

# TENANTS SATISFACTION SURVEY

- 2018 -



**WijWonen**  
Delft

Dear reader,

This report is a concise analysis of the questionnaire conducted amongst the accommodate tenants of DUWO. The questionnaire was open from the 6th till the 26th of June 2017.

The goal of the questionnaire is two sided: to discover and locate problems on one hand and to test improvements with relation to last years' questionnaire on the other hand.

The questionnaire is split up in 9 parts. The first part is about general information about the tenant. The second section interrogates on the availability of rooms and the search process, so the post-rent period. The third part is about the process of signing the contract. The fourth is about the general living experience. Thereafter, the quality of communication, front-desk will be questioned. The last section contains questions about the tenant organisation. At the end you will find a short stated conclusion involving the most crucial points. In the Appendix you will find a summary of the results of the survey.

This report is kept short and concise with a purpose. Also the year 2017 has been taken as a benchmark. If further information, results or analysis are desired, please send the requests to [bewoners@wijwonendelft.nl](mailto:bewoners@wijwonendelft.nl)

Igor Djordjevski  
Treasurer

WijWonen Delft  
30 September 2018



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## GENERAL INFORMATION

The survey was most often completed by men, which also came back in 2017. This percentage is perfectly normal given that our members are largely from TU Delft where the ratio of men to women is fairly equal.

If we look at when most students arrive in Delft, we see a small increase in the month of August and a sharp decline in the month of February compared to the year 2017. You could see this difference as the fact that accommodation students no longer come to study for a 'short' period in Delft but more often decide to follow their full master's degree here.

What is also clear from the results is the fact that there is a slight shift in the type of accommodation compared to last year. There has been a slight increase in shared facilities, as a result of which 'Self-Contained / Independent' experienced a decrease. From this it can be speculated that accommodation students will increasingly choose this choice. This can be for different reasons. But given that more than 50% of all accommodation students come from Asia. Probably the financial basis will be the biggest cause for this shift.

## AVAILABILITY OF ROOMS AND THE SEARCH PROCESS

The results show that more and more students are starting to search for rooms earlier. This is very understandable given the fact that it is becoming increasingly difficult to get to a room in Delft.

The info service has made a small positive leap. Unfortunately, the bottlenecks of last year have not improved much, so the points like pictures of your room and inventory list of your room still have a high score compared to the other answers.

It is also noteworthy that the average score for question 12 has fallen by just over half a point of the five. Namely from 2.94 to 2.31. This means that there is less choice in the area around the rental price offered by DUWO.

# SIGNING THE CONTRACT

For this component, the results were also compared with the year 2017. The results show that DUWO ends lower in several parts compared to the average score of the year 2017 except for one part.

The components where DUWO scored lower are:

- Clean room upon arrival
- Clean common room upon arrival
- Complaints about problems dealt with
- Furniture supplied in the room
- Internet Quality
- Pricing/ Quality room
- Distance from room to university

The only component on which DUWO improved was the part of the number of complaints on arrival. Here a jump was realized of around 10%.

In spite of this, it is generally badly scored here. This is why it is advisable to closely monitor this part of the upcoming accommodation survey. If this downward trend continues, it will be advisable to look more closely at this type of problem with DUWO and to provide solutions.

# GENERAL LIVING EXPERIENCE

For this component, the results were also compared with the year 2017. The results show that DUWO ends lower in several parts compared to the average score of the year 2017 except for one part.

The components where DUWO scored lower are:

- Social atmosphere in complex
- Safety around complex
- Safety in complex
- Heating / Cooling in room
- Cleaning of communal areas
- Availability of washing machines
- Who is the caretaker
- General opinion services caretaker

What also clearly emerged in both years is that there is a huge demand for a microwave for the kitchen inventory. The percentage of this is around 60% for both years, which is a very high percentage. This makes it advisable to consult with DUWO to see what the possibilities are in this area.

The only part that DUWO improved on was the part about noise pollution in your room. The average went from 3.25 to 2.71, which is a good improvement.

Even though DUWO scores negative here in most parts, the average values are not yet worrying. That is why it is advisable to also view this part extra during the next year's survey. If this downward trend continues, it will be advisable to look more closely at this type of problem with DUWO and to provide solutions.

# COMMUNICATION

If we look at communication between university and student, we see a slight decrease. But there is still satisfaction with the information provided from the university. This percentage is approximately 80%.

When analysing the issues about the communication between DUWO and students, it is striking that there is a digital shift over the years. Less and less students are coming to the helpdesk, but an increase in the contact with e-mails and contact forms. In view of the increase in demand for technology and automation, this percentage will probably rise over the years.

It is also striking that there is a positive increase in the response time to a complaint. Here it can be seen that in general residents have to wait less for a response from DUWO. Unfortunately, they do add that the quality of the response to their complaint is less good than the year before. This decrease can also be seen in communication for requests for repairs.

In general, it can be said that better scores have been scored on this component than last year. But still there are points where DUWO will have to find a balance. This since the response time has indeed been reduced, but there for something else was surrendered in other areas. When looking at which of the components has more weight, it will be better to let the response time last longer. This means that although students have to wait longer, students will receive an answer that will be of better quality. This will also result in less work pressure for DUWO, as fewer questions arise about ambiguities.



## FRONT DESK

There is little to say about this part. The results showed that there was a decrease in waiting time. There are also stable results about the answer that was given to a question at the front desk.

# The Tenant Organization

This part is mainly important for the tenants organization WijWonen. This makes it possible to assess how effective the methodology of the board was to achieve certain goals.

What is striking here is that more accommodation students are aware of WijWonen. This percentage has almost doubled over the year. It went from 18.70% to 33.28%. This can be seen as a huge achievement, because since the history of WijWonen, awareness of WijWonen among the members was very petty.

If we look at how people have heard from us, we see a shift compared to 2017. Last year this was mainly due to Other (32.49%), Information from DUWO (31.47%) and Website (18.27%). But this year the shift looks like this; Other (40.34%), Information from DUWO (25.31%) and E-mail (24.39%).

Since E-mails rose by nearly 20% compared to last year, it can be concluded, including the previously discussed results, that the enormous increase in awareness of WijWonen is mainly due to the increase in e-mails of the past year.

As a result, it is strongly recommended to increase the quantity as well as the quality of the e-mails for the coming year in order to keep this positive growth in awareness.

# Conclusion

To keep satisfaction high among the accommodate students, it is advisable for DUWO to look at points for improvement as both the bottlenecks.

With the Info service it is clear that more pictures of the room have to be placed online. An update of the inventory list would also be appreciated.

When looking at hygiene, it is noticeable that there is a downward trend. It is true that the average scores are not bad, but if no attention is paid to this, this trend will continue.

For the price and quality of the room, it is advisable to offer a more varied choice in this area. This will increase the score. What was also striking was that more and more accommodation students know less about the existence of the caretaker. This phenomenon is of course not beneficial for any party, so it is advisable to communicate better to the accommodation students. The moment that seems most favourable to this, will mainly be at the beginning when the person moves into his or her room.

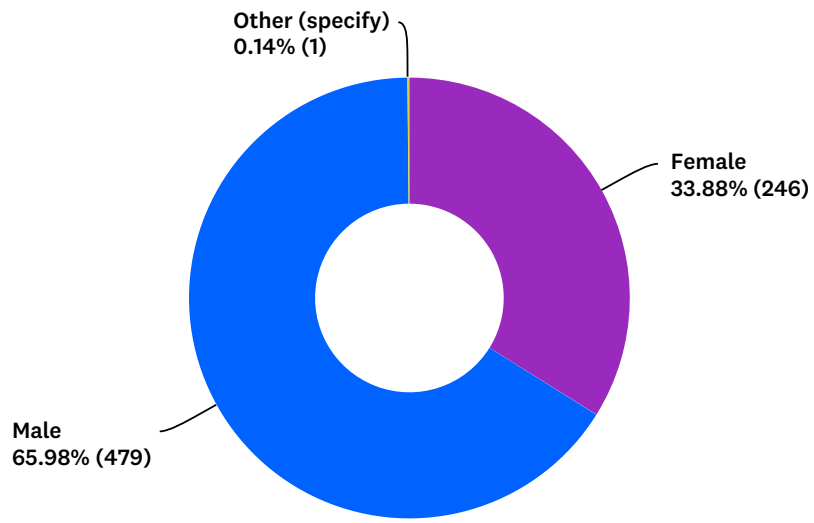
Also since the response time has indeed been reduced and something else was surrendered in other areas. When looking at which of the components has more weight, it will be better to let the response time last longer. This means that although students have to wait longer, students will receive an answer that will be of better quality. This will also result in less work pressure for DUWO, as fewer questions arise about ambiguities.

As for the part of WijWonen, the results speak for itself. The awareness around WijWonen has almost doubled in the past year. Even when looking at the responses gathered in the last two years, an increase is noted, which means that the effort to get more responses has been paid off. In the year 2017 only 517 responses were gathered in a 2 month time period. In 2018 this was 719 in a time period less than 1 month. Looking at the different methods to attract more responses, adding more valuable prizes and promoting the survey through e-mail more had a positive outcome for the results of the survey. A recommendation for the coming year would be to increase the quality and quantity of the e-mails to achieve and maintain the positive trend around WijWonen.

In general WijWonen should be proud about the gathered results and achievements. On behalf of the tenant organization WijWonen, we like to thank all the participants for their time and effort. Because of you the next generation accommodate students will have a more pleasant stay in the Netherlands.

# Q1 What is your gender?

Answered: 726 Skipped: 25

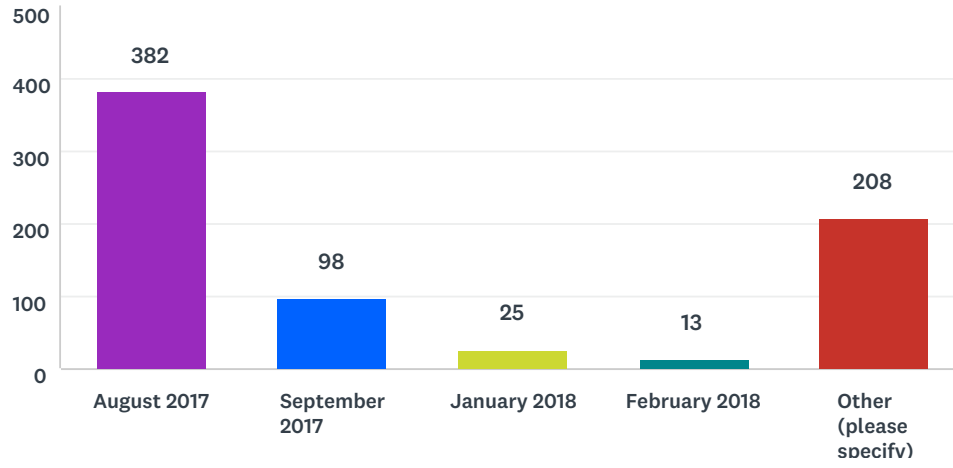


## Q2 What is your age?

Answered: 726 Skipped: 25

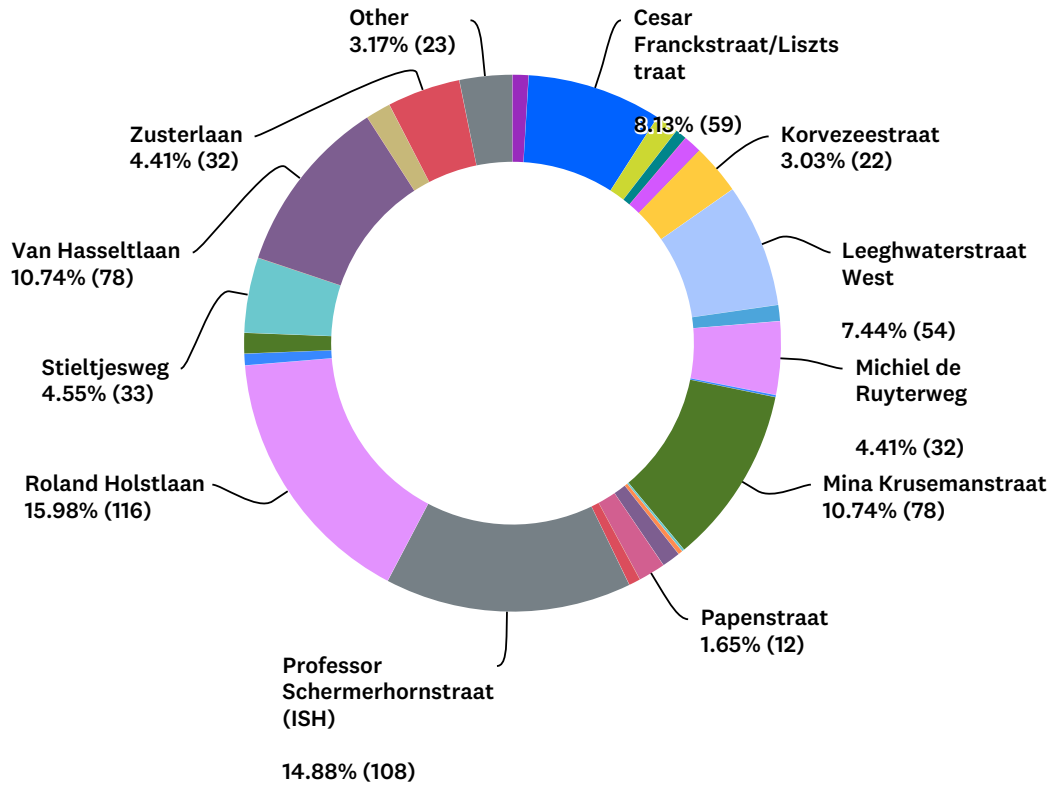
### Q3 In which month did you arrive?

Answered: 726 Skipped: 25



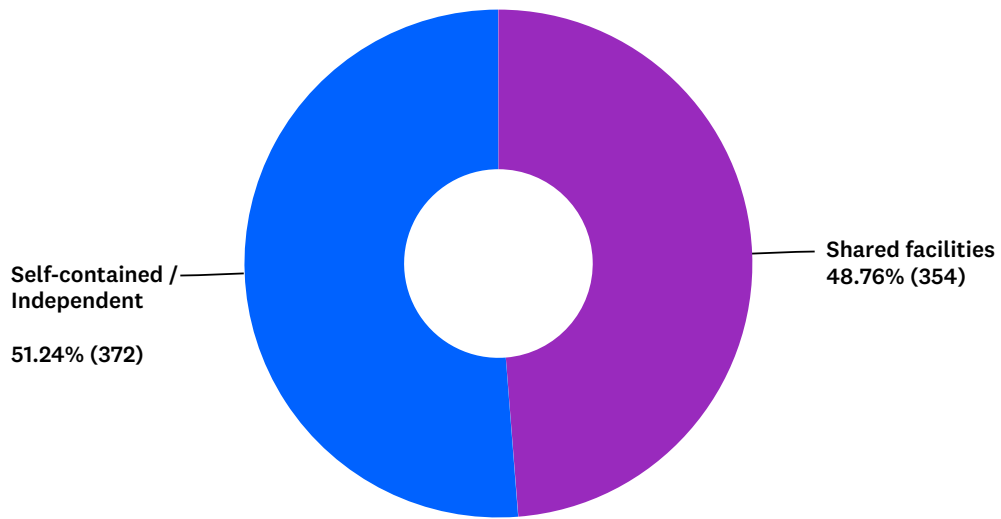
## Q4 In which building do you live?

Answered: 726 Skipped: 25



## Q5 What is your type of accommodation?

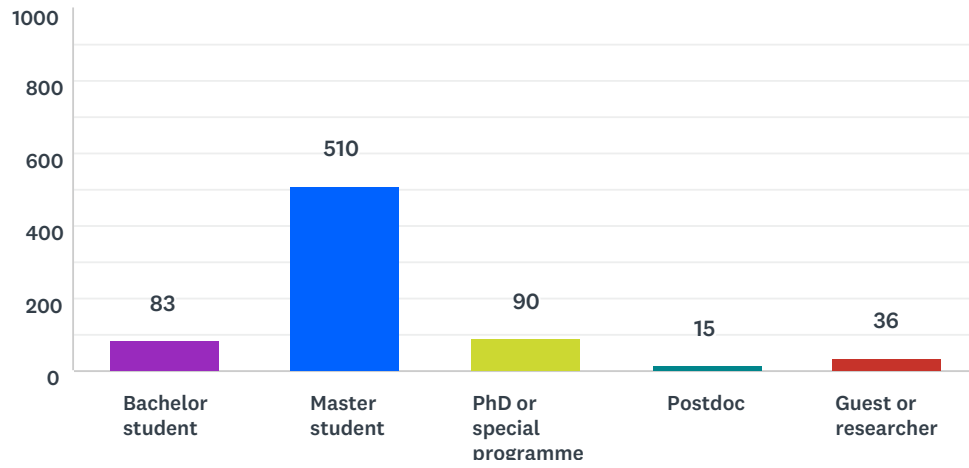
Answered: 726 Skipped: 25





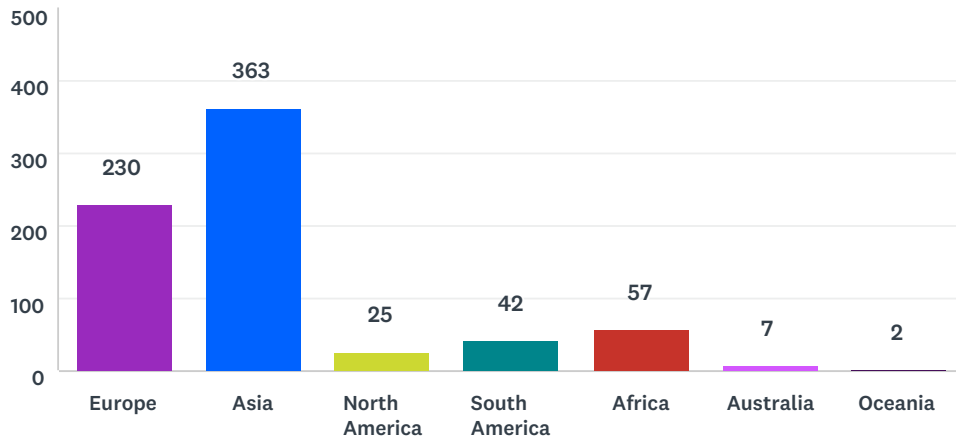
## Q6 What are you doing in Delft?

Answered: 726 Skipped: 25



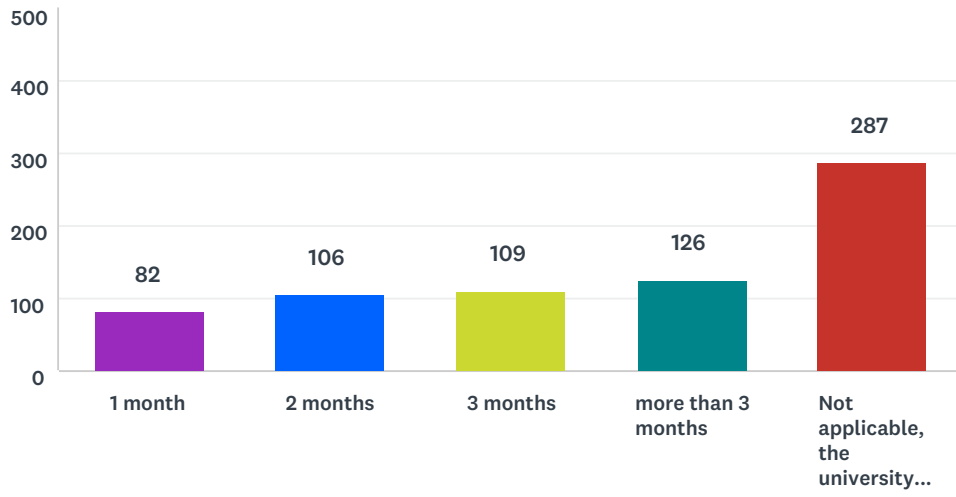
## Q7 What is your continent of origin?

Answered: 726 Skipped: 25



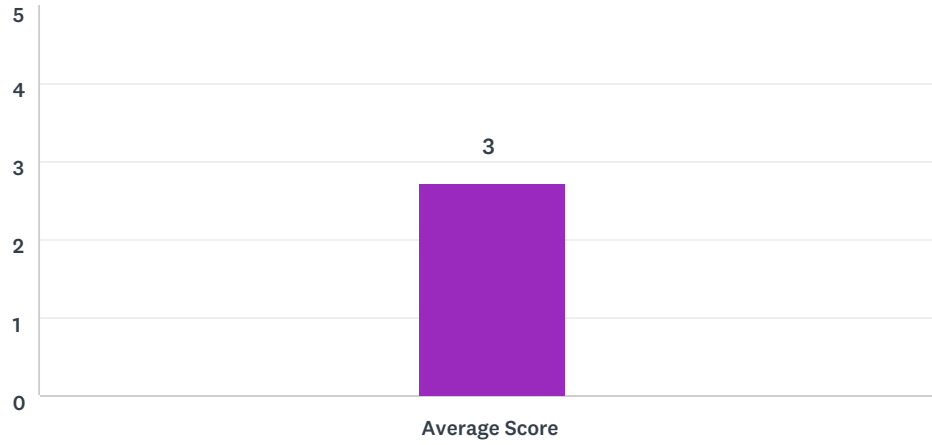
### Q8 How long beforehand did you start searching for a room?

Answered: 710 Skipped: 41



## Q9 How do you rate the information supplied by DUWO about the available rooms?

Answered: 710 Skipped: 41

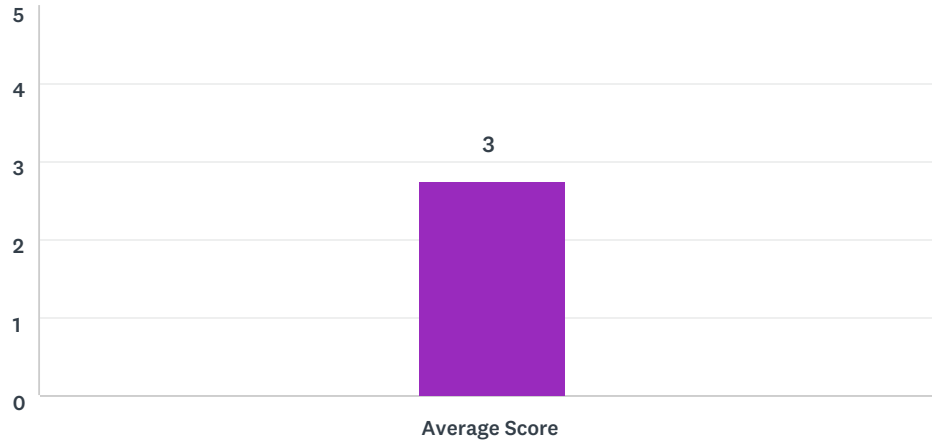


ANSWER CHOICES	AVERAGE NUMBER	TOTAL NUMBER	RESPONSES
Average Score	3	1,938	710
Total Respondents: 710			

BASIC STATISTICS					
	MINIMUM	MAXIMUM	MEDIAN	MEAN	STANDARD DEVIATION
Average Score	0.00	5.00	3.00	2.73	1.42

## Q10 How do you rate the information supplied by the university about the available rooms?

Answered: 710 Skipped: 41

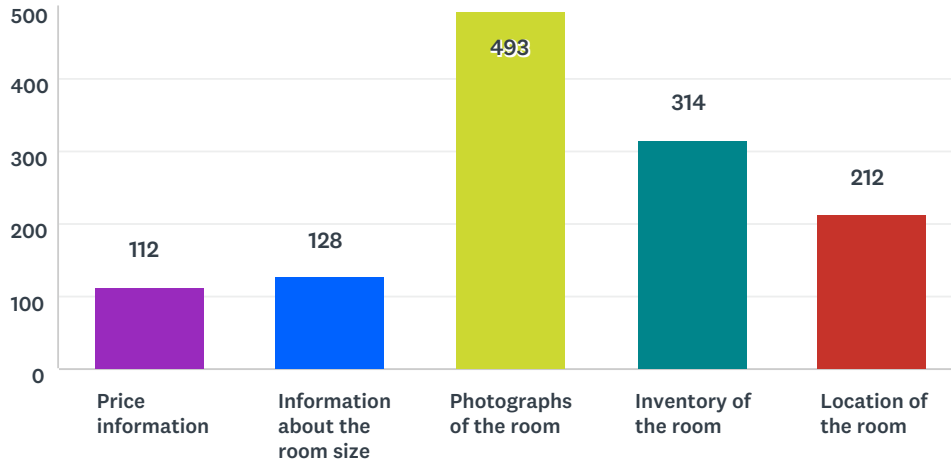


ANSWER CHOICES	AVERAGE NUMBER	TOTAL NUMBER	RESPONSES
Average Score	3	1,948	710
Total Respondents: 710			

BASIC STATISTICS					
	MINIMUM	MAXIMUM	MEDIAN	MEAN	STANDARD DEVIATION
Average Score	0.00	5.00	3.00	2.74	1.42

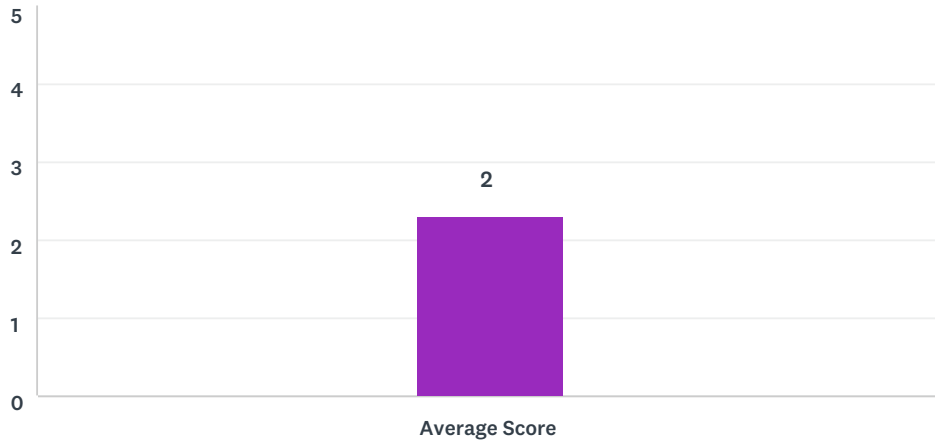
### Q11 What kind of information, if any, was insufficient?

Answered: 710 Skipped: 41



## Q12 How do you rate the diversity in price between the available rooms?

Answered: 710 Skipped: 41

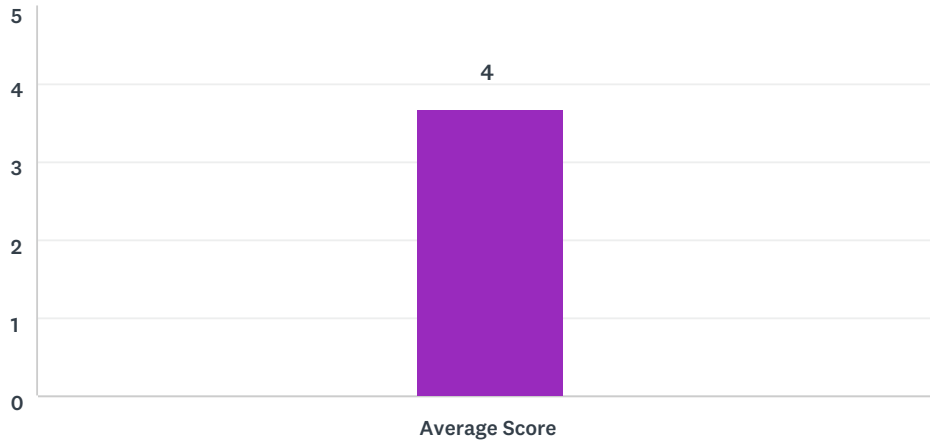


ANSWER CHOICES	AVERAGE NUMBER	TOTAL NUMBER	RESPONSES
Average Score	2	1,642	710
Total Respondents: 710			

BASIC STATISTICS						
	MINIMUM	MAXIMUM	MEDIAN	MEAN	STANDARD DEVIATION	
Average Score	0.00	5.00	2.00	2.31	1.29	

### Q13 How do you rate the procedure of signing the contract?

Answered: 694 Skipped: 57



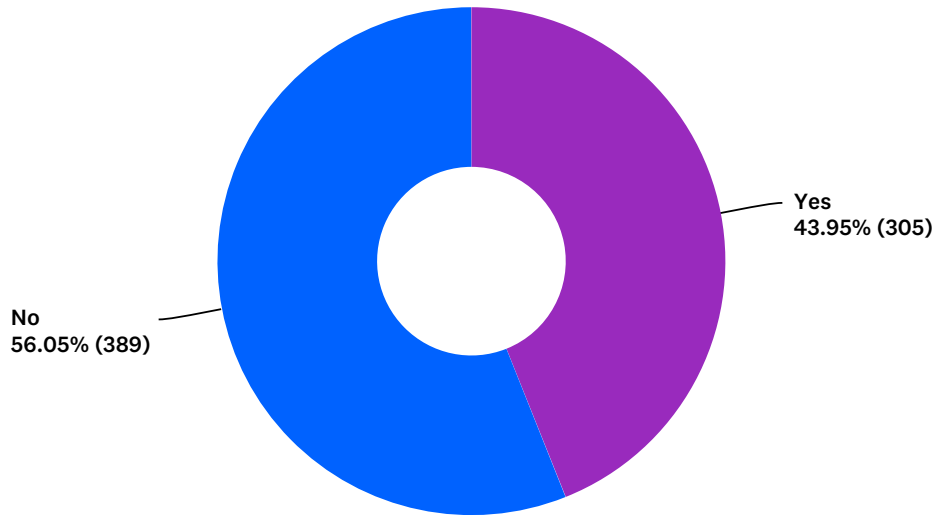
ANSWER CHOICES	AVERAGE NUMBER	TOTAL NUMBER	RESPONSES
Average Score	4	2,543	694
Total Respondents: 694			

BASIC STATISTICS						
	MINIMUM	MAXIMUM	MEDIAN	MEAN	STANDARD DEVIATION	
Average Score	0.00	5.00	4.00	3.66	1.16	



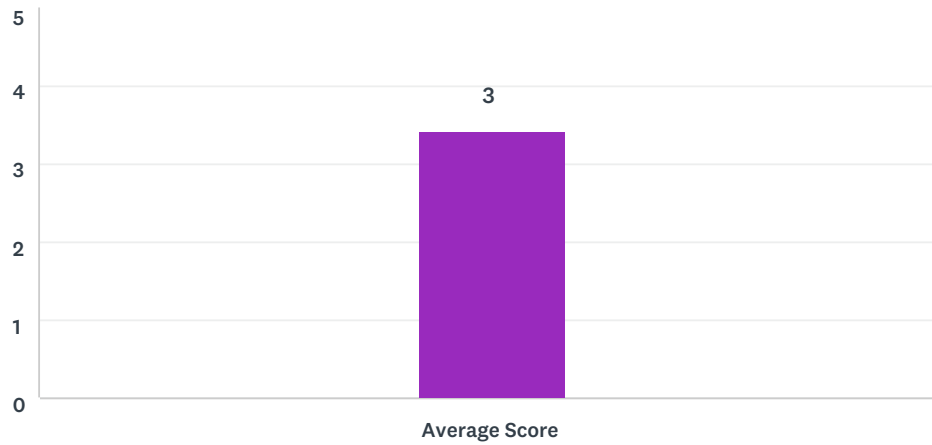
# Q14 If it was possible to terminate your contract prematurely, would you then end your own contract earlier?

Answered: 694 Skipped: 57



## Q15 How well did the room fit with the description on the Internet?

Answered: 694 Skipped: 57

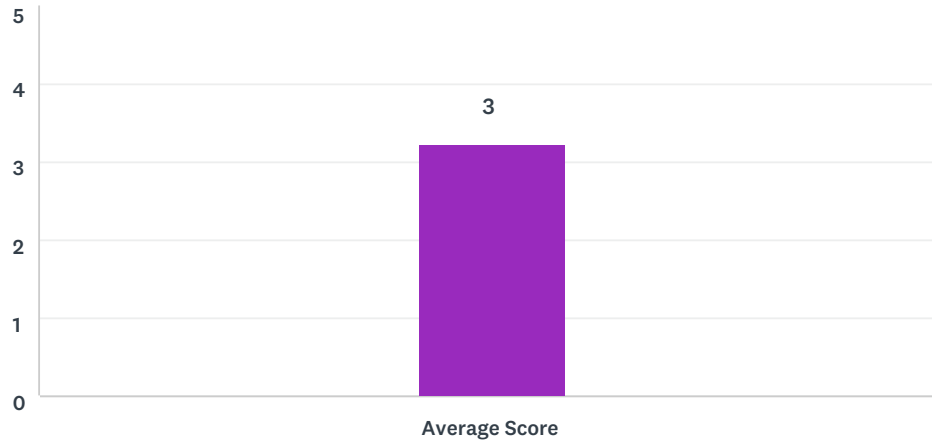


ANSWER CHOICES	AVERAGE NUMBER	TOTAL NUMBER	RESPONSES
Average Score	3	2,374	694
Total Respondents: 694			

BASIC STATISTICS					
	MINIMUM	MAXIMUM	MEDIAN	MEAN	STANDARD DEVIATION
Average Score	0.00	5.00	4.00	3.42	1.24

## Q16 How clean was your room when you arrived?

Answered: 694 Skipped: 57

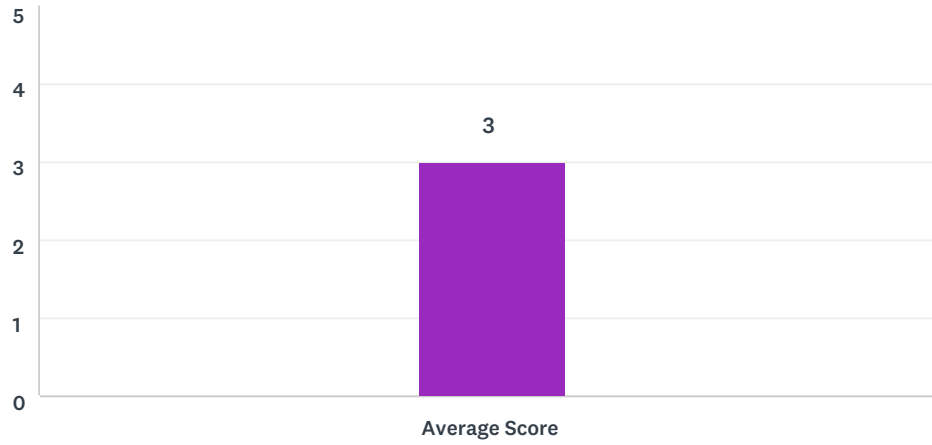


ANSWER CHOICES	AVERAGE NUMBER	TOTAL NUMBER	RESPONSES
Average Score	3	2,243	694
Total Respondents: 694			

BASIC STATISTICS					
	MINIMUM	MAXIMUM	MEDIAN	MEAN	STANDARD DEVIATION
Average Score	0.00	5.00	4.00	3.23	1.58

## Q17 How clean was the common room when you arrived?

Answered: 694 Skipped: 57

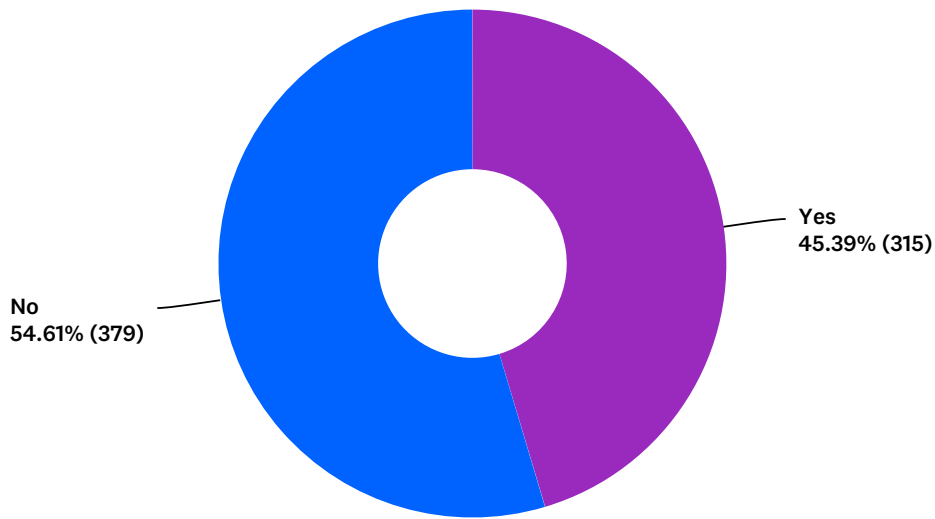


ANSWER CHOICES	AVERAGE NUMBER	TOTAL NUMBER	RESPONSES
Average Score	3	2,079	694
Total Respondents: 694			

BASIC STATISTICS					
	MINIMUM	MAXIMUM	MEDIAN	MEAN	STANDARD DEVIATION
Average Score	0.00	5.00	3.00	3.00	1.51

# Q18 Did you have any complaints about the room upon arrival?

Answered: 694 Skipped: 57



## Q19 If you complained about the problems, how were your complaints dealt with?

Answered: 694 Skipped: 57

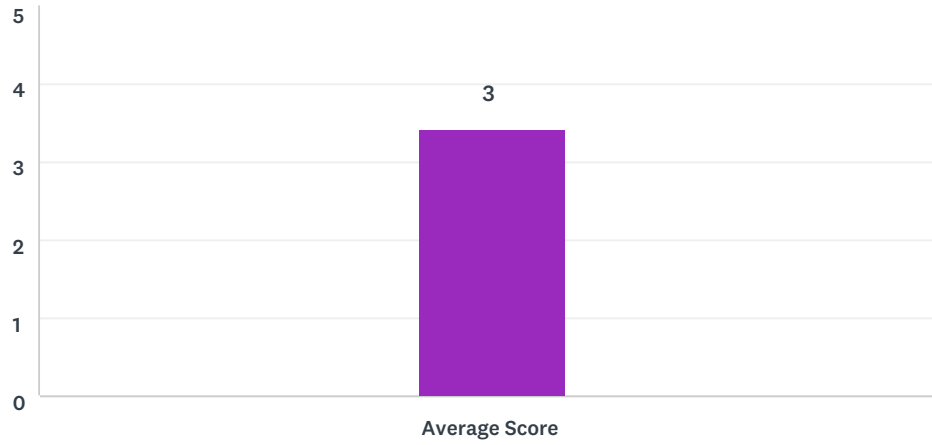


ANSWER CHOICES	AVERAGE NUMBER	TOTAL NUMBER	RESPONSES
Average Score	3	2,061	694
Total Respondents: 694			

BASIC STATISTICS					
	MINIMUM	MAXIMUM	MEDIAN	MEAN	STANDARD DEVIATION
Average Score	0.00	5.00	3.00	2.97	1.42

## Q20 How do you rate the furniture supplied with your room?

Answered: 694 Skipped: 57

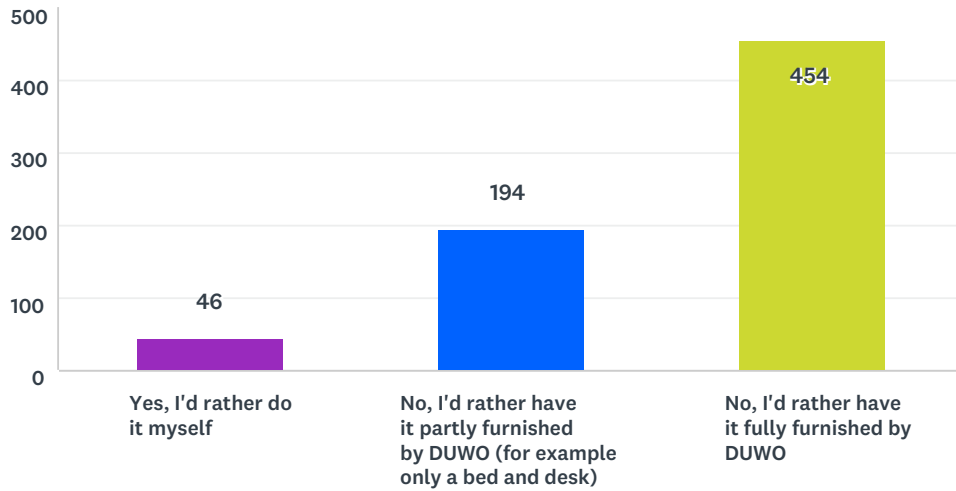


ANSWER CHOICES	AVERAGE NUMBER	TOTAL NUMBER	RESPONSES
Average Score	3	2,373	694
Total Respondents: 694			

BASIC STATISTICS					
	MINIMUM	MAXIMUM	MEDIAN	MEAN	STANDARD DEVIATION
Average Score	0.00	5.00	4.00	3.42	1.27

## Q21 Would you like to furnish the room yourself instead of having it furnished by DUWO?

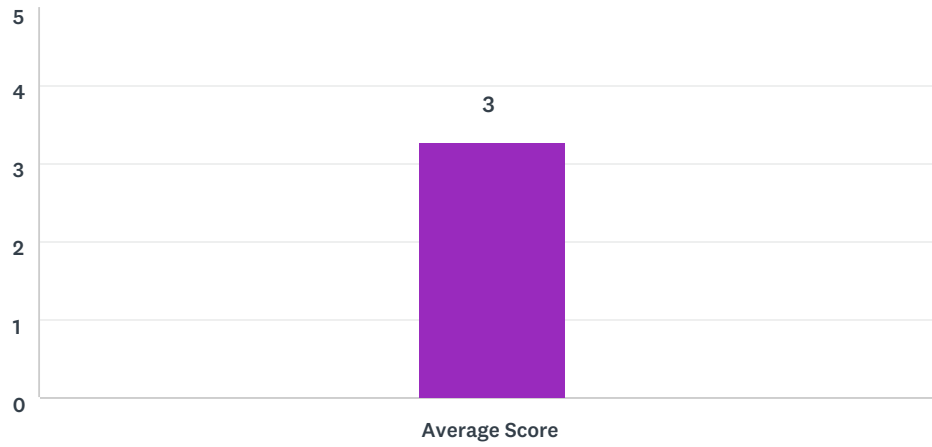
Answered: 694 Skipped: 57





## Q22 How do you rate the quality of the internet services provided in your room?

Answered: 694 Skipped: 57

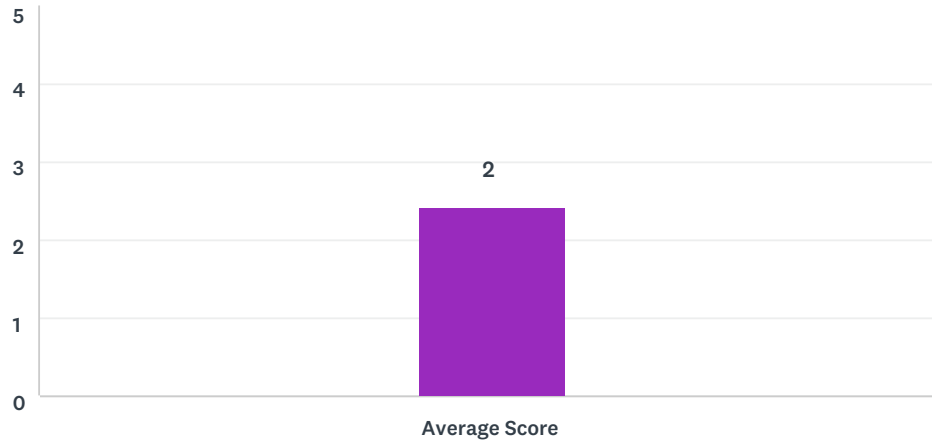


ANSWER CHOICES	AVERAGE NUMBER	TOTAL NUMBER	RESPONSES
Average Score	3	2,272	694
Total Respondents: 694			

BASIC STATISTICS					
	MINIMUM	MAXIMUM	MEDIAN	MEAN	STANDARD DEVIATION
Average Score	0.00	5.00	4.00	3.27	1.53

## Q23 How do you rate the price of your room in relation to the quality?

Answered: 694 Skipped: 57

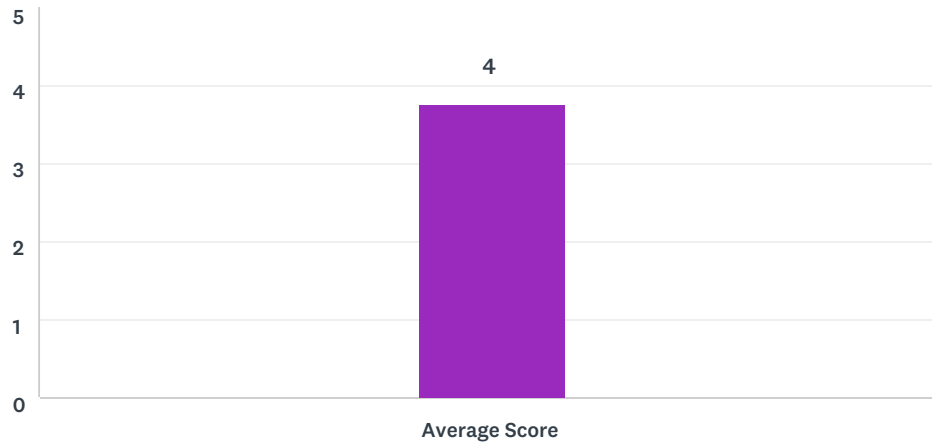


ANSWER CHOICES	AVERAGE NUMBER	TOTAL NUMBER	RESPONSES
Average Score	2	1,684	694
Total Respondents: 694			

BASIC STATISTICS						
	MINIMUM	MAXIMUM	MEDIAN	MEAN	STANDARD DEVIATION	
Average Score	0.00	5.00	2.00	2.43	1.32	

## Q24 How do you rate the distance from your room to the University or other educational institutions?

Answered: 694 Skipped: 57

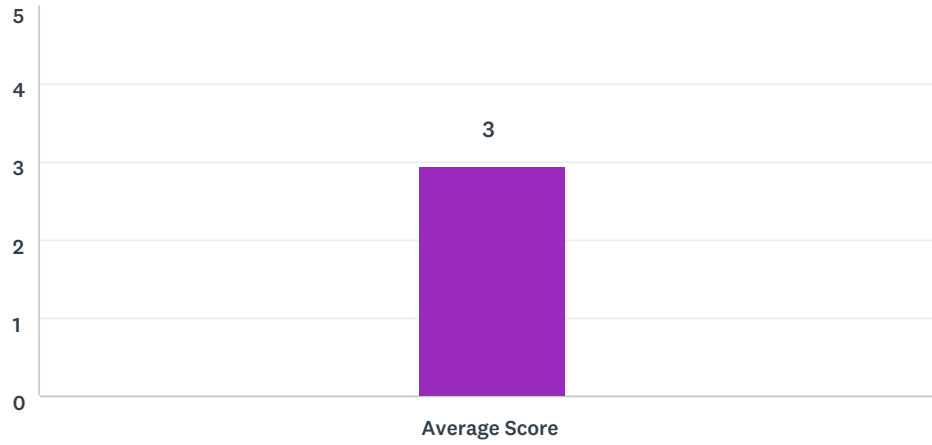


ANSWER CHOICES	AVERAGE NUMBER	TOTAL NUMBER	RESPONSES
Average Score	4	2,618	694
Total Respondents: 694			

BASIC STATISTICS					
	MINIMUM	MAXIMUM	MEDIAN	MEAN	STANDARD DEVIATION
Average Score	0.00	5.00	4.00	3.77	1.47

## Q25 How do you rate the social atmosphere in your complex?

Answered: 684 Skipped: 67

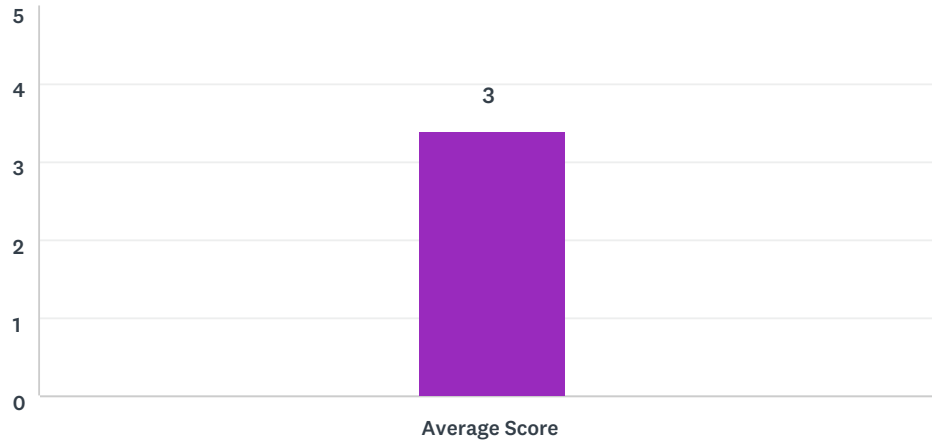


ANSWER CHOICES	AVERAGE NUMBER	TOTAL NUMBER	RESPONSES
Average Score	3	2,018	684
Total Respondents: 684			

BASIC STATISTICS					
	MINIMUM	MAXIMUM	MEDIAN	MEAN	STANDARD DEVIATION
Average Score	0.00	5.00	3.00	2.95	1.36

## Q26 How do you rate the safety in your complex ?

Answered: 684 Skipped: 67

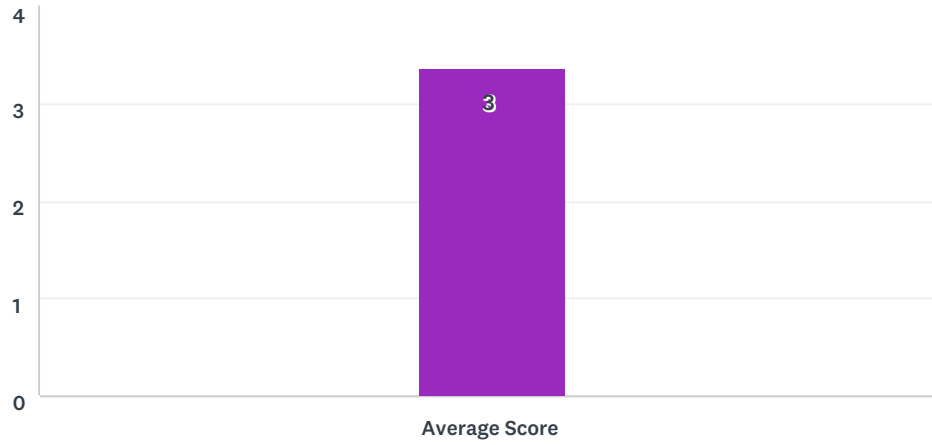


ANSWER CHOICES	AVERAGE NUMBER	TOTAL NUMBER	RESPONSES
Average Score	3	2,324	684
Total Respondents: 684			

BASIC STATISTICS						
	MINIMUM	MAXIMUM	MEDIAN	MEAN	STANDARD DEVIATION	
Average Score	0.00	5.00	4.00	3.40	1.41	

## Q27 How do you rate the safety around your complex ?

Answered: 684 Skipped: 67

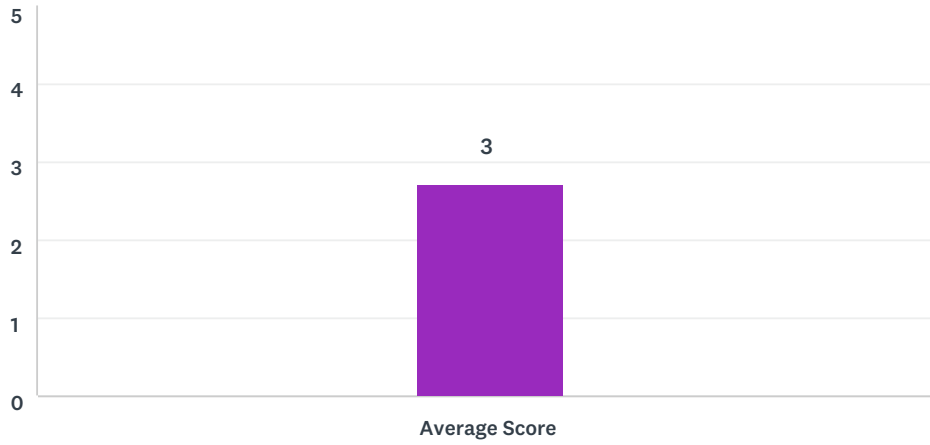


ANSWER CHOICES	AVERAGE NUMBER	TOTAL NUMBER	RESPONSES
Average Score	3	2,299	684
Total Respondents: 684			

BASIC STATISTICS						
	MINIMUM	MAXIMUM	MEDIAN	MEAN	STANDARD DEVIATION	
Average Score	0.00	5.00	4.00	3.36	1.43	

## Q28 How often do you encounter noise pollution in your room?

Answered: 684 Skipped: 67

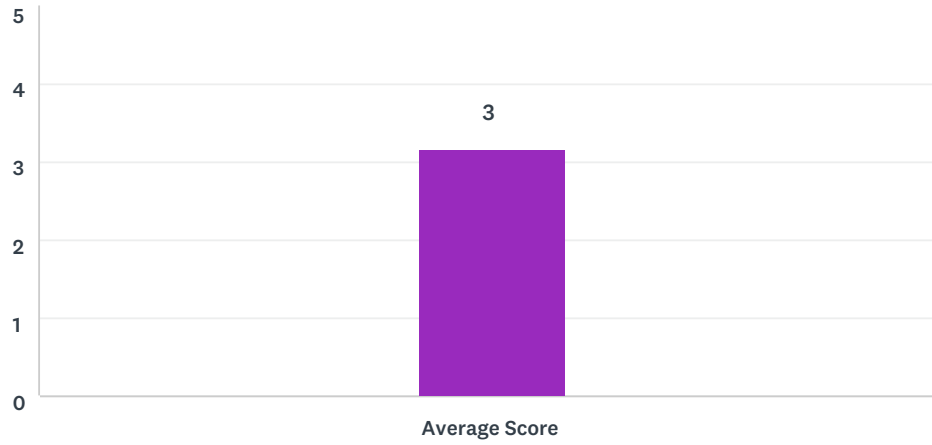


ANSWER CHOICES	AVERAGE NUMBER	TOTAL NUMBER	RESPONSES
Average Score	3	1,856	684
Total Respondents: 684			

BASIC STATISTICS					
	MINIMUM	MAXIMUM	MEDIAN	MEAN	STANDARD DEVIATION
Average Score	0.00	5.00	3.00	2.71	1.44

## Q29 How do you rate the heating/cooling system in your room?

Answered: 684 Skipped: 67



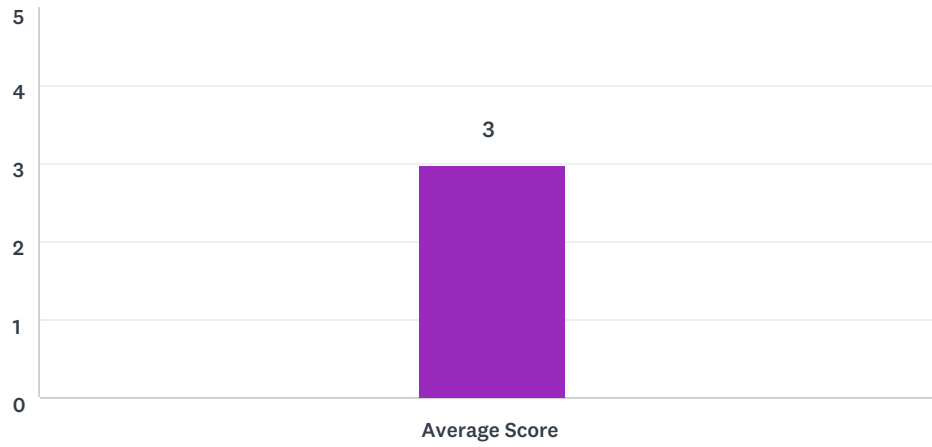
ANSWER CHOICES	AVERAGE NUMBER	TOTAL NUMBER	RESPONSES
Average Score	3	2,161	684
Total Respondents: 684			

BASIC STATISTICS					
	MINIMUM	MAXIMUM	MEDIAN	MEAN	STANDARD DEVIATION
Average Score	0.00	5.00	3.00	3.16	1.53



### Q30 How do you rate the cleaning of the communal areas? (corridor, stairways, hall)

Answered: 684 Skipped: 67

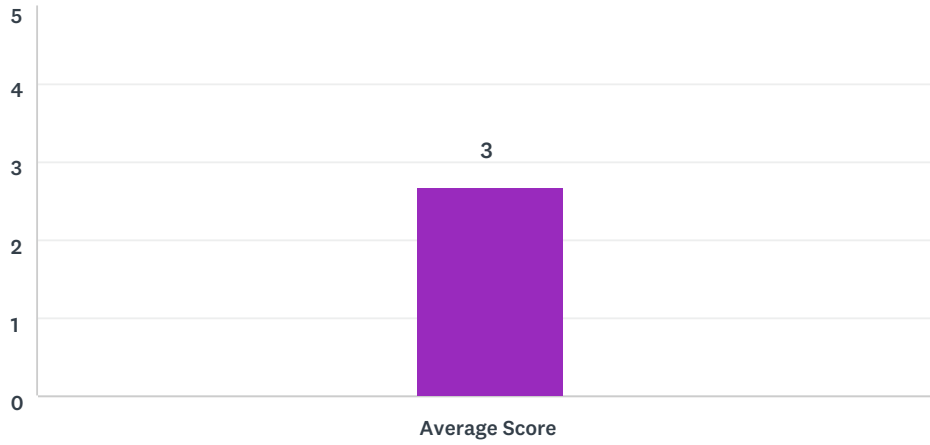


ANSWER CHOICES	AVERAGE NUMBER	TOTAL NUMBER	RESPONSES
Average Score	3	2,036	684
Total Respondents: 684			

BASIC STATISTICS					
	MINIMUM	MAXIMUM	MEDIAN	MEAN	STANDARD DEVIATION
Average Score	0.00	5.00	3.00	2.98	1.54

### Q31 How do you rate the availability of the washing machines?

Answered: 684 Skipped: 67

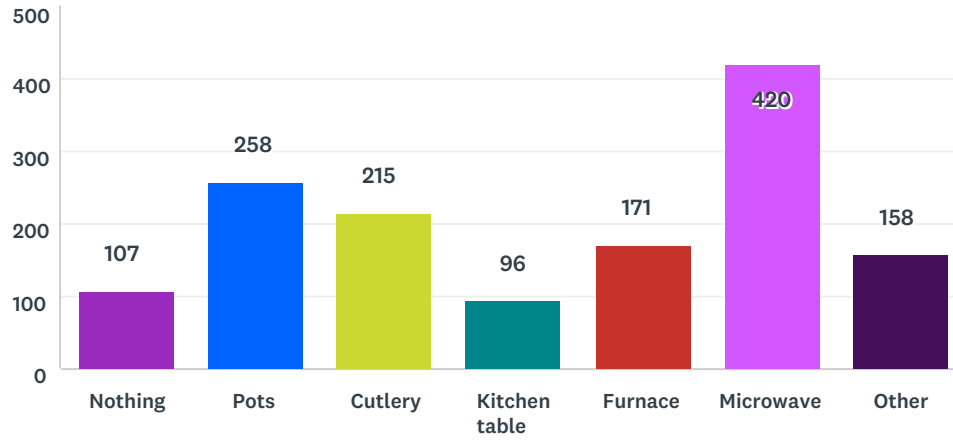


ANSWER CHOICES	AVERAGE NUMBER	TOTAL NUMBER	RESPONSES
Average Score	3	1,836	684
Total Respondents: 684			

BASIC STATISTICS					
	MINIMUM	MAXIMUM	MEDIAN	MEAN	STANDARD DEVIATION
Average Score	0.00	5.00	3.00	2.68	1.51

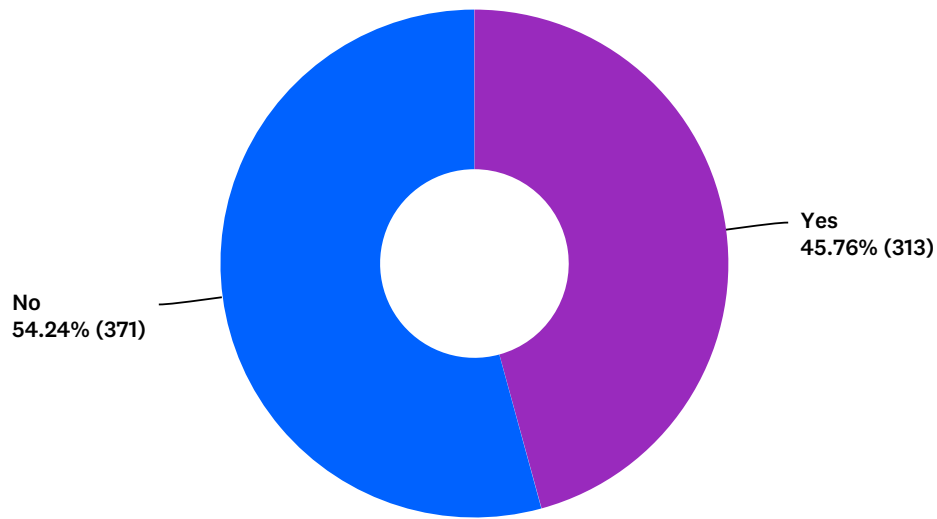
### Q32 What do you miss in the kitchen inventory?

Answered: 684 Skipped: 67



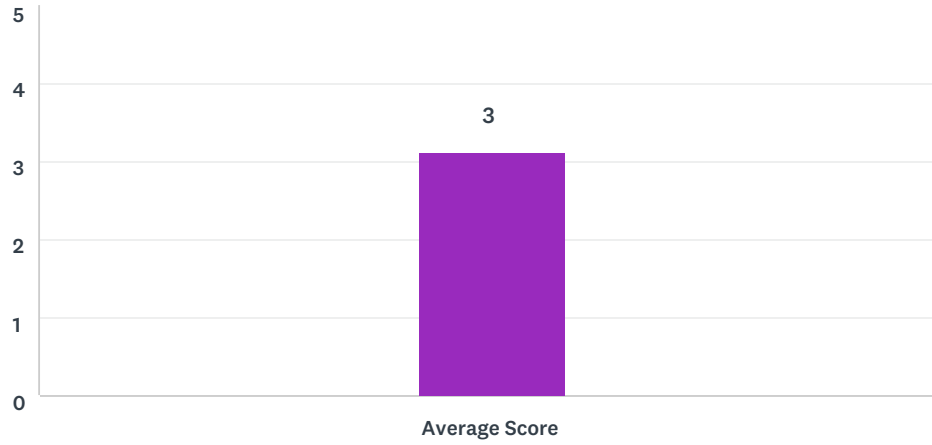
### Q33 Do you know who the caretaker of your facility is?

Answered: 684 Skipped: 67



### Q34 What is your general opinion of the services the caretaker provides during your stay?

Answered: 684 Skipped: 67

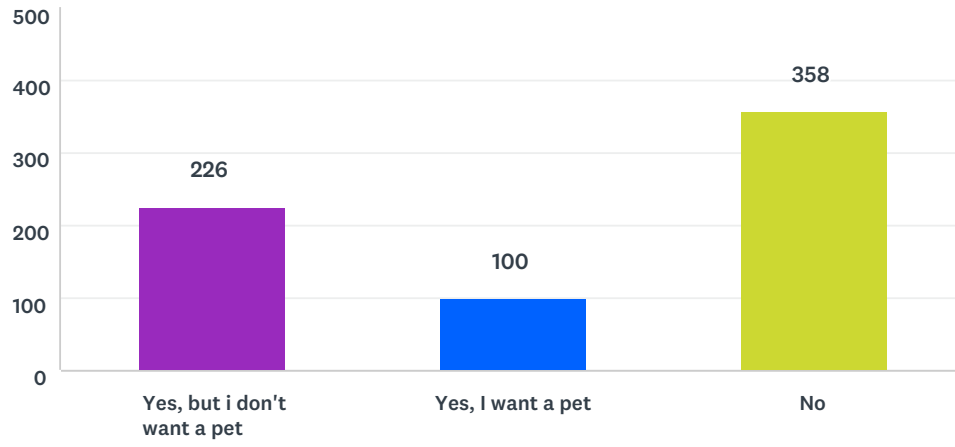


ANSWER CHOICES	AVERAGE NUMBER	TOTAL NUMBER	RESPONSES
Average Score	3	2,125	684
Total Respondents: 684			

BASIC STATISTICS					
	MINIMUM	MAXIMUM	MEDIAN	MEAN	STANDARD DEVIATION
Average Score	0.00	5.00	3.00	3.11	1.23

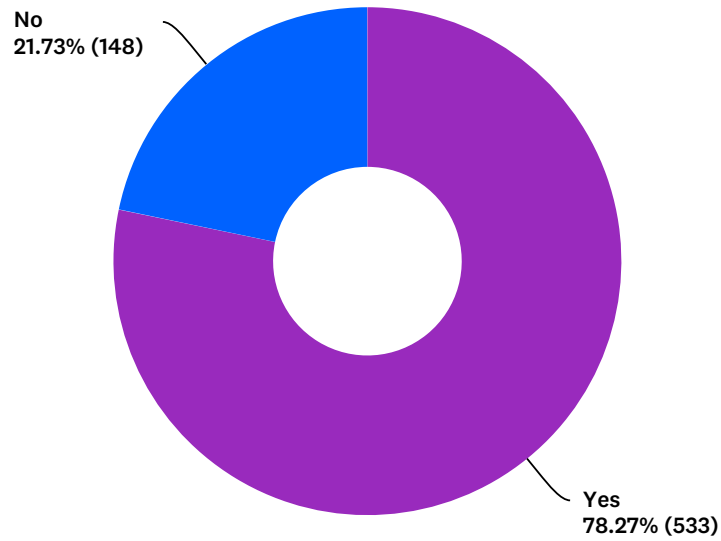
### Q35 The current house rules don't allow pets. Do you think this should be allowed?

Answered: 684 Skipped: 67



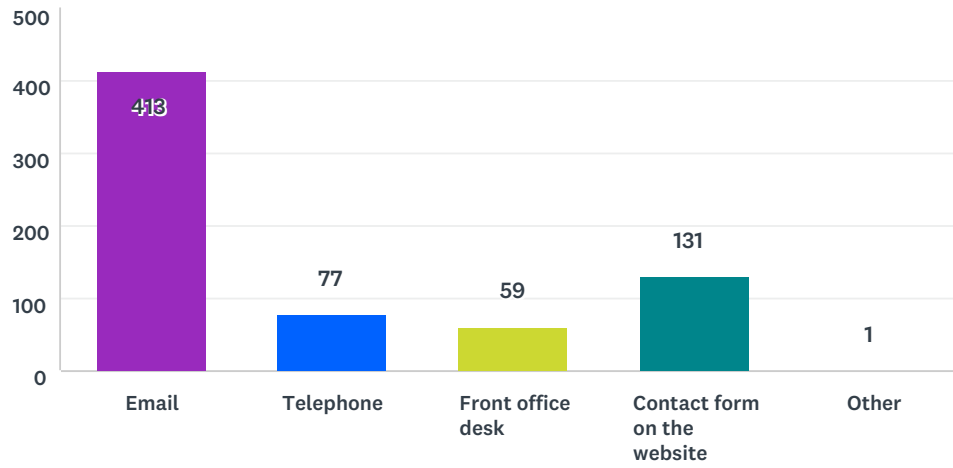
### Q36 Was the information supplied by the university about living in the Netherlands sufficient?

Answered: 681 Skipped: 70



### Q37 What is your preferred way of communicating with DUWO?

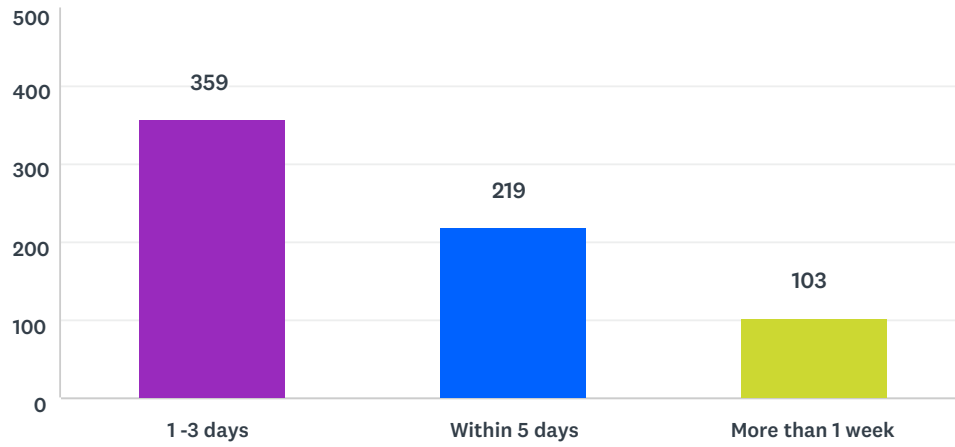
Answered: 681 Skipped: 70





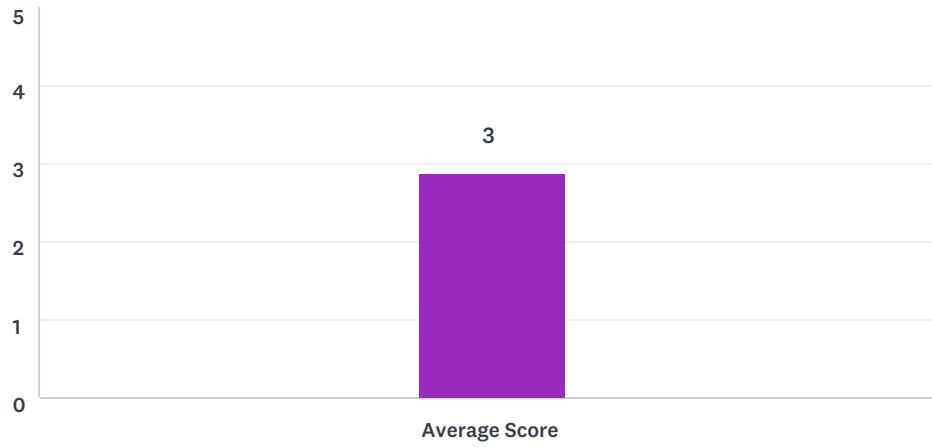
### Q38 What was the response time on an online submitted complaint?

Answered: 681 Skipped: 70



### Q39 How well does DUWO communicate with respect to requests for repairs?

Answered: 681 Skipped: 70

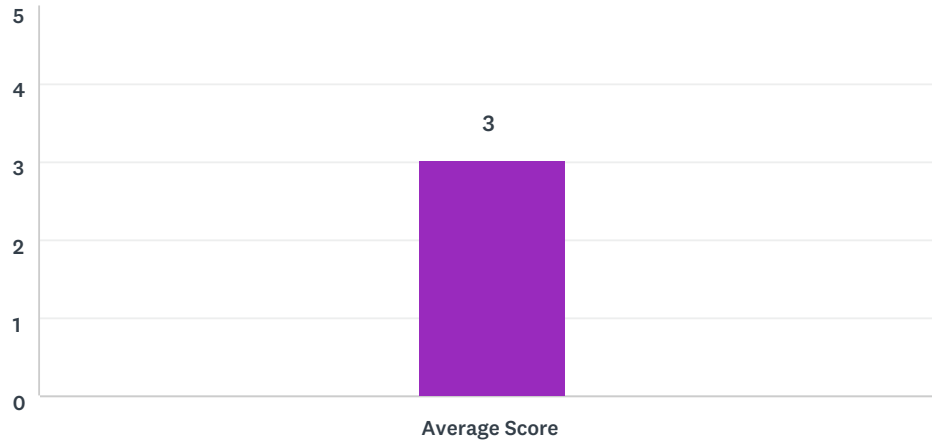


ANSWER CHOICES	AVERAGE NUMBER	TOTAL NUMBER	RESPONSES
Average Score	3	1,959	681
Total Respondents: 681			

BASIC STATISTICS					
	MINIMUM	MAXIMUM	MEDIAN	MEAN	STANDARD DEVIATION
Average Score	0.00	5.00	3.00	2.88	1.40

## Q40 How do you rate the quality of the answer you received?

Answered: 681 Skipped: 70

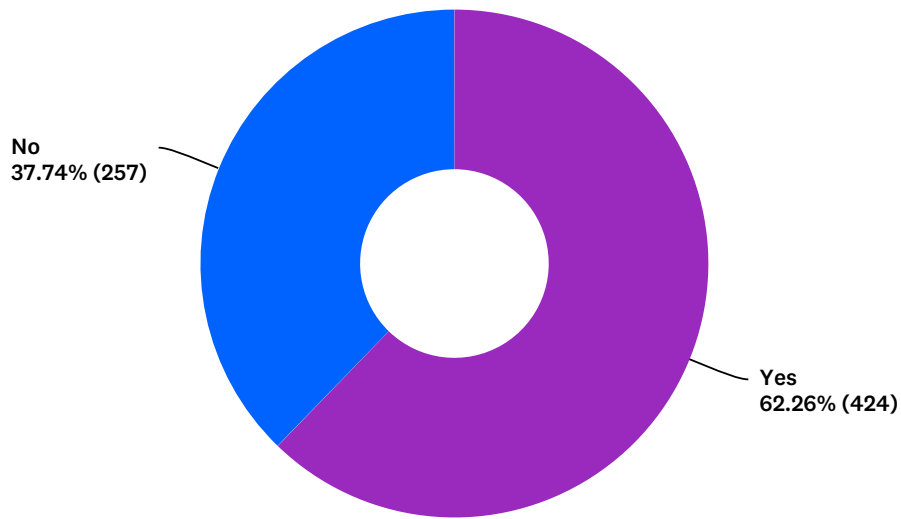


ANSWER CHOICES	AVERAGE NUMBER	TOTAL NUMBER	RESPONSES
Average Score	3	2,054	681
Total Respondents: 681			

BASIC STATISTICS						
	MINIMUM	MAXIMUM	MEDIAN	MEAN	STANDARD DEVIATION	
Average Score	0.00	5.00	3.00	3.02	1.31	

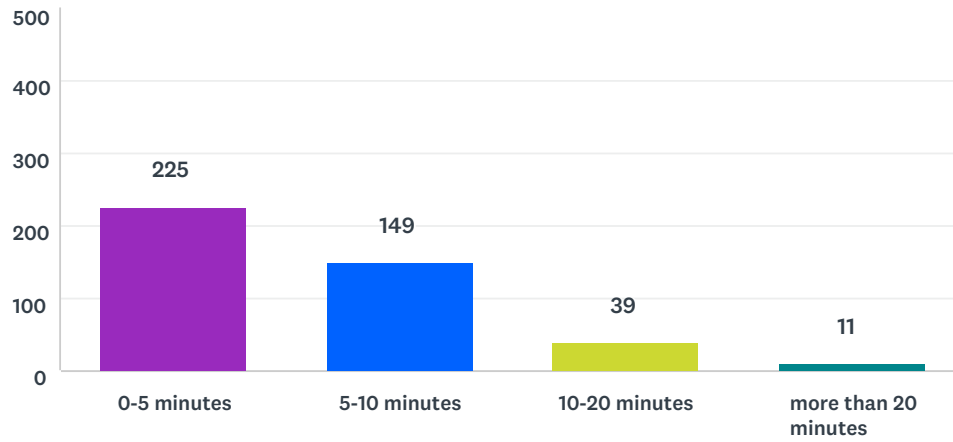
## Q41 Have you been at the front desk of DUWO?

Answered: 681 Skipped: 70



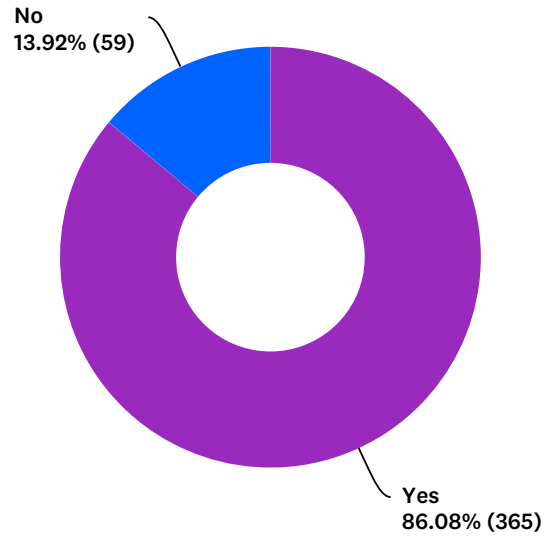
## Q42 What was the average waiting time at the front desk?

Answered: 424 Skipped: 327



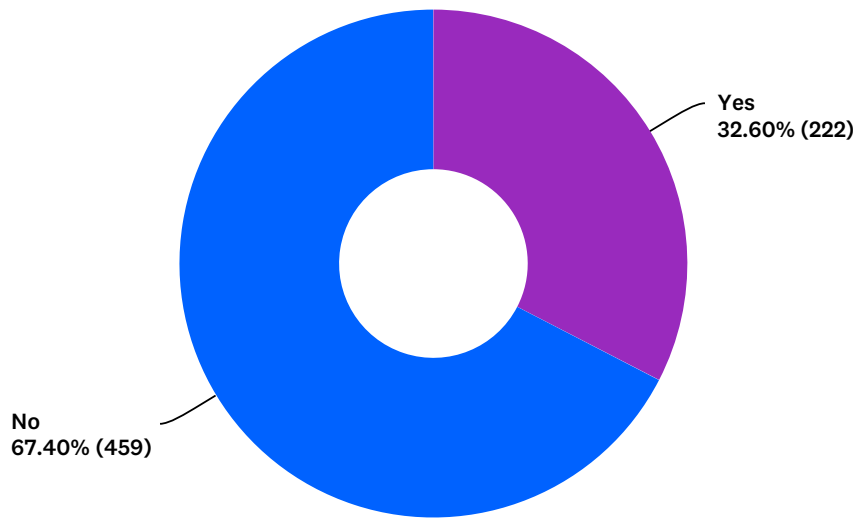
### Q43 Did you get an answer to your question or a solution to your problem at the front desk?

Answered: 424 Skipped: 327



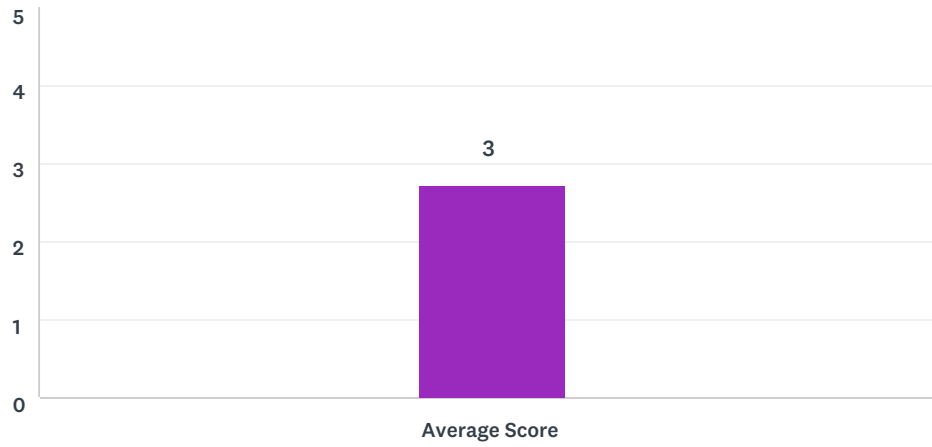
## Q44 Did you call the DUWO contact center?

Answered: 681 Skipped: 70



## Q45 How do you rate the waiting time before the start of the conversation?

Answered: 222 Skipped: 529



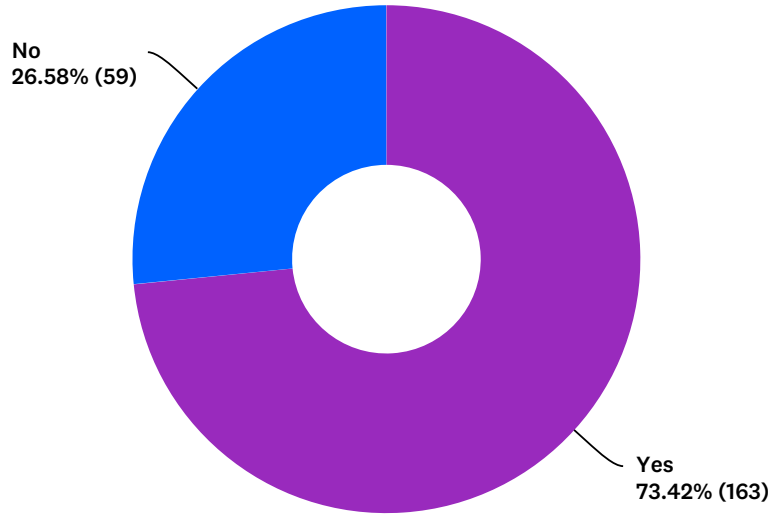
ANSWER CHOICES	AVERAGE NUMBER	TOTAL NUMBER	RESPONSES
Average Score	3	604	222
Total Respondents: 222			

BASIC STATISTICS					
	MINIMUM	MAXIMUM	MEDIAN	MEAN	STANDARD DEVIATION
Average Score	0.00	5.00	3.00	2.72	1.19



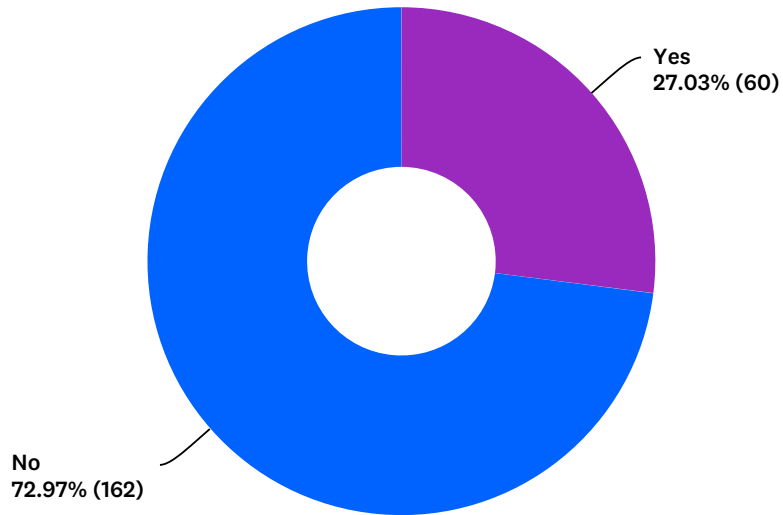
### Q46 Did you get an answer to your question or a solution for your problem during the conversation?

Answered: 222 Skipped: 529



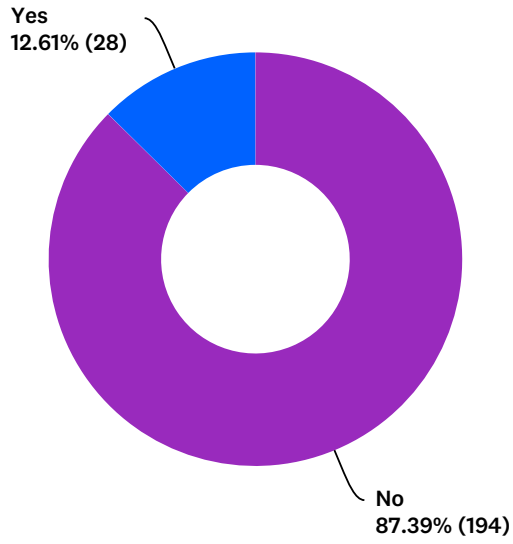
# Q47 Would you be interested to be in a resident committee of your complex?

Answered: 222 Skipped: 529



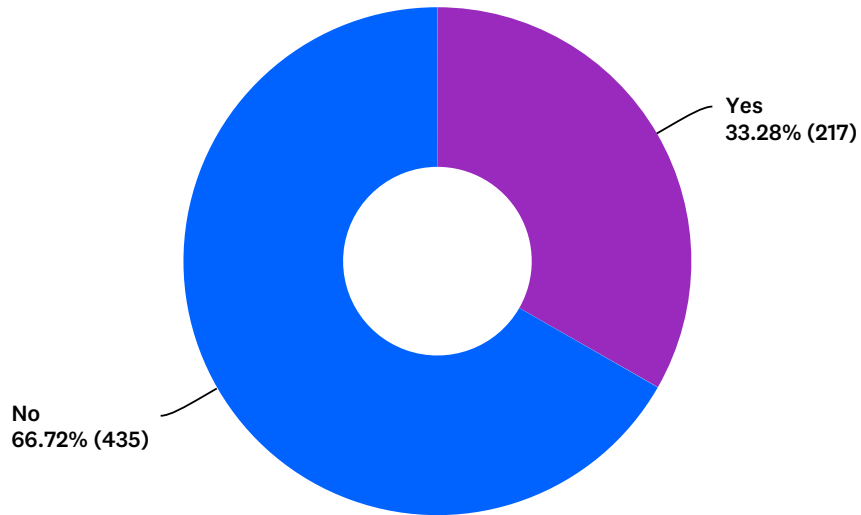
# Q48 Would you like to receive more information about this from WijWonen?

Answered: 222 Skipped: 529



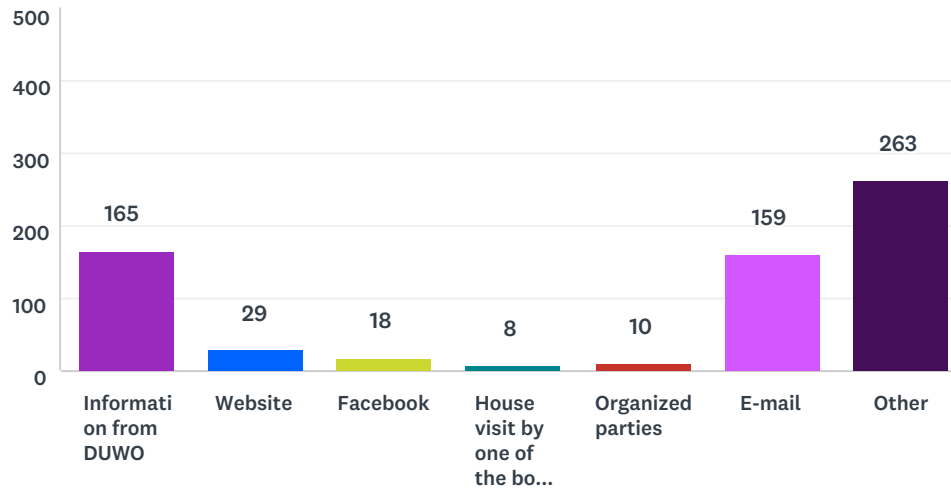
# Q49 Are you aware of the existence of the tenant organization WijWonen Delft ?

Answered: 652 Skipped: 99



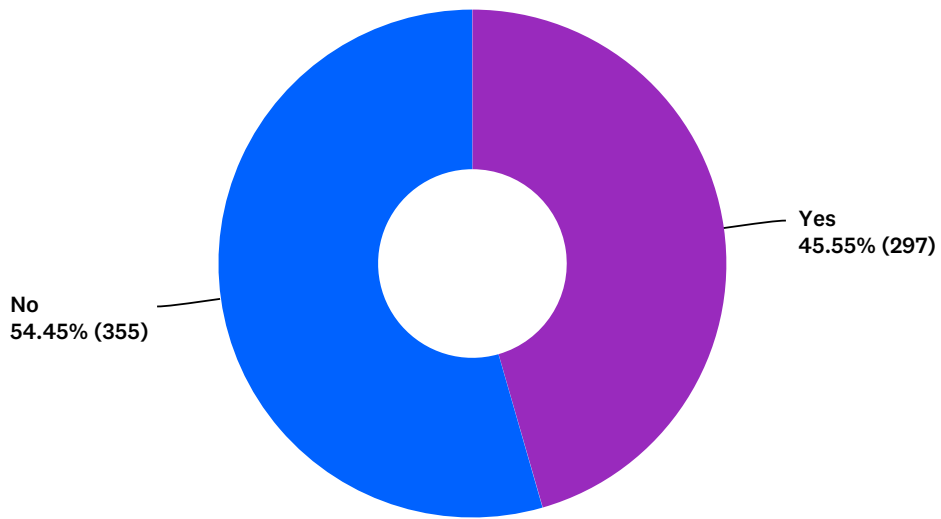
## Q50 How do you know the tenant organization?

Answered: 652 Skipped: 99



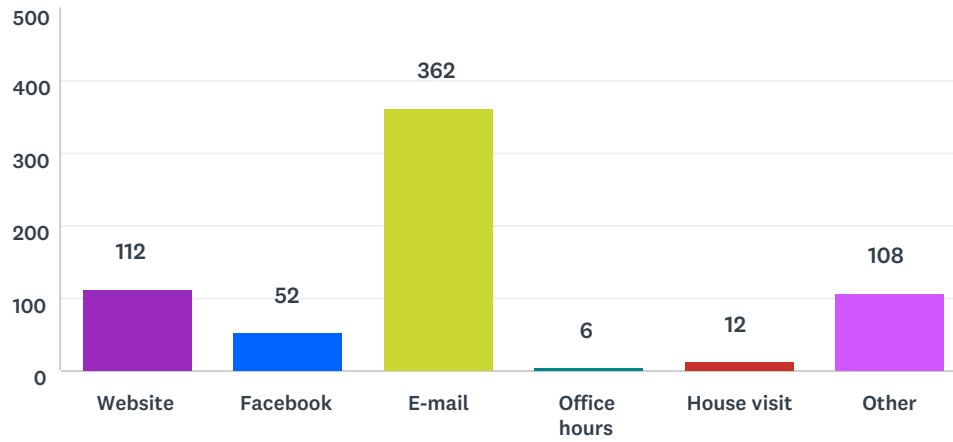
# Q51 Would you like to know more about the tenant organization?

Answered: 652 Skipped: 99



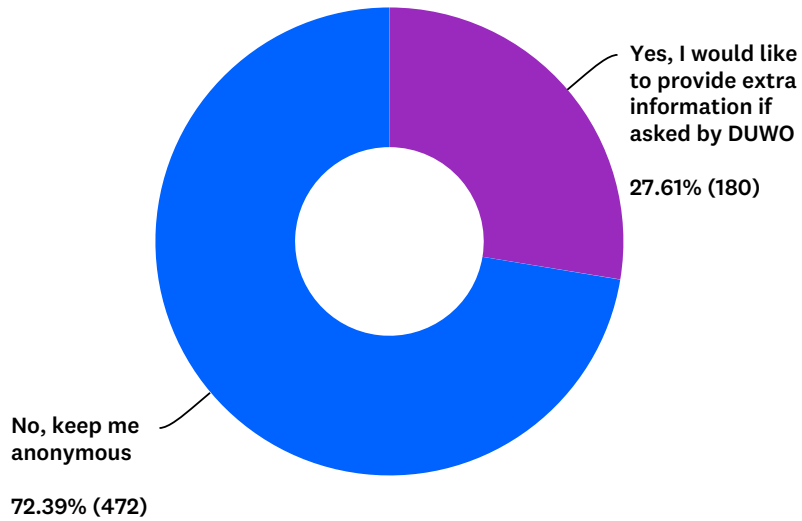
## Q52 In what way would you like to get in touch?

Answered: 652 Skipped: 99



**Q53 Do you want DUWO to contact you on the basis of this questionnaire? We will share your answers and contact information with DUWO. If they are in need of additional information on your comments, they will contact you.**

Answered: 652 Skipped: 99





**Q54 Do you have any additions to your answers on this questionnaire or in general?**

Answered: 330 Skipped: 421

**Q55 Do you want a chance of winning an Amazon gift card worth €25,- ?  
Leave your email address here and don't forget to like us on Facebook!  
Be sure to fill in the same email address that is indicated at your own  
"MyDUWO" account. Before filling in your email address, WijWonen  
recommends to read the Terms & Conditions first. Please Click here!**

Answered: 424 Skipped: 327