, Tudor Courts	95%	5%
Greenwich - Cutty Sark Hall	90%	9%
Greenwich - Daniel Defoe Hall	89%	11%
Greenwich - Devonport House	93%	7%
Greenwich - McMillan Student Village	87%	13%
Medway - Adelaide, Forte, Sunne Houses	86%	14%
Medway - Merlin and Wolfe Houses	98%	2%
Total	92%	8%

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	89%	11%
Avery Hill - Cleves, Howard, Parr, Tudor Courts	94%	6%
Greenwich - Cutty Sark Hall	90%	10%
Greenwich - Daniel Defoe Hall	90%	10%
Greenwich - Devonport House	85%	15%
Greenwich - McMillan Student Village	93%	7%
Medway - Adelaide, Forte, Sunne Houses	88%	13%
Medway - Merlin and Wolfe Houses	91%	9%
Total	91%	9%

Q20 How would you rate the approachability of Accommodation Service staff

Hall of residence	Excellent / Good / Satisfactory	Poor / Very Poor
Avery Hill - Aragon, Boleyn, Seymour Courts	93%	7%
Avery Hill - Cleves, Howard, Parr, Tudor Courts	96%	4%
Greenwich - Cutty Sark Hall	96%	4%
Greenwich - Daniel Defoe Hall	93%	7%
Greenwich - Devonport House	87%	13%
Greenwich - McMillan Student Village	94%	6%
Medway - Adelaide, Forte, Sunne Houses	89%	11%
Medway - Merlin and Wolfe Houses	95%	5%
Total	94%	6%

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	96%	4%
Avery Hill - Cleves, Howard, Parr, Tudor Courts	95%	5%
Greenwich - Cutty Sark Hall	92%	8%
Greenwich - Daniel Defoe Hall	96%	4%
Greenwich - Devonport House	93%	7%
Greenwich - McMillan Student Village	94%	6%
Medway - Adelaide, Forte, Sunne Houses	93%	7%
Medway - Merlin and Wolfe Houses	95%	5%
Total	95%	5%

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	93%	7%
Avery Hill - Cleves, Howard, Parr, Tudor Courts	97%	3%
Greenwich - Cutty Sark Hall	95%	5%
Greenwich - Daniel Defoe Hall	94%	6%
Greenwich - Devonport House	96%	4%
Greenwich - McMillan Student Village	94%	6%
Medway - Adelaide, Forte, Sunne Houses	92%	8%
Medway - Merlin and Wolfe Houses	95%	5%
Total	95%	5%

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	56%	9%	6%	29%
Avery Hill - Cleves, Howard, Parr, Tudor Courts	64%	4%	2%	30%
Greenwich - Cutty Sark Hall	82%	4%	2%	13%
Greenwich - Daniel Defoe Hall	82%	3%	2%	13%
Greenwich - Devonport House	70%	9%	6%	15%
Greenwich - McMillan Student Village	72%	1%	8%	18%
Medway - Adelaide, Forte, Sunne Houses	63%	2%	10%	25%
Medway - Merlin and Wolfe Houses	74%	6%	5%	16%
Total	70%	5%	4%	21%

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	92%	8%
Avery Hill - Cleves, Howard, Parr, Tudor Courts	94%	6%
Greenwich - Cutty Sark Hall	87%	13%
Greenwich - Daniel Defoe Hall	94%	6%
Greenwich - Devonport House	93%	7%
Greenwich - McMillan Student Village	89%	11%
Medway - Adelaide, Forte, Sunne Houses	95%	5%
Medway - Merlin and Wolfe Houses	93%	7%
Total	92%	8%

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

Hall of residence	Yes	No
Avery Hill - Aragon, Boleyn, Seymour Courts	28%	72%
Avery Hill - Cleves, Howard, Parr, Tudor Courts	27%	73%
Greenwich - Cutty Sark Hall	31%	69%
Greenwich - Daniel Defoe Hall	23%	77%
Greenwich - Devonport House	56%	44%
Greenwich - McMillan Student Village	20%	80%
Medway - Adelaide, Forte, Sunne Houses	39%	61%
Medway - Merlin and Wolfe Houses	36%	64%
Total	30%	70%

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

Hall of residence	Yes	No
Avery Hill - Aragon, Boleyn, Seymour Courts	85%	15%
Avery Hill - Cleves, Howard, Parr, Tudor Courts	86%	14%
Greenwich - Cutty Sark Hall	84%	16%
Greenwich - Daniel Defoe Hall	83%	17%
Greenwich - Devonport House	88%	13%
Greenwich - McMillan Student Village	70%	30%
Medway - Adelaide, Forte, Sunne Houses	91%	9%
Medway - Merlin and Wolfe Houses	94%	6%
Total	86%	14%

Q27 Was the issue resolved satisfactorily?

Hall of residence	Yes	No	Partially
Avery Hill - Aragon, Boleyn, Seymour Courts	70%	9%	21%
Avery Hill - Cleves, Howard, Parr, Tudor Courts	69%	9%	22%
Greenwich - Cutty Sark Hall	73%	12%	15%
Greenwich - Daniel Defoe Hall	49%	24%	27%
Greenwich - Devonport House	75%	10%	15%
Greenwich - McMillan Student Village	68%	32%	0%
Medway - Adelaide, Forte, Sunne Houses	68%	9%	23%
Medway - Merlin and Wolfe Houses	74%	6%	21%
Total	68%	13%	19%

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

Hall of residence	Yes	No
Avery Hill - Aragon, Boleyn, Seymour Courts	82%	18%
Avery Hill - Cleves, Howard, Parr, Tudor Courts	82%	18%
Greenwich - Cutty Sark Hall	84%	16%
Greenwich - Daniel Defoe Hall	83%	17%
Greenwich - Devonport House	94%	6%
Greenwich - McMillan Student Village	87%	13%
Medway - Adelaide, Forte, Sunne Houses	82%	18%
Medway - Merlin and Wolfe Houses	83%	17%
Total	84%	16%

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

Hall of residence	Yes	No
Avery Hill - Aragon, Boleyn, Seymour Courts	31%	69%
Avery Hill - Cleves, Howard, Parr, Tudor Courts	33%	67%
Greenwich - Cutty Sark Hall	39%	61%
Greenwich - Daniel Defoe Hall	43%	57%
Greenwich - Devonport House	47%	53%
Greenwich - McMillan Student Village	51%	49%
Medway - Adelaide, Forte, Sunne Houses	42%	58%
Medway - Merlin and Wolfe Houses	38%	62%
Total	39%	61%

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

Hall of residence	Yes	No
Avery Hill - Aragon, Boleyn, Seymour Courts	59%	41%
Avery Hill - Cleves, Howard, Parr, Tudor Courts	60%	40%
Greenwich - Cutty Sark Hall	67%	33%
Greenwich - Daniel Defoe Hall	77%	23%
Greenwich - Devonport House	73%	27%
Greenwich - McMillan Student Village	81%	19%
Medway - Adelaide, Forte, Sunne Houses	56%	44%
Medway - Merlin and Wolfe Houses	73%	27%
Total	68%	32%