

Survey Unit

Housing preferences for students at Nottingham's Universities

November 2008

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Key findings

1. All students at Nottingham Trent University (NTU) and The University of Nottingham (UoN) were invited by email to complete a web questionnaire covering a range of student housing issues. A total of 5310 responses were received, representing an approximate response rate of 11%. A 13% response rate was achieved from UoN students compared to 9% from NTU (Section 1.1)
2. Selected demographic characteristics of respondents broadly reflect their distribution in the populations of the two institutions, suggesting that the respondents are representative of Nottingham higher education students generally. One principal exception is female respondents who are somewhat overrepresented (Section 2)
3. Respondents used an average of 2.5 different sources of information when searching for their current student accommodation. Students in their first year relied heavily on their university accommodation services, while returning students were most likely to source their accommodation via a 'general web search', 'private rental letting agencies' or through 'friends/word of mouth' (Section 3.1)
4. Thirty-nine percent of UoN respondents were aware of the services offered by Unipol Student Homes compared to 12% of those studying at NTU. The presence of the Unipol office located on the University Park Campus at UoN is likely to account for the marked difference in awareness levels. Around 20% of all respondents requiring accommodation for the 2008/09 academic year had used or were planning to use Unipol as a source of information when searching for a student home (Section 3.1)
5. Residents of private rented houses/flats were more likely to have signed a 12 month contract for their accommodation compared to those in a larger development (45% compared to 24%). Comments from some residents of private rented houses/flats expressed dissatisfaction over having to sign inflexible 12 month contracts when they would only be occupying the property during term-time (Section 3.2)
6. 'Unfair' security deposit arrangements were an irritant to many respondents with some suggesting that deposits were simply a covert way of securing additional money from students (Section 3.2)
7. Residents of larger developments were more likely to choose their accommodation in 'a week or less' than those living in a private rented house/flat (36% compared to 15% of those in private rented Section 3.2)
8. The main sources used to cover undergraduate accommodation costs were student loans (46%) and parents/relatives (34%) while postgraduates were most likely to be funded by studentships/scholarships (36%) although 31% of postgraduates were primarily funded by parents/relatives (Section 4.1)

9. Overall, 42% of respondents indicated that their accommodation offered 'average value for money'. Fifteen percent of those living in a private rented house/flat indicated that their accommodation offered 'very good value for money' compared to 5% of those in larger developments and 4% of those living on-campus (Section 4.2)
10. Respondents who had spent longer searching for their accommodation were slightly more likely to suggest that they were satisfied with the value for money their accommodation offered compared to those who employed shorter search periods. Respondents' main source of accommodation funding made little impact on whether they perceived they had obtained value for money, although those supported by a studentship/scholarship were moderately more likely to be satisfied than those funded by parents/relatives or a student loan. Open-ended comments suggest that students are highly price sensitive when choosing their accommodation, with many placing value for money near the top of their list of priorities (Section 4.2)
11. Respondents whose accommodation offered inclusive billing for utilities such as heating or broadband frequently mentioned how this had helped them better to plan their budgets and were generally considered to offer 'good value'. A high proportion of those living in catered on-campus accommodation were critical of the fees they were paying and were disappointed with the quality of the food on offer. Many suggested that the packages failed to offer catered students good value for money (Section 4.2)
12. Respondents were presented with a list of common problems that arise with accommodation and asked whether they had experienced any of them in their current accommodation. Those living in larger developments were considerably more likely to have been disrupted by 'excessive noise', with 26% reporting 'major problems', compared to 9% of those living in a private rented house/flat (Section 4.3)
13. Those living in a private rented house/flat were more likely to have experienced difficulties with the landlord/agent relationship; 13% reported 'major problems' and an additional 36% experienced 'minor problems' compared to 6% who reported 'major problems' and 28% who reported 'minor problems' living in larger developments (Section 4.3)
14. Dissatisfaction with the speed of maintenance repairs was a 'major problem' for 22% of those living in a private rented house/flat and 17% of those living in a larger development. Open-ended comments frequently raised concerns about poor responsiveness to maintenance requests and this complaint appeared in the top three 'most disliked' aspects of residents' current accommodation for those in both private rented houses/flats and larger developments (Section 4.3)
15. Dissatisfaction with contract clarity and contract expectations were equally problematic for those in both larger developments and private rented houses/flats. Open-ended comments from those in their first year and from international students requested more guidance to ensure they fully understood the agreements they were signing (Section 4.3)

16. The inadequacy of recycling facilities was a 'major' or 'minor problem' for 49% of those in a private rented house/flat and 45% of those in larger developments. Many respondents mentioned their dissatisfaction with recycling arrangements in their 'most disliked' aspects of their accommodation (Section 4.3)
17. The importance of finding accommodation in a 'good location' was raised by a high proportion of all respondents. The most frequently mentioned priority was to be 'close to university' which appears in the top three 'most liked' themes for respondents living in all accommodation types. Being 'where the action is' was also a top concern especially for those living in a private rented house/flat (Section 4.4.1)
18. Unsatisfactory communal areas were the fifth 'least liked' aspect for residents of larger developments. Those with complaints commonly indicated that inadequate social spaces had a detrimental impact on building social networks and developing relationships (Section 4.4.2)
19. The most frequently raised 'least liked' aspect for residents of private rented houses/flats related to the accommodation being badly decorated or in a poor state of repair (Section 4.4.2)
20. When asked whether respondents had a preference for either larger developments or private rented houses/flats; 46% indicated that they had a 'strong preference' for private rented accommodation while 21% had a 'strong preference' for larger developments. However, there is evidence that housing preferences change as students advance through their university careers; with the preference for a private rented house/flat increasing as the student progresses (37% of first year respondents preferred private rented accommodation compared to 53% of those in their second/subsequent year (Section 5.1.1)
21. When discussing the reasons for their accommodation preferences, those opting for larger developments tend to mention the more functional aspects associated with this accommodation type such as 'on-site management', 'new facilities' and 'value for money/inclusive bills'. Despite this, the *most* frequently mentioned benefit was the social opportunities larger developments offer. The top three themes raised by those with a preference for a private rented house/flat all relate to freedom of choice and gaining independence (Section 5.1.2)
22. Respondents were presented with a list of accommodation features and asked to rate the importance of each feature when choosing a place to live. From this list, 'broadband and telephone connection in study bedrooms' ranks as the top feature for respondents expressing a preference for each of the two main accommodation types. Despite ranking as the most commonly desired feature from the list of facilities, only a small number of respondents mentioned that having broadband access was important for them in their open-ended comments (Section 5.2.1)

23. The importance of security features ranks as a high priority for those living in both larger developments and private rented houses/flats, with 48% of those in developments and 36% of those in the private sector rating security as 'essential'. Those preferring larger developments were considerably more likely to mention security issues when discussing the reasons why they preferred this accommodation type than those expressing a preference for a private rented house/flat. Figure 5.1.4 above shows that security is ranked the second most commonly mentioned aspect for those in larger developments compared to 28th for those in a private rented house/flat (Section 5.2.2)
24. When comparing the priorities of UK and non-UK students those coming to study from outside the UK gave higher priority to some of the more standardised features associated with larger developments. Open-ended comments from international students indicate that larger developments offered a more predictable type of accommodation and were a more suitable option for those with little knowledge about the UK housing market (Section 5.3.1)
25. Postgraduates rated the importance of 'separate accommodation for undergraduates and postgraduates' as a far higher priority than undergraduates. Comments from postgraduates indicate that lifestyle differences between UG's and PG's and the priority for quiet study space were primary concerns when choosing accommodation (Section 5.3.2)
26. Respondents in their first year of undergraduate study tended to be more concerned than those in their second/subsequent year about making the transition from home to university as smooth as possible, and they gave higher priority to features which took away some of the uncertainty associated with leaving home such as 'inclusive bills', 'accreditation schemes' and 'on-site managers' (Section 5.3.3)
27. Those living in a private rented house/flat were considerably more likely to have got to know some of their non-student neighbours in their local communities, with a quarter indicating that this had been worthwhile. Those living in larger developments showed least interest in engaging with their non-student neighbours with just under half indicating that they had not got to know members of the local community and were not interested in doing so. (Section 6)
28. Forty-five percent of those in suburban/rural locations such West Bridgford and Wollaton and 43% of those living in Beeston/Lenton Abbey agreed that they had been made to feel welcome in their local community compared to 26% of those in Lenton/Old Lenton/Lenton Sands (Section 6)
29. A shortened version of the full questionnaire was offered to those living in 'non-typical' accommodation types. Of this sub-group, 37% were living in their own home which had been paid for or was being bought with a mortgage, a further third were living in their parental/family home while studying in Nottingham, 14% were living in a privately rented property, and 4% were renting from a housing association/local authority. Six percent were living in a home that had been bought by parents/relatives as an investment property (Section 7)

30. Respondents in 'non-typical' accommodation who were considering moving to more 'typical' student accommodation during their current course were asked about features that would appeal to them; 'affordability of the accommodation' tops the list of concerns with 61% rating this feature as 'essential'. The remaining order of priorities closely mirrors that of respondents currently living in student accommodation with broadband/telephone access, kitchen facilities and security features all being highly desired (Section 7)
31. Respondents considering moving to more 'typical' student accommodation were asked whether they had a preference for either larger developments or private rented houses/flats. Almost half of these respondents had a strong preference for a private rented house/flat with a further 16% indicating a slight preference for this accommodation type (Section 7)
32. The findings in general support the view that accommodation preferences are not simply the automatic expression of pre-existing tastes and pre-planned strategies that individual students bring with them on arrival. Preferences are dynamic and are inevitably affected by the alternative accommodation types that are available at the point students make their choices. Many comments, made by UoN students in particular, indicated that a move from halls/larger developments into the private sector in the second or subsequent year of the course was viewed as a 'natural progression' and a desirable step in gaining personal independence and maturity. (General comment, no specific section)
33. Thirty percent of respondents located on the NTU and UoN campuses feel strongly that they are part of the 'local community', a far higher total than for any of the other zones despite the fact that the accommodation for these particular students is the most remote from non-student residents and facilities. This underlines the extent to which a residential campus can become a totally encompassing social environment. Even when campus-based students maintain a degree of contact with non-students through their leisure or voluntary activities, these activities are likely to be organised through university and student union channels, or are undertaken in conjunction with other students. Consequently, the majority of the campus-based respondents who indicate involvement in a local community are referring to the campus community of students and are simply reflecting the reality they experience (General comment, no specific section)

Section 1.1: Introduction

The University of Nottingham's Survey Unit was approached in July 2007 to research a range of issues relating to student housing in Nottingham with emphases on the drivers behind student accommodation preferences and the extent to which students in private accommodation were integrated into the neighbourhoods in which they resided. This research was commissioned and financially supported by the following parties:

- Broxtowe Borough Council
- Nottingham City Council
- Nottingham Trent University
- Nottingham Trent Students' Union
- The University of Nottingham
- The University of Nottingham Students' Union
- Unipol Student Homes

A steering group with representatives from all the above was formed and this developed the overall research strategy. It was decided to design a web questionnaire using one set of questions to survey the whole of the student body from both the University of Nottingham (UoN) and Nottingham Trent University (NTU). The steering group reviewed drafts of questions prepared by the Survey Unit and considered other issues including the use of incentives, publicity activities and the broad directions that the analysis would take.

After piloting the final questionnaire version in both universities, the survey was launched on April 21st 2008 by means of an email invitation to students which contained a live link to the web forms. The survey remained live until 5th May. Two main variants of the form were employed; Version 1 (V1) was for those living in 'typical' types of student accommodation including halls, university provided/allocated self-catered accommodation and private rented accommodation. Version 2 (V2) was a shorter form to gather the views and experiences of those living in other types of accommodation - their own/family homes, a property that was rented by the respondent before commencing a university course, or a property that parents/relatives had bought as an investment during study at university. Copies of both versions can be found at <http://nottingham.ac.uk/current/housing> and in [Appendix 1](#).

As well as direct emails to university accounts, several advertising initiatives including posters around campuses and flyer distribution were used to promote the survey and to generate student interest. As further incentives to participate, two prizes of £1,000 were offered, with one winner being selected from each institution. A total of 5310 responses were received, representing an approximate response rate of 11% (Figure 1.1). A 13% response rate was achieved from UoN students compared to 9% from NTU.

Figure 1.1: Response rate

Institution	Number of emails sent	Number of returns completed	Response rate (%)
Nottingham Trent University	24000	2083	9
University of Nottingham	24700	3195	13
UoN and NTU	48700	5301	11

Section 1.2: Navigating the report

Respondents were able to raise a specific concern or preoccupation at several different locations in the questionnaire. For example, students could comment on or indicate the importance for them of 'value for money' in discussing general accommodation preferences, or as a reason for their choice of current accommodation, or they might have included it in their most liked aspects (or its absence in the most disliked aspects). In order to reduce repetition for the reader, there is one main discussion of each theme located wherever it seems most appropriate. Hyperlinks are provided pointing to the fullest discussion.

Section 1.2.1: Questionnaire variants and question codes

To enable the reader to identify which questions were being asked to respondents, the titles for all figures (tables and charts) include a questionnaire code and a section and question number:

Example code: V1:B1	
V1 – is the questionnaire code and indicates which version of the questionnaire the respondent completed (either V1 or V2)	B1 – relates to the question code. The letter identifies the section of the questionnaire (from A-F) and the number identifies the specific question

Those completing V1 indicated that they were living in 'typical' student accommodation, (halls, university provided/allocated self-catered accommodation and private rented accommodation). Version 2 was completed by those living non-standard student accommodation (in their own/family homes, a property that was rented by the respondent before commencing a university course or a property that parents/relatives had bought as an investment during study at university).

Section 2 of the report is based on all respondents to both V1 and V2. Sections 3 to 6 of the report are based on the responses from those responding to questionnaire V1. Section 7 focuses on responses to questionnaire V2.

Section 1.2.2: Defining accommodation types

To enable analysis of the findings by broad 'accommodation types' rather than by specific accommodation locations each respondent's accommodation location was banded into one of three general types:

- a) **Larger developments** – these are all off-campus developments which may be university allocated/managed or privately managed, housing a minimum of approximately 10 students
- b) **Privately rented house/flat** – off-campus accommodation usually with an occupancy of between two and nine residents. Often located alongside non-student residents

- c) **On-campus accommodation** – including catered halls and other on-campus sites such as houses on the NTU Clifton Campus and UoN self-catered flats at Broadgate Park

Section 1.2.3: Location zones

To assist with the analysis, the locations in which students reside have been banded to create eight zones. Each zone groups locations which share similar characteristics including demographic structure or the style of housing available. However, the locations included in a zone are not necessarily geographically adjacent.

Zone	Description/features	Locations
Zone 1	Inner suburb – Neighbourhoods sharing similar demographic characteristics and types of housing stock	Arboretum Forest Fields Hyson Green Meadows Radford Sneinton St Ann's
Zone 2	City Centre	Nottingham City Centre
Zone 3	Suburban/Rural	Clifton (off campus) Southwell Sutton Bonington (off campus) West Bridgford Wollaton
Zone 4	Beeston & Lenton Abbey	Beeston Lenton Abbey
Zone 5	Dunkirk	Dunkirk
Zone 6	Lenton	Lenton Old Lenton Lenton Sands
Zone 7	Nottingham Trent University and University of Nottingham on-campus accommodation	NTU: Clifton Campus Brackenhurst Campus UoN: Jubilee Campus Sutton Bonington Campus University Park Campus
Zone 8	Other areas	All areas not listed above

Section 1.2.4: The use of open-ended comments from respondents

All respondents were invited to respond to three open-ended questions which sought to establish:

- What aspects respondents most liked about their current accommodation
- What features respondents would most like to change about their current accommodation
- An explanation of the respondent's preference for either a private rented house/flat or a larger development

Despite the relatively long length of the overall survey a particularly high proportion of respondents (between 80% and 90%) made open-ended comments, suggesting high levels of

engagement with this topic area. Using qualitative software the comments have been themed to produce summaries of the issues raised and these are mainly discussed in Sections 4 and 5. Excerpts from respondent comments have been used throughout the document to contextualise the findings from closed questions. Where necessary, comments that may identify respondents or particular housing providers have been anonymised.

Section 2: Respondent demographics

Figures 2.1 to 2.7 provide a summary of the respondents' demographic characteristics. Each table gives details of all respondents as well as a separate breakdown for the two participating universities. Taking an overview of the respondent characteristics, the data broadly parallels the equivalent population totals indicating that the respondents are representative of the Nottingham student population. Figure 2.1 shows that students from all stages of their course were well represented with around 45% of respondents being in their first year of study or studying a one year programme, around a quarter were studying in their final year. Three-quarters of all respondents were undergraduates with a higher proportion of undergraduates at NTU, which matches well with the population data (Figure 2.2).

Figure 2.1: Year of course (V1:F2, V2:C2)

	Year of course					
	All respondents		Nottingham Trent University		University of Nottingham	
	n	%	n	%	n	%
First year or one year programme	2324	44	976	47	1348	42
Neither a first year nor final year	1622	31	556	27	1063	33
Final year	1321	25	544	26	775	24
Total	5267	100	2076	100	3186	100

Figure 2.2: Programme of study (V1:F1, V2:C1)

	Programme of study					
	All respondents		Nottingham Trent University		University of Nottingham	
	n	%	n	%	n	%
Undergraduate	3961	75	1773	86	2183	69
Postgraduate	1262	24	285	14	976	31
Non award bearing course	36	1	14	1	22	1
Total	5259	100	2072	100	3181	100

The views of females have been somewhat overrepresented in the findings accounting for 63% of all respondents while only making up around 50% of the population group (Figure 2.3). As shown in Figure 2.4, the age of respondents generally maps well to the student populations with 60% of respondents in the 17-21 age band and around a further quarter in the 22-25 band. Just over three-quarters of all respondents were from the UK.

In line with the UoN student profile, a higher proportion of respondents came from the EU or were studying as international students (Figure 2.5).

Figure 2.3: Sex of respondent (V1:F3,V2:C3)

	Sex of respondent					
	All respondents		Nottingham Trent University		University of Nottingham	
	n	%	n	%	n	%
Female	3285	63	1359	66	1923	61
Male	1961	37	712	34	1247	39
Total	5246	100	2071	100	3170	100

Figure 2.4: Age of respondents (V1:F4,V2:C4)

	Age of respondents					
	All respondents		Nottingham Trent University		University of Nottingham	
	n	%	n	%	n	%
17-21	3132	60	1343	65	1787	56
22-25	1325	25	521	25	803	25
26-30	439	8	111	5	327	10
31-40	270	5	65	3	205	6
41-50	68	1	23	1	45	1
51-60	11	0	4	0	7	0
60+	2	0	1	0	1	0
Total	5247	100	2068	100	3175	100

Figure 2.5: Fee status (V1:F5,V2:C5)

	Fee status					
	All respondents		Nottingham Trent University		University of Nottingham	
	n	%	n	%	n	%
UK student	4074	77	1836	88	2236	70
EU student	375	7	92	4	283	9
International student	815	15	148	7	666	21
Total	5264	100	2076	100	3185	100

The vast majority of respondents were studying on a full-time basis. Despite attempts made to encourage part-time students to participate, it is likely that this group remain under-represented in the survey (Figure 2.6). As discussed in Section 1.1 the proportion of responses from UoN students is higher than those from NTU (Figure 2.7).

Figure 2.6: Mode of study (V1:F6,V2:C6)

	Mode of study					
	All respondents		Nottingham Trent University		University of Nottingham	
	n	%	n	%	n	%
Full time	5122	97	2018	97	3101	97
Part time	135	3	55	3	80	3
Total	5257	100	2073	100	3181	100

Figure 2.7: Institution (V1:F7,V2:C7)

	Institution	
	n	%
Nottingham Trent University	2083	39
University of Nottingham	3195	61
Total	5278	100

Section 3: How do students make their accommodation choices?

Those currently living in 'typical' student accommodation (see [Section 1.2.1](#)) were asked a series of questions about how they made the choice of a place to live while studying at university.

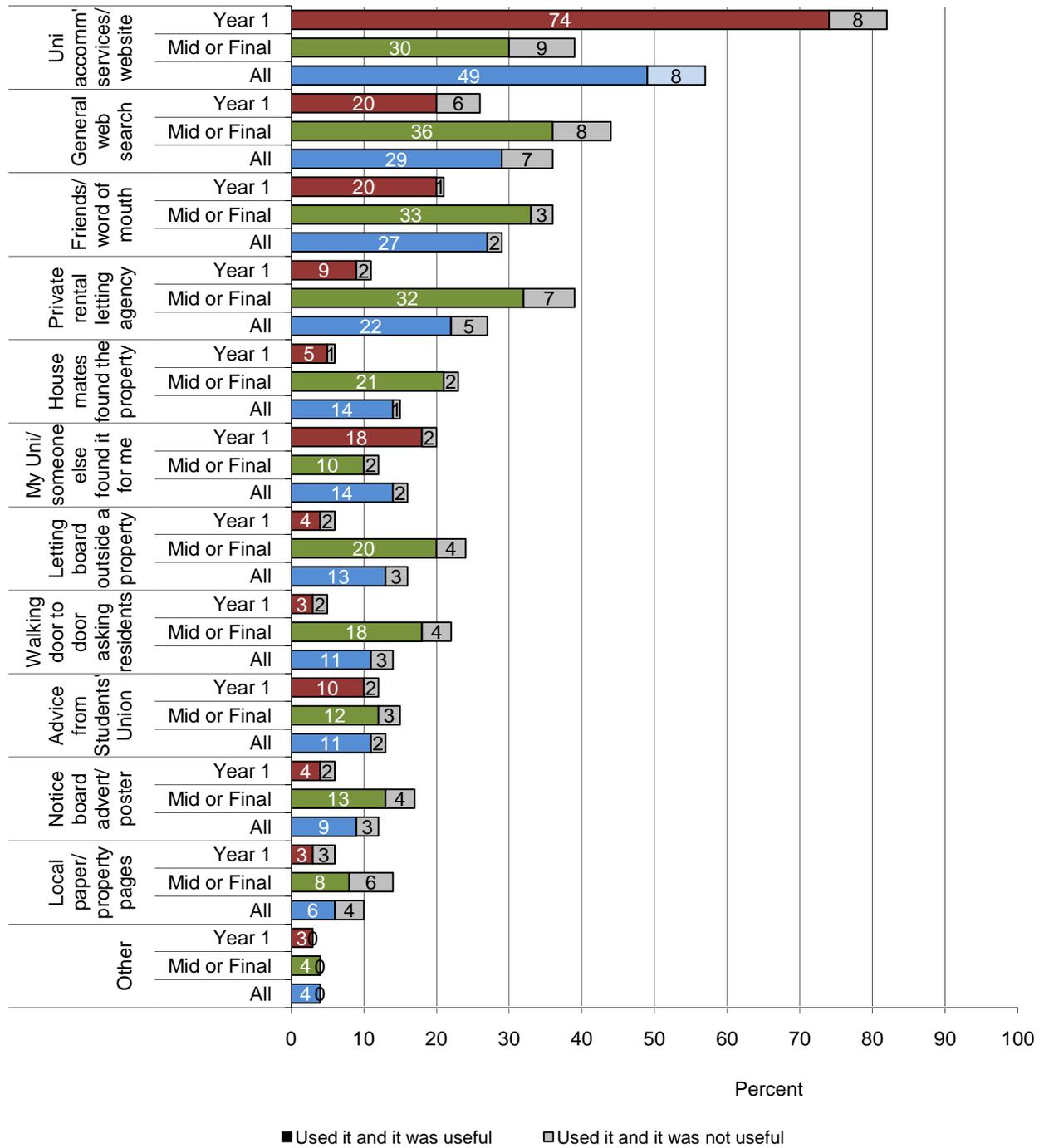
Section 3.1: Sources of information and advice when choosing accommodation

Respondents were asked which sources they had used when finding the property they were currently living in. For the majority of respondents, those studying in their first year will have chosen their accommodation while living elsewhere than Nottingham. As a result, they are likely to lack access to the range of information sources available to those located in, or familiar with, the Nottingham housing market. Additionally, the majority of first year undergraduates will have been offered a guaranteed place in 'university managed or allocated' accommodation as part of their offer to study at NTU or UoN. Therefore any 'search process' they do undertake will inevitably be different to the remainder of respondents.

Figure 3.1.1 shows the sources used split by the respondent's year of study. Over three-quarters of first years had sought accommodation advice directly from their university compared to 39% of those in their second or subsequent year. Half of all first years had only sought accommodation advice from their university and did not consult any other sources compared to 25% of those in their mid or final years (no relevant table). Excluding first years, the remaining respondents typically sought advice from multiple sources with over 50% having used three or more separate types of information (no relevant table). On average, respondents had referred to 2.5 different sources when choosing their current accommodation. Around a third of students in their mid or final years sought information from both formal and informal sources including 'general web searches', 'friends/word of mouth', and 'private letting agencies'.

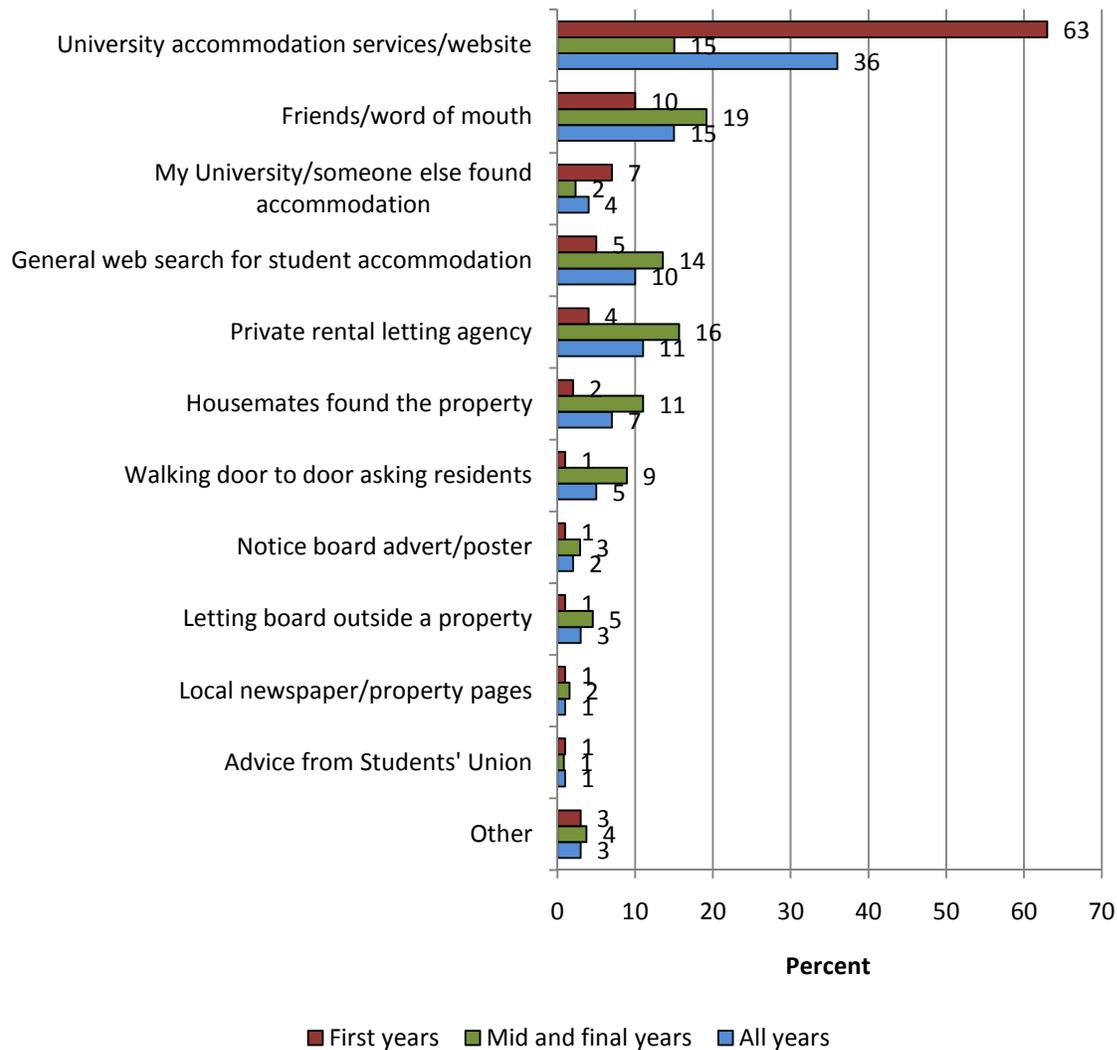
When asked which source of information had been the most important when searching for their current accommodation Figure 3.1.2 shows that, as anticipated, first years rely heavily on their university accommodation services to secure their accommodation with 63% rating this as the most important source compared to 15% of those in their mid or final year. 'Friends/word of mouth' was the top rated source for mid/final year students with 19% choosing this source, followed by 'private letting agencies' (16%) and 'general web searches' (14%). Eleven percent of mid or final years had left their housemates to choose the property and 9% had walked door to door asking residents about availability for the coming year.

Figure 3.1.1: Sources used when searching for current accommodation, by year of study (V1:A1)*



*Minimum n = 4536

Figure 3.1.2: Most important source of information when choosing current accommodation, by year (V1:A2)*



*Minimum n = 2514

As well as providing details on how students found their current accommodation, respondents were also asked about the sources of information they had used, or were planning to use, when finding accommodation for the 2008/09 academic year. Of the two-thirds of respondents who were continuing their studies in Nottingham and required accommodation 82% had secured their residence for the coming year (Figure 3.1.3).

Around 20% of respondents had either already chosen, or had made plans to stay, at their current residence for 2008/09 (Figure 3.1.4). As discussed in [Section 1.2.2](#) all respondents were assigned to one of three main accommodation types based on the location of their current accommodation. Seventeen percent of respondents living in a private rented house/flat indicated that they would

be likely to stay in exactly the same property next year, a slightly lower proportion were planning to stay in their larger development accommodation (14%, Figure 3.1.5).

Of those who had secured accommodation for 2007/08 31% had used a general web search to find their accommodation, with 12% suggesting that this had been the most important source. Twenty-seven percent of respondents had sought the services of private rental letting agencies (excluding the services provided by Unipol) and a quarter had been advised by friends/word of mouth. Twenty percent of respondents had used their university accommodation service/website for information (Figure 3.1.4).

The anticipated search process for those who had not yet secured accommodation for the coming year was broadly similar to those who had already found it. However, a higher proportion of those still searching were planning to use private rental letting agencies and friends/word of mouth as sources of information compared to those who had already made their accommodation choices.

Figure 3.1.3: Accommodation already secured for next academic year (V1:B1a)

	Found accommodation for next year	
	n	%
Yes	2456	54
No	556	12
Completed current course/won't need accommodation	1500	33
Total	4512	100

Figure 3.1.4: Sources used when finding accommodation for 2008/09 (V1:B1b, B1c)

	Respondents who had already found their accommodation for 2008/09			Respondents who had not yet found accommodation for 2008/09	
	I used this source (n)	% of respondents using this source	% rating this source as the most important	I plan to use this source (n)	% planning to use this source
University accommodation services/website	480	20	8	*	*
Unipol website	409	17	6	124	22
Visit to Unipol office	133	5	0	47	9
Advice from Students' Union	188	8	0	50	9
My University/someone else found it for me	93	4	1	44	8
General web search for accommodation	750	31	12	215	39
Local newspaper/property pages	146	6	1	147	26
Private rental letting agency	670	27	14	261	47
Letting board outside a property	354	14	4	93	17
Notice board advert/poster	250	10	3	94	17
Walking door to door asking residents	411	17	7	33	6
Housemates found the property	401	16	8	65	12
Friends/word of mouth	619	25	11	196	35
Staying in same accommodation next year	541	22	21	61	11
Don't know/haven't thought about it yet	N/A	N/A	N/A	38	7
Other	87	4	3	19	3

*Data not available

Figure 3.1.5: Respondents choosing to stay in same property for 2007/08 academic year, by accommodation type (excluding first year students and those on one year courses, V1:B1b,B1c)

	Current accommodation for 2007/08		Respondents choosing to stay in same accommodation for 2007/08	
	Number currently living in each accommodation type	% currently living in each accommodation type	Number staying in same accommodation	% staying in same accommodation
Larger development	170	7	23	14
Private house/flat	2080	85	356	17
On-campus accommodation	209	8	26	12
Total	2459	100	405	N/A

On the 1st of November 2007 Unipol Student Homes launched their accommodation services in Nottingham offering a website to all Nottingham students and opening an office on the University Park Campus of the University of Nottingham. All respondents were asked whether they had been aware of Unipol Student Homes prior to completing the survey. Figure 3.1.6 shows that students at UoN were considerably more likely to be aware of Unipol. It is likely that the presence of the Unipol office at the main University Park Campus raised Unipol's profile to UoN students, with 39% aware of the services on offer compared to 12% of NTU students. As shown in Figure 3.1.4 above, around 20% of respondents had used, or were planning to use, Unipol's website when choosing accommodation for 2007/08.

Figure 3.1.6: Awareness of Unipol Student Homes (V1:B2)

	Aware of Unipol Student Homes					
	All respondents		Nottingham Trent University		University of Nottingham	
	n	%	n	%	n	%
Yes	1296	29	200	12	1092	39
No	2898	64	1398	82	1479	53
Not sure/don't know	334	7	102	6	230	8
Total	4528	100	1700	100	2801	100

Section 3.2: Time taken to search for accommodation and length of contract

Students in their second or subsequent year of study were asked how long it took to search for their current residence (respondents in their first year were excluded as they were unlikely to be undertaking the same search processes as those already living and studying in Nottingham). A third of students indicated that it took between two weeks and one month to make their decision, with 18% taking a week or less to search (Figure 3.2.1). Those currently living in a larger development were more likely to choose their accommodation in a week or less (36% compared to 15% of those living in a private house, no relevant table).

Figure 3.2.1: Time taken to search for current accommodation, excluding first years and those studying one year programmes (V1:A3)

	Time taken to find accommodation	
	n	%
One week or less	458	18
Longer than a week but less than two weeks	445	18
Between two weeks and one month	824	33
Longer than a month but less than two months	431	17
Two months or more	217	9
My university found my accommodation	41	2
Don't know/can't remember	97	4
Total	2513	100

Respondents in their second or subsequent year were asked when they had signed their accommodation contracts for their current residence. Figure 3.2.2 shows that the peak months for signing were January, September and February although the points at which contracts are signed are generally well spread across the year. Those living in larger developments were more likely to have fixed points in the year for contract signing with 43% having signed in either August or September; while those in a private house/flat were more likely to have signed across the year.

Figure 3.2.2: Month contract was signed, by accommodation type (excluding first years and those studying one year programmes, V1:A4b & V1:D1)

	Month contract was signed							
	All accommodation types		Larger development		Private house/flat		On-campus accommodation	
	n	%	n	%	n	%	n	%
January	352	14	12	7	306	15	27	13
February	305	12	7	4	279	13	12	6
March	223	9	7	4	196	9	18	9
April	206	8	13	8	168	8	20	10
May	121	5	11	7	92	4	11	5
June	141	6	9	5	121	6	8	4
July	139	6	9	5	124	6	4	2
August	170	7	25	15	122	6	17	8
September	338	13	48	28	230	11	46	22
October	93	4	4	2	79	4	9	4
November	80	3	0	0	78	4	0	0
December	166	7	6	4	152	7	6	3
Don't know/can't remember	177	7	18	11	124	6	29	14
Total	2511	100	169	100	2071	100	207	100

Respondents were asked about the duration of their current accommodation contracts. Around a third of students had signed a 12 month contract with 19% committing to a 10 month let. When analysed by accommodation type, a number of differences can be identified; with those in a private house/flat more likely to have signed a 12 month contract (45% compared to 24% in larger developments) while those in larger developments were more likely to have a 10 month agreement (32% compared to 15% in a private house/flat). Five percent of respondents in a private house/flat had signed a contract for more than 12 months, while those living on-campus or in a larger development were considerably less likely to have a contract of greater than 12 months (Figure 3.2.3).

Figure 3.2.3: Length of current contract by accommodation type (V1:A4a)

	Length of current contract (months)							
	All accommodation types		Larger development		Private house/flat		On-campus accommodation	
	n	%	n	%	n	%	n	%
1 week to 5 months	121	3	17	2	49	2	46	4
6 months	276	6	17	2	224	9	21	2
7 months	94	2	19	2	12	0	62	6
8 months	255	6	35	4	45	2	175	16
9 months	500	11	130	16	166	7	194	18
10 months	848	19	258	32	367	15	208	20
11 months	692	15	130	16	379	15	160	15
12 months	1549	34	200	24	1147	45	179	17
13 to 23 months	81	2	12	1	56	2	13	1
24 or 25 months	96	2	0	0	83	3	7	1
Total	4512	100	818	100	2528	100	1065	100
Average number of months	10.5		10.2		11.1		9.6	

Issues with contract length were mentioned in the open-ended comments made by respondents living in each of the three main accommodation types. Some of those living in a private rented house/flat found the inflexibility of having to sign a 12 month contract when they were only likely to occupy the property during term-time a source of dissatisfaction:

"[Have most disliked having to sign a] year contract when courses typically nine months. Lack of clarity with contract (for example regarding smoking in property) which caused minor tension between other housemates." (Currently living in private rented house/flat)

"[I would like to have] shorter contracts for example term-time arrangements." (Currently living in private rented house/flat)

"Contract is set to 10-11 months from September- July-August when only needed till the end of June and cannot be changed. Also, a summer retainer had to be paid so feel a little ripped off [...] since the state of the accommodation is not that good. Because of this, next year I will be seeking private accommodation in an apartment which will be far superior and will be able to let the months needed rather than almost the whole year." (Currently living in private rented house/flat)

"Possibly have a shorter contract because we had to pay 10 months although the university year is less than this. Therefore we will have moved out before the end of the tenancy." (Currently living in private rented house/flat)

Other respondents made the point that student contract agreements were too inflexible because they often commit tenants to occupying a property for a full academic year even though there are serious issues and sources of dissatisfaction regarding the accommodation:

"[I have most disliked the] length of contract. I feel cheated by the one year mandatory period."
(Currently living in larger development)

"[I have most disliked] the length of the contract. I had no possibility to choose the shorter contract."
(Currently living in larger development)

"I would appreciate a more flexible contract, particularly as an international student unable to view property ahead of time. (Currently living in larger development)

Several respondents living in on-campus accommodation were frustrated with having to move out of their accommodation during the Christmas and Easter holidays:

"[I would like to be] able to stay in halls during Christmas and Easter vacations if we ask for it."
(Currently living in on-campus accommodation)

"[I have most disliked] having to move all of our stuff out of our rooms in the holidays." (Currently living in on-campus accommodation)

"I think that requirement to move out the room for breaks is annoying." (Currently living in on-campus accommodation)

Unsatisfactory deposit arrangements were raised by several residents of both larger developments and private rented houses/flats. The lack of consistency over when deposits were returned and what they were supposed to cover was as source of irritation to many. Some suggested that deposits were simply another way of getting more money from students:

"[Accommodation management] failed to contract any cleaners over the summer despite removing money from previous residents' deposits to do just that." (Currently living in larger development)

"[I have most disliked the] high amount of security deposit and no rights in altering the contract."
(Currently living in on-campus accommodation)

"The management try and take as much money out of our deposit money as possible by making us pay for random items that nobody has tampered with/broken e.g. fire extinguisher tag. RIP OFF, very angry." (Currently living in larger development)

Disputes over deposit returns were also a bugbear for respondents:

"Damages have been made to the flat and block which were not down to either me or other people in my flat and yet I will still be charged for the damages made. This is unfair and I think only the people who cause the damage should be charged." (Currently living in larger development)

"We went through [...] estate agents and they were rude, rubbish at sorting out problems, took money for every little thing (£40 to change the name on a contract!) And took money from our deposit for cleaning when we had scrubbed the house and know for a fact it wasn't cleaned before we moved in and money to clear a tree that had been blown down by the wind." (Currently living in private rented house/flat)

"Policy of deposit, because our money have been deducted for something which we have not destroyed." (Currently living in on-campus accommodation)

Section 4: Current accommodation experiences

All respondents were asked about their current accommodation situation and for details of the specific type of accommodation they were currently living in. They were also asked about their funding situation and whether they felt their current accommodation offered good value for money. All students were also invited to discuss their most and least liked aspects of their current accommodation.

Section 4.1: Accommodation types and sources of accommodation funding

Figure 4.1.1 provides a summary of the accommodation types respondents currently reside in, Appendix 2 provides a detailed breakdown of the accommodation sites/geographical locations for each accommodation type. As would be anticipated, students in their first year (or taking one year programmes) were more likely to be living in university managed/allocated accommodation such as halls, or purpose built student accommodation. Those studying in their second or subsequent year were considerably more likely to be renting a house or flat in the private sector.

Figure 4.1.2 shows that the majority of respondents (89%) were living in 'all student' households. Those not living in 'all student' accommodation were more likely to be postgraduates and be in the older age categories (no relevant table).

Figure 4.1.1: Summary of accommodation types, by year (V1:D1)

	Current accommodation type							
	All years		First year or one year programme		Neither a first year nor final year		Final year	
	n	%	n	%	n	%	n	%
Nottingham Trent University accommodation	772	17	651	33	52	4	61	5
University of Nottingham accommodation	1157	26	871	44	163	12	111	10
Shared house in the private sector	1856	41	249	13	902	65	699	62
Renting a flat in the private sector	590	13	143	7	211	15	230	20
Renting a flat/house with family	86	2	41	2	34	2	10	1
Other type of accommodation	67	1	19	1	22	2	25	2
Total	4528	100	1974	100	1384	100	1136	100

Figure 4.1.2: Status of other household members (V1:D2)

	All members of household studying at university	
	n	%
Yes	3996	89
No	477	11
Total	4473	100

Figure 4.1.3 provides details of the main funding source for accommodation fees and shows that undergraduate accommodation costs are most likely to be funded via student loans (48%) with around a third primarily being supported by parents/relatives. Postgraduates were most likely to fund their accommodation via a studentship/scholarship (36%) although, parents/relatives still acted as the primary source of funds for 31%.

Figure 4.1.3: Sources of funding for accommodation fees, by programme of study (V1:D3)

	Main source of funding for accommodation fees					
	All respondents		Undergraduate		Postgraduate	
	n	%	n	%	n	%
Access to Learning Fund	32	1	24	1	8	1
Employment during course (including holiday work)	122	3	70	2	51	5
Higher Education Grant (from LEA)	295	7	278	8	15	2
NHS Bursary	70	2	54	2	14	2
Other income/savings	173	4	81	2	86	9
Parents/relatives	1535	34	1220	35	290	31
Studentship/sponsorship/scholarship	411	9	65	2	333	36
Student loan	1789	40	1682	48	85	9
Other loans (credit cards, overdraft)	35	1	18	1	17	2
Other	65	1	34	1	30	3
Total	4527	100	3526	100	929	100

Section 4.2: Value for money

Overall, 42% of respondents indicated that their accommodation offered 'average value for money'. Those living in a private house/flat were more likely than those in other accommodation types to suggest they received 'very good value for money'; 16% compared to 5% for those in larger developments and 4% for those living in on-campus accommodation. Those living on-campus were most likely to be critical of the value for money their accommodation offered with 28% indicating they received either 'poor' or 'very poor value for money' (Figure 4.2.1). Little difference was noted in the perceived value for money when analysing the data by several other respondent characteristics: UK and International students, undergraduates and postgraduates, NTU and UoN respondents, all showed little difference in their assessment of 'value for money' (no relevant table).

Those in their second or subsequent year of study showed that they were moderately more likely to be satisfied compared to those in their first year although this difference can be accounted for by the fact that those in their first year were substantially more likely to be living in on-campus accommodation which received the highest proportion of 'poor value' ratings (Figure 4.2.1).

Respondents who spent longer searching for their accommodation (over two weeks) were slightly more likely to indicate that they were satisfied with value for money than those who searched for less than two weeks. The source of funding for accommodation costs had little impact on the overall rating of value for money for respondents, although those supported by a studentship/scholarship were moderately more likely to be satisfied than those funded by parents/relatives or a student loan (no relevant table).

Figure 4.2.1: Value for money from current accommodation, by accommodation type (V1: D6)

	Value for money							
	All accommodation types		Larger development		Private house/flat		On-campus accommodation	
	n	%	n	%	n	%	n	%
Very good value for money	490	11	39	5	398	16	38	4
Good value for money	1399	31	241	29	896	35	230	22
Average value for money	1918	42	380	46	992	39	504	47
Poor value for money	557	12	127	15	200	8	222	21
Very poor value for money	151	3	35	4	41	2	71	7
Total	4515	100	822	100	2527	100	1065	100

As shown later in Figure 4.4.1 value for money is a high priority when choosing student accommodation and was frequently mentioned as one of the most liked features of a respondents' current residence:

"Rent is a fair price for the accommodation." (Currently living in private rented house/flat)

"Very good size of property given the rent I pay. The area is really nice to live in and the neighbours are friendly." (Currently living in private rented house/flat)

"There's a nice and friendly on-site team and it is good value for money." (Currently living in larger development)

"Can usually get more competitive rates when going private. Halls of residence etc. seem a little expensive for me." (Currently living in private rented house/flat)

Those respondents who had inclusive bills for utilities such as heating or broadband frequently mentioned how this had helped them to better plan their budgets and were generally considered to offer 'good value':

"The rent includes utility bills which makes things easier." (Currently living in larger development)

"It is easy to pay the rent and there have been no surprises." (Currently living in larger development)

"The rent fee is affordable and all bills are included. Don't need to worry about anything." (Currently living in larger development)

"Cheap rent and bills included into monthly payment." (Currently living in private rented house/flat)

"£55 a week and all utilities and broadband paid for! Exceptional value." (Currently living in larger development)

"I have internet, included in my rent and all the utility bills included. We have a TV and free view in the lounge which is included." (Currently living in larger development)

When asked about the features respondents least liked about their accommodation, perceived poor value for money was mentioned as the second most problematic element for those living in on-campus accommodation (prompting 201 comments) and for those in larger developments (117 comments, Figure 4.4.2):

"Very, very expensive for what you get. Parents have to pay as my loan would not cover the accommodation alone." (Currently living in larger development)

"I would like to have more value for my money. I am paying too much, but getting less in terms of kitchen area ,modern equipment, fluffy carpet, heating facilities. And there are no facilities like reading rooms, coffee machines, common room etc." (Currently living in on-campus accommodation)

"In terms of price, it's a bit overrated in my opinion. We pay too much for what we get." (Currently living in on-campus accommodation)

"The rent is rather expensive for next year (that's why I'm even moving out)." (Currently living in larger development)

"The price for what it is completely outrageous, I know people in other universities who have the same if not better accommodation and pay a lot less for it and aren't forced into having 48 week contracts when we are only here for 30 weeks!" (Currently living in larger development)

A high proportion of those living in catered on-campus accommodation were critical of the fees they were paying and suggested that, despite having their meals included in the accommodation price, they still felt that the package offered poor value for money

"It's much too expensive for what it is. It is £300 over my maintenance loan per term which leaves me about £700 overdrawn in the entire year, even before other expenditures. If the food was better it might justify the extortionate prices, but probably not." (Currently living in on-campus accommodation)

"Better food for the price I am paying." (Currently living in on-campus accommodation)

"I don't like the fact that it is slightly over priced, having to be catered for and paying £4 per meal that is only worth about £2 is ridiculous especially when I can make better food myself." (Currently living in on-campus accommodation)

"I live in catered halls and I don't think the price of the meals per day are worth what I get. I could get a nicer meal for cheaper if I made it myself." (Currently living in on-campus accommodation)

"I think there should be a self catering option. Apparently there was one but people complained about not having a catered option so it seems they just scrapped the self catering option, why can't there a choice of which one you'd prefer? I never go to the dining room for my dinner as it's pretty poor quality and it sent my blood pressure right up (far too much salt) but I've still had to pay for it which is putting a strain on my cash flow now as I'm effectively paying for two dinners every day."
(Currently living in on-campus accommodation)

Value for money was the sixth least liked aspect for those living in a private rented house/flat (288 comments, Figure 4.4.2):

"My rent is fairly expensive. In fact with it rising this year my student loan has not been able to cover the full amount which increases the strain on my finances greatly." (Currently living in private rented house/flat)

"Poor value for money considering the small size of the house." (Currently living in private rented house/flat)

"Rent: it is too expensive for the quality of the house." (Currently living in private rented house/flat)

"Bills should be included - it's far too much to pay otherwise. Had we expected to be getting £1000 bill for services we would not have chosen the property. They offered us no warning of this; this should be clearer when signing for a property. There was also NO telephone line in the property; we would have to install one at great cost before even looking at a phone or broadband package."
(Currently living in private rented house/flat)

Section 4.3: Experiences of common problems with current accommodation

All respondents were asked whether they had experienced a range of common problems that may affect those living in student accommodation including difficult relationships with landlords/agents, speed of maintenance repairs and excessive noise. Figure 4.3.1 provides a breakdown of the problems experienced by current accommodation type.

It is clear that those living in a larger development were more likely to have been disrupted by excessive noise with 26% indicating this had been a 'major problem', compared to 9% of those in a private rented house/flat. Excessive noise was mentioned as the third most disliked feature for those living in larger developments prompting 107 comments (a summary of the 'most' and 'least liked' aspects can be found at Figures 4.4.1 and 4.4.2):

"[I would most like to have] walls that are actually real walls and not paper walls through which everything can be heard." (Currently living in larger development)

"Students should be listened to by management and a curfew on noise outside during the week needs to be implemented as education suffers from sleepless nights." (Currently living in larger development)

"I find the noise levels from other students after a night out very annoying and disrupting." (Currently living in larger development)

"[I have most disliked] other resident's making excessive noise at night during exam period. Management can't seem to handle it/aren't interested in sorting the problem out." (Currently living in larger development)

Despite being only the tenth most frequently raised 'disliked' aspect for those in a private rented house/flat, noise problems were still a problem for many (176 comments):

"Would like to live with less people without a band practicing next door each week." (Currently living in private rented house/flat)

"With having a bedroom next to a bathroom the extraction fan is extremely loud whenever anyone turns the bathroom light on. I am regularly woken up by the noise late at night and early in the morning." (Currently living in private rented house/flat)

"As a newly built property, the walls are quite thin and not soundproofed within the apartments." (Currently living in private rented house/flat)

"The walls are VERY thin hence you can hear everyone's music etc, it can be really annoying at times." (Currently living in private rented house/flat)

A higher proportion of those living in a private rented house/flat had experienced difficulties with landlords/agents with 49% experiencing either minor or major problems compared to 34% of those in a larger development and 30% of those living on-campus (Figure 4.3.1). Dissatisfaction with the speed of maintenance repairs was the second most frequently rated problem, with 62% of those in a private rented house/flat and 56% of larger development residents indicating they had experienced problems. This issue of improved management and increased responsiveness to maintenance requests was discussed repeatedly in the open-ended comments being the most frequently mentioned open-ended comment from those in larger developments (149 comments) and the third most frequently mentioned 'disliked' aspect of living in a private rented house/flat (324 comments):

"Maintenance takes ages to get done, I waited three months over a dripping tap. When it was fixed only lasted a month and its now back to dripping. The light in the bath room went out took over two weeks to fix." (Currently living in larger development)

"The Letting Agency have been a nightmare from start to finish, we have had numerous leaks or things not working, no-one showed us how to use anything and everyone connected to this accommodation has been generally unhelpful. The accommodation problems we have encountered this year have certainly not alleviated my already high stress levels of being in my final year! For the money we pay, we expected and are entitled to a better standard of service." (Currently living in private rented house/flat)

"[Accommodation management] aren't approachable. They never seem bothered about our happiness and are very quick to sanction or fine us for minor things that go wrong. Sometimes take too long to sort problems out - two weeks to fix a bathroom light bulb that we couldn't access!" (Currently living in larger development)

"I would like maintenance repairs to be carried out more quickly and be able to get hold of accommodation manager easier than having to walk all the way down to the office every time." (Currently living in larger development)

"It took a long time for my fridge to be replaced and when it was it was replaced by a smaller, unsatisfactory fridge. I would expect with the amount of money each person in my flat pays that maintenance would be efficient and satisfactory." (Currently living in larger development)

Often students described a lack of respect from accommodation managers/landlords when discussing problems or negotiating maintenance issues:

"Would like more (some!) notice from landlord before he sends workmen round." (Currently living in private rented house/flat)

"More respect for our rights as tenants, not being treated just like 'another annoying student' If we show respect to the property I would like the owners to show us some when there is a genuine problem." (Currently living in private rented house/flat)

"Better maintenance staff or at least a change in their and the managements attitude towards tenants." (Currently living in private rented house/flat)

"Extremely poor sub-landlord. Maintenance and response to needed repairs - abysmal. Response to enquiries - abysmal; letters received from debt collection agencies because service bills, which are included within the rent, have been left unpaid by the landlord; notification from former tenants that their deposit has been unreasonably withheld (we fear the same); improper maintenance of security equipment; unhelpful staff; kitchen left unfitted two weeks beyond the date from the date the contract specified we had possession of the property." (Currently living in private rented house/flat)

When respondents received a prompt response to calls for maintenance requests this was often appreciated and those who had experienced positive relationships with their providers were keen to discuss this in their open-ended comments:

"[I have most liked having] nice landlords [...] very good always help us when needed and pop by to speak now and again." (Currently living in private rented house/flat)

"I like being close to other students the staff are helpful and are quick at dealing with problems." (Currently living in larger development)

"Our landlord is very easy to contact and solves problems small and large." (Currently living in private rented house/flat)

"Reception or night manager is always on hand. Very good maintenance team." (Currently living in larger development)

"Our landlord has hired a maintenance man so problems now get dealt with quite quickly." (Currently living in private rented house/flat)

Problems with contract clarity and difficulties with contract expectations were similarly problematic for those in both larger developments and private rented houses/flats. Several first years and international students explained that they needed more guidance to help them understand what agreements they were making when signing their first accommodation contracts:

"I think that the hall should explain rent obligations such as deposits clearly to students especially international students before their arrival. I for example was not told about an extra £250 deposit, till I arrived. It was a hell of a time, since they would not give me the keys unless I pay the amount. This was after I had paid the initial £250 damage deposit from my country before arrival. It would have helped if it was made known to me that I needed to pay a deposit of £500 instead of saying it was just £250." (Currently living in larger development)

"More clarification of contract from the beginning and better explanation of property." (Currently living in on-campus accommodation)

"Catering service, the contract that we sign should be explained fully by authorities before we sign it. Because, sometimes 1st year student do not read the contract, they just sign it, but when they have some problem, and ask for help, warden and others just say, sorry you have signed contract, I cannot help you. This is not good and right. It will be better, if accommodation office will strongly recommend to read a contract, actually for a international students because they do not have any support if something will happen." (Currently living in on-campus accommodation)

"[The] accommodation service should be sure that before signing a contract [the student] has read all conditions and requirements. I've been faced with that problem this year, I've lost my money, money was stolen in the airport. I went to the Warden and just asked could I terminate my contract, because I have financial difficulties, and I said I just want to change my accommodation from catering to non-catering, [...] Warden said, that is no possibility to terminate your contract[...] And I think, [it is] not just me having such a problem, a lot of international students face this problem [...] I have just signed it, and no one said to me read it carefully, they just, collect your key, and sign some papers. I know you should not explain everything, but it will be great if you will strongly advice to read contract, for an international students that came abroad first time it is very hard at first time, and when they meet some problem , they realize that they are alone." (Currently living in on-campus accommodation)

The inadequacy of recycling facilities was a problem for 49% of those in a private rented house/flat and 45% of those in larger developments and ranked as the third most problematic feature overall (Figure 4.3.1). Many respondents from all accommodation types used the open-ended comments to complain about the lack of recycling provision:

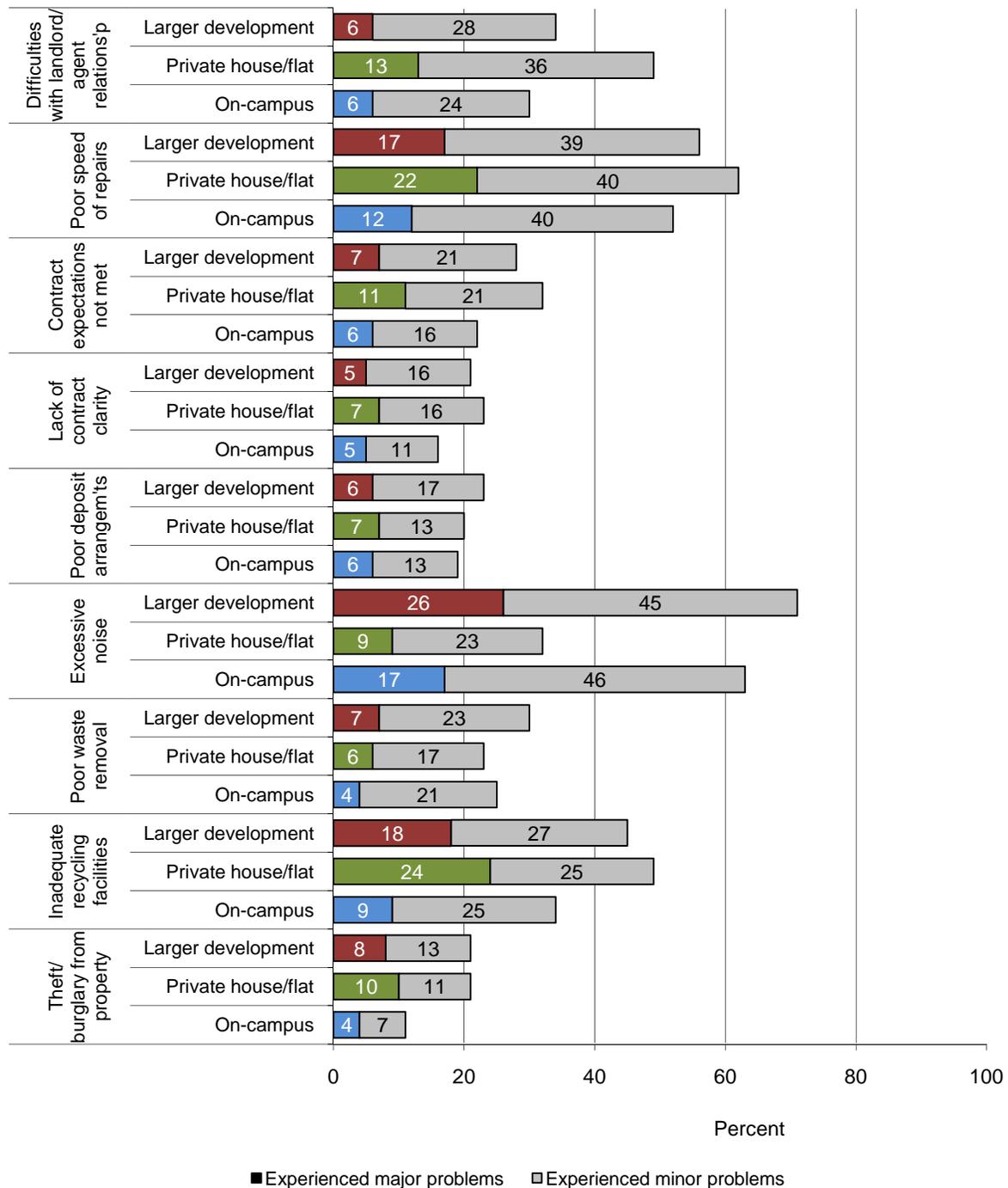
"A lot of students here really don't like the fact there is no access to any recycling facilities."
(Currently living in larger development)

"I would like better access to recycling facilities, a lot of students want to recycle but can't as there are no easily accessible facilities." (Currently living in private rented house/flat)

"I would also like recycling facilities, the amount that is chucked away that could be recycled is unbelievable." (Currently living in private rented house/flat)

"Not very environmentally friendly (e.g. no green power, very little recycling done) this I would like to see improved." (Currently living in on-campus accommodation)

Figure 4.3.1: Experience of problems with current accommodation, by accommodation type (V1:D4)*



*Minimum n = 554

When analysing respondents experience of accommodation problems against other factors it is evident that 24% of those who had experienced three or more of the nine problems listed in the questionnaire rated their accommodation as either 'poor' or 'very poor' value for money compared to 10% of those who had experienced two or fewer accommodation problems (Figure 4.3.2).

The data suggests that students reporting three or more accommodation problems (from the list shown in Figure 4.3.1) were equally likely to be living in larger developments or a private rented house/flat; in each case 45% reported three or more problems. Those in on-campus accommodation were less likely to have experienced multiple problems with only 35% reporting three or more problems from the list provided (Figure 4.3.3).

Considering whether previous experience of accommodation problems has an impact on overall accommodation preferences, those with a strong preference for a larger development were less likely to have experienced more than two accommodation problems in their current residence (66% preferring larger developments compared with around 56% of those with all other preferences, no relevant table).

Figure 4.3.2: Value for money, by experience of common accommodation problems (V1:D6, D4)

	Value for money			
	Experienced less than three accommodation problems		Experienced three or more accommodation problems	
	n	%	n	%
Very good value for money	371	14	119	6
Good value for money	945	37	454	24
Average value for money	1010	39	908	47
Poor value for money	219	8	338	18
Very poor value for money	42	2	109	6
Total	2587	100	1928	100

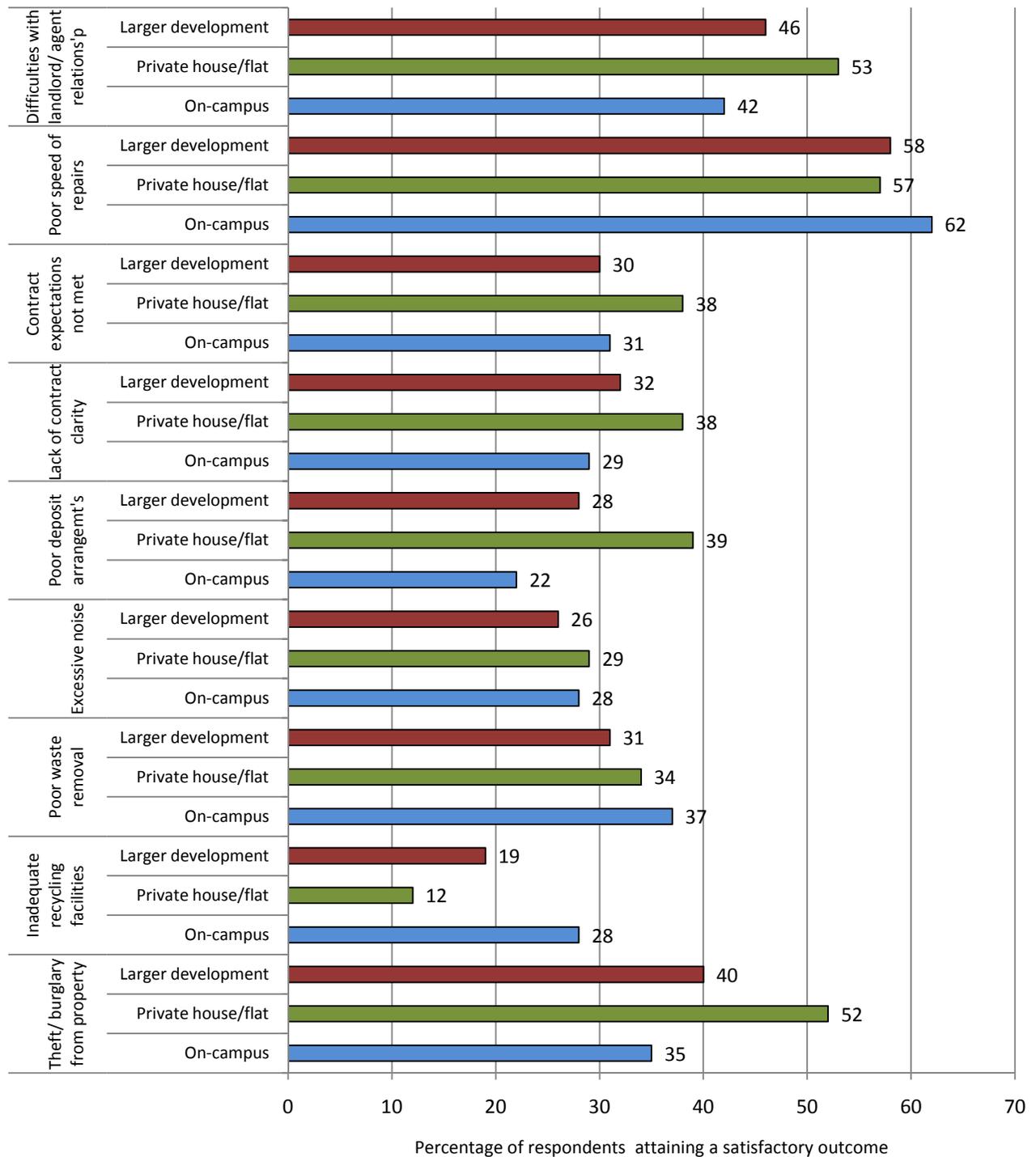
Figure 4.3.3: Accommodation type, by experience of common accommodation problems (V1:D4, D1)

	Accommodation type					
	Larger development		Private house/flat		On-campus accommodation	
	n	%	n	%	n	%
Experienced less than three accommodation problems	456	55	1383	55	692	65
Experienced three or more accommodation problems	369	45	1152	45	379	35
Total	825	100	2535	100	1071	100

Those respondents who had experienced any of the accommodation problems outlined in the questionnaire were asked whether they had reached a satisfactory outcome with their complaint. Figure 4.3.4 provides a breakdown of whether respondents had resolved their complaints, by accommodation type. Respondents were most likely to have reached a satisfactory outcome with 'speed of repairs' and were least likely to have had a satisfactory resolution with the provision of 'recycling facilities'.

Those living in a private rented house/flat were more likely than those in other accommodation types to have received a satisfactory outcome when they had encountered problems with the 'management/landlord relationship' or with 'deposit arrangements'.

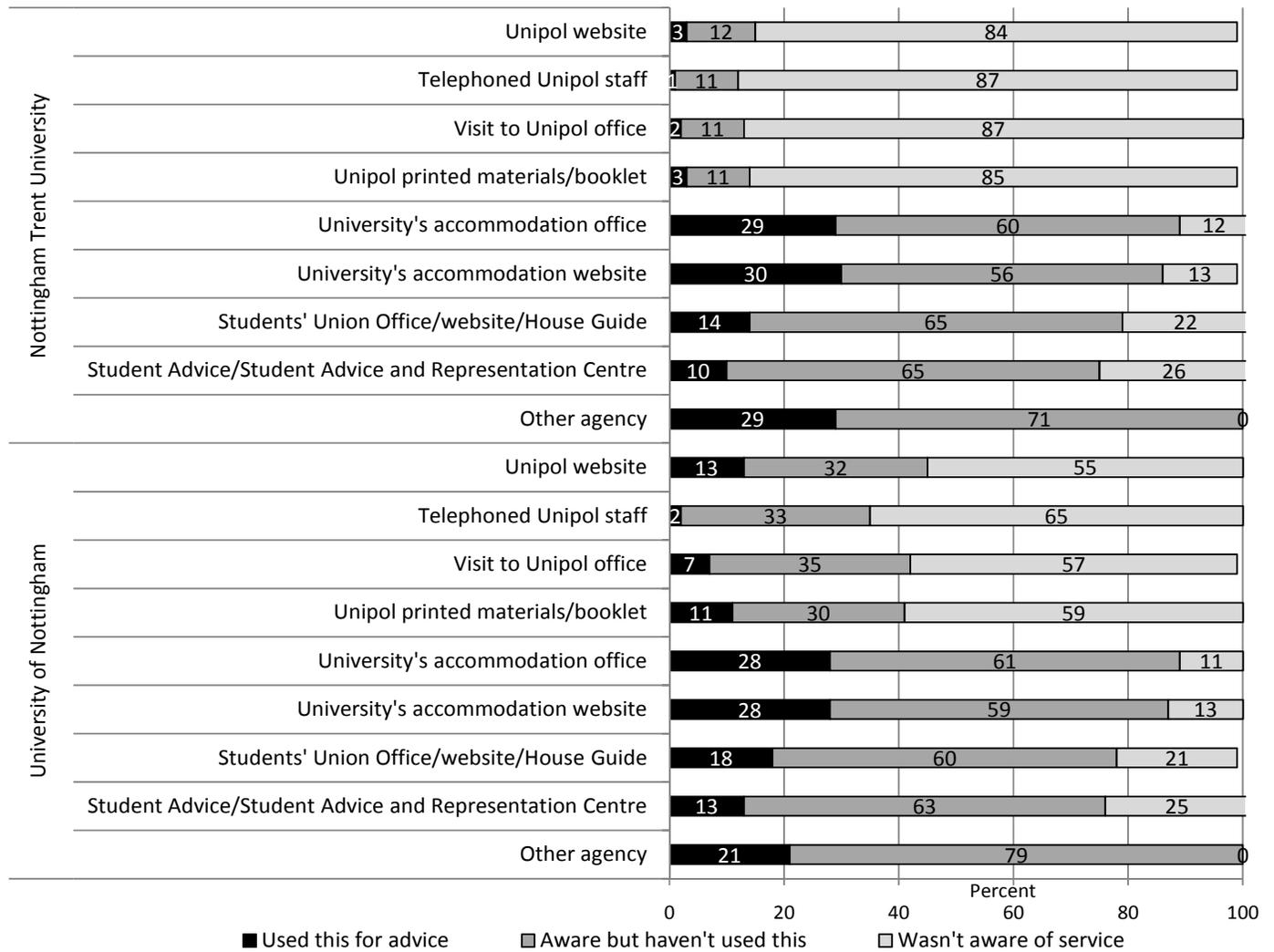
Figure 4.3.4: Satisfactory outcome of accommodation problems (V1:D4,D1)*



*Minimum n = 54

Respondents were asked about the sources they might use when they required advice about accommodation issues or specific problems. Figure 4.3.5 shows that students from both NTU and UoN were most likely to seek accommodation advice from their university's accommodation office or the university's accommodation website, with around 30% of respondents having sought advice from these sources. The on-campus presence of the Unipol office would appear to have had a considerable impact on student contact levels with Unipol services; with 13% of UoN students having visited the Unipol website compared to 3% of NTU respondents. Awareness of Unipol (specifically as a provider of support and advice with accommodation problems) also varied considerably between the two institutions with around 15% of NTU students either 'aware of' or having 'already used' the support services available compared to around 35% of UoN students.

Figure 4.3.5: Sources of advice used when encountering accommodation problems (V1:D5, F7)*



*Minimum n = 181

Section 4.4: Most and least liked aspects of current student accommodation

All respondents were asked what they most liked about their current accommodation and what aspects they would most like to change. The themes raised by respondents were numerous and varied. The reader is advised to consult first [Figures 4.4.1](#) and [4.4.2](#) before reading the commentary in sections 4.4.1 and 4.4.2. These two charts depict the twenty themes raised most frequently by respondents for each of the three main accommodation types

In these two charts, each theme is identified by an adjacent icon (with an arbitrary colour and design) with the aim of making it easier to compare by eye the relative rank of a theme in the list for each accommodation type. Where a theme lacks any icon displayed next to it, this signifies that the theme only appeared among the top twenty for one accommodation type. A full list of the comments recording what was most and least liked, arranged by theme, can be viewed in [Appendix 3](#).

The commentary in sections 4.4.1 and 4.4.2 is selective and sets out to highlight, a) a theme that is prominent in all the accommodation types, b) themes prominent in one or two accommodation types, and c) themes prominent in one type but which are ranked low or are absent in the others. Other themes are not discussed here but are covered in other sections. Readers also need to bear in mind that all these themes reflect student comments in response to open-ended questions, as opposed to the preferences depicted in Figure 5.2.1 where the rankings derive from a set of features listed on the questionnaire.

Section 4.4.1: Location, location, location

The importance of being positioned in a 'good location' was raised by a high proportion of all respondents. The most frequently mentioned priority was to be 'close to university' which appears in the top three 'most liked' themes for those living in all accommodation types (Figure 4.4.1):

"It's very close to the university- about 5 minutes walk to lectures." (Currently living in private rented house/flat)

"[I have most liked] that it is close to the city centre and university." (Currently living in private rented house/flat)

"The closeness to the university buildings and the city centre, nothing is further than a 10 minute walk away at the most." (Currently living in larger development)

Proximity to university was not the only location-related priority. Being at the 'heart of the action' was also an important concern:

"It's in the hub of the student area and close enough to town to walk and not too far from university either." (Currently living in private rented house/flat)

"Location in terms of proximity to local amenities, university and town centre is excellent. It is in a predominantly student area so there are lots of other like-minded young people around." (Currently living in private rented house/flat)

"Living in Lenton - in close proximity to a student social network." (Currently living in private rented house/flat)

"It's in an area full of other students, most of my friends are within 10 minutes walk from me." (Currently living in private rented house/flat)

Students were also appreciative of having good access to local town centres, amenities and transport links:

"I like the distance from town and enjoy the 20 min walk to and fro and its closeness to a couple of pubs and Sainsbury's!" (Currently living in larger development)

"I like the area because it's very close to shops and also an equal distance between university and the town centre." (Currently living in larger development)

"Easy bus access to university and town centre, and it is even free." (Currently living in larger development)

"Very close to shops, banks, post office, super market, next to bus stop and very quiet." (Currently living in private rented house/flat)

Living in an unsatisfactory location was the second most frequently mentioned 'disliked' aspect for those living in a private rented house/flat, prompting 439 comments. Distance from university, security concerns and being away from the student hubs were frequently discussed concerns:

"A bit far from university, not a 'student area' (i.e. Lenton)." (Currently living in private rented house/flat)

"[I would most like to] be closer to university, currently a 30 minute plus bus journey away. For late lectures can take me over an hour to get home." (Currently living in private rented house/flat)

"[I would most like to be] closer to university, in a safer neighbourhood." (Currently living in private rented house/flat)

"I would like it if this house was in Lenton as I feel a bit cut off from other students. Great house but no students around!" (Currently living in private rented house/flat)

"I would like a garden rather than a back passage which is open to strangers from the street. To live on a road with less reputation/evidence of crime." (Currently living in private rented house/flat)

Section 4.4.2: Accommodation facilities and features

The most liked feature for those living in larger developments was having en-suite facilities (179 comments) which were mentioned by 22% of those living in this type of accommodation. Those with access to en-suite facilities who were living in on-campus accommodation also frequently mentioned this as one of their most liked features:

"[I most like that my] en-suite is an actual room rather than a cupboard size and has a shower cubicle rather than just a curtain separating it from the rest of the en-suite." (Currently living in larger development)

"[I have most liked] having my own personal space and en-suite bathroom." (Currently living in larger development)

"[I have most liked] the en- suite Bathroom- really nice!" (Currently living in larger development)

"My room's comfortable, and I like the fact it's en-suite, as well as the proximity to university, which is literally on my doorstep." (Currently living in on-campus accommodation)

Having a good sized bedroom was the most frequently mentioned 'most liked' feature for those living in a private rented house/flat (608 comments) and was raised by almost a quarter of all those living in this type of accommodation:

"The rooms are large and spacious and there is sufficient storage spread out over the flat." (Currently living in private rented house/flat)

"It has five double bedrooms so it's never lonely, but everyone has enough space when they need it." (Currently living in private rented house/flat)

"I have a large bedroom, furnished with new Ikea furniture and a large bed." (Currently living in private rented house/flat)

A preference for having equally sized bedrooms was also mentioned by many students, as this minimised disputes over which housemate is left with the smallest room:

"[I have most liked that] all the rooms are fairly evenly sized." (Currently living in private rented house/flat)

"I like the open plan aspects and the fact that all the bedrooms are the same size." (Currently living in private rented house/flat)

"I like the fact that the house is a good size with all bedrooms being of a good size, containing a double bed each." (Currently living in private rented house/flat)

Access to adequate living space was another positive aspect for residents of private rented houses/flats and was the second 'most liked' aspect for this group (579 comments). Having a large kitchen and a suitable communal living space were appreciated by many, as was having storage space for bikes and other large items. Those with a garden were also grateful for the additional outdoor space:

"[I have most liked that] there is a large living and dining room area, and a garden." (Currently living in private rented house/flat)

"With five other friends I rent a very large house with a living room, dining room, kitchen, two bathrooms and spare room so it is very spacious and extremely good value for money." (Currently living in private rented house/flat)

"[I most like that I have] big rooms with high ceilings. The view from the bedroom. It's a good place to get friends up for the weekend because of the size of the living room."

"My house has a large kitchen which is important when we are all preparing meals in the evening. The house is also large, giving enough space for each person to have privacy. The communal spaces are also large making it good for having a catch up with friends or entertaining."

Dissatisfaction with communal areas was the fifth least liked aspect for residents of larger developments. Those with complaints commonly discussed that inadequate social spaces had a detrimental effect when building relationships with other students in larger developments:

"It's drab and extremely plain in the hallways. There should be more notice boards! - We aren't allowed to decorate our flats/doors/etc. - There isn't a large games or lounge area available for EVERYONE. It creates an anti social atmosphere." (Currently living in larger development)

"[Would like to] actually have a common area to meet with students from other flats." (Currently living in larger development)

"Definitely in need of separate common rooms/living areas. I find that the kitchen/dining area is inadequate for socialising as it often becomes too hot or greasy when others are cooking." (Currently living in larger development)

"[I would like to] have a communal room other than the kitchen. i.e. living space with television to socialise with flatmates outside each others' bedrooms." (Currently living in larger development)

The most frequently raised negative issue for residents of private rented houses/flats related to the accommodation being badly decorated or in a poor state of repair (558 comments):

"Accommodation is run down. Things like lights do not work." (Currently living in private rented house/flat)

"Almost everything electrical has broken. Both showers leaking and flooding floors below. The house generally seems to be a bodge-job, nothing works properly." (Currently living in private rented house/flat)

"Could do with some refreshment of the decoration in some areas, we requested this but the landlady didn't agree. In the end I decorated my own room which was badly in need of repainting." (Currently living in private rented house/flat)

"I don't like the interior in terms of decor and furnishings. In addition, there are severe problems of mould and damp in the property, which I would obviously like to rectify." (Currently living in private rented house/flat)

Outdated, inefficient and expensive heating systems were mentioned by respondents in both private rented houses/flats and larger developments but were a higher priority for those in the private rented sector. Students not only complained about the discomforts of inadequate heating but were also concerned about the associated high prices for heating bills and the environmental impact of poorly insulated and maintained properties:

"The windows are single glazed and the roof is very badly insulated. The boiler is old and inefficient. This is not only incredibly wasteful, but generates big utility bills. This is something I strongly feel should be looked into in student accommodation." (Currently living in private rented house/flat)

"The house is obviously badly insulated as freezing cold in winter unless the heating was kept on all the time; the energy bills were massive as a result." (Currently living in private rented house/flat)

"The boiler is useless and it's impossible to keep the house warm. While our bills are astronomical. We have extensive mould and damp." (Currently living in private rented house/flat)

"Having gas and electricity on the meter is annoying as you have to top it up all the time, and sometimes it cuts out when not everyone is aware we are down to the emergency! It's quite a big house so can get cold - but heating is very expensive." (Currently living in private rented house/flat)

"Expensive to heat, we have electric heater which are expensive anyway, then we also have floor to ceiling windows in the living area which let heat escape easily." (Currently living in private rented house/flat)

"Change the electric heaters to normal radiators (to reduce costs)." (Currently living in larger development)

"[I would like to have a] better heating system. It's freezing in the day even with the heating on and boiling at night because the heating is on till midnight and it cannot be turned off! And as if ceiling heating would work anyway!

Figure 4.4.1: Aspects most liked about current accommodation, by accommodation type (V1:D7)*

Larger development		n	%	Private rented house/flat		n	%	On-campus accommodation		n	%
Has en-suite facilities		179	22	The bedroom is a good size	B	608	24	The location is close to university or on campus	U	303	28
Good for socialising		151	18	The living space is a good size		579	23	Good for socialising		286	27
Location is close to University	U	136	16	Location close to the University	U	554	22	Has en-suite facilities		199	19
Good security and safety		113	14	The rent is affordable/inclusive bills	£	440	17	The bedroom is a good size	B	145	14
Well managed and maintained		96	12	Good location (general)	L	378	15	The accommodation is catered		106	10
The bedroom is a good size	B	93	11	The accommodation is nicely furnished		317	13	Well managed and maintained		105	10
The rent is affordable/inclusive bills	£	83	10	Good location - close to the city centre	C	308	12	Good security and safety		81	8
Good location - close to the city centre	C	78	9	The accommodation is nicely decorated	D	243	10	The rent is affordable/inclusive bills	£	72	7
The living space is a good size		65	8	The location is good- close to local amenities		233	9	The location is good- close to local amenities		57	5
Good transport links to university and city centre		60	7	Good relationship with flatmates		215	8	The living space is a good size		55	5
The accommodation is nicely furnished		57	7	Well managed and maintained		215	8	The accommodation is nicely furnished		55	5
Good location (general)	L	55	7	Good garden/outdoor space		208	8	Well equipped and has good appliances	A	47	4
Good relationship with flatmates		54	7	Good security and safety		205	8	Good relationship with flatmates		45	4
Good facilities in communal areas		50	6	The accommodation feels like your own home		191	8	Good location (general)	L	41	4
The accommodation is nicely decorated	D	44	5	The location is good-quiet		184	7	The accommodation is generally satisfactory		41	4
The communal areas are adequate		41	5	The accommodation is generally satisfactory		168	7	Good level of privacy		37	3
The accommodation is generally satisfactory		29	4	Double bed		147	6	The accommodation is nicely decorated	D	35	3
The location is good- close to local amenities		25	3	The communal areas are adequate		140	6	The location is good- nice environment and surroundings		34	3
Good telecom and internet provision	@	24	3	Good car parking provision		140	6	Good telecom and internet provision	@	34	3
Well equipped and has good appliances	A	24	3	Good transport links to university and city centre		133	5	The communal areas are adequate		26	2
Other issues		148	18	Other issues		990	39	Other issues		211	20
Total number of aspects raised		1605		Total number of aspects raised		6419		Total number of aspects raised		2015	

*Percentage is based on the total number of respondents living in each accommodation type (larger development = 825, private rented house/flat = 2535, on-campus = 1071)

Figure 4.4.2: Aspects respondents would most like to change, by accommodation type (V1:D8)*

Larger development		n	%	Private rented house/flat		n	%	On-campus accommodation		n	%
Prefer more responsive management with fewer rules		149	18	Poor decoration and state of repair		558	22	Poor food and timing of meals		207	19
Poor value for money		117	14	Poor location		439	17	Poor value for money		201	19
Too much noise and disruption		107	13	Poor management/landlord. Slow response to requests		324	13	Prefer more responsive management with fewer rules		160	15
Poor location		103	12	Poor appliances and furniture		308	12	Poor communal area		123	11
Poor communal area		88	11	Expensive and inadequate heating system		302	12	Too much noise and disruption		112	10
Inadequate security and safety procedures		71	9	Poor value for money		288	11	Inadequate bedroom size		84	8
Poor decoration and state of repair		69	8	Inadequate living space		268	11	Poor decoration and state of repair		68	6
Poor telecom and internet provision		68	8	Inadequate security and safety procedures		223	9	Poor bathroom and plumbing facilities		62	6
Poor appliances and furniture		64	8	Poor bathroom facilities and plumbing		222	9	Poor telecom and internet provision		62	6
Inadequate bedroom size		59	7	Too much noise and disruption		176	7	Poor appliances and furniture		59	6
Poor bathroom facilities and plumbing		54	7	Nothing is inadequate or problematic		157	6	Unable to choose flatmates		58	5
Unable to choose flatmates		50	6	Inadequate bedroom size		131	5	Poor facilities in communal areas		53	5
Inadequate storage space for food and kitchen items		42	5	Lack of garden/ outdoor space		129	5	Inadequate security and safety procedures		46	4
Expensive and inadequate heating system		38	5	Poor relationship with housemates		129	5	Inadequate living space		44	4
Nothing is inadequate or problematic		38	5	Inadequate refuse collection and recycling facilities		69	3	Increased contract flexibility required		38	4
Inadequate refuse collection and recycling facilities		33	4	Layout of accommodation is unsuitable		56	2	Prefer a double bed		33	3
Poor facilities in communal areas		28	3	Lack of car parking spaces		52	2	Inadequate storage space for food and kitchen items		33	3
Poor clothes washing facilities		27	3	Inadequate storage space for food and kitchen items-		51	2	Residents don't feel like they are 'living independently'		29	3
Not enough organised social events		24	3	Poor relationship with neighbours and non-student community		50	2	Nothing is inadequate or problematic		29	3
Inadequate living space		23	3	Poor telecom and internet provision		47	2	Poor location		27	3
Other issues		183	22	Other issues		259	10	Other issues		190	18
Total number of aspects raised		1435		Total number of aspects raised		4236		Total number of aspects raised		1715	

*Percentage is based on the total number of respondents living in each accommodation type (larger development =825, private rented house/flat = 2535, on-campus = 1071)

Section 5: Student preferences

One of the key aims of the survey was to understand the drivers behind student accommodation preferences and this section sets out to discuss respondent choices and their motivations.

Section 5.1.1: Understanding student preferences for private houses or developments

After being presented with a set of images and a written description of what was meant by 'larger developments' and 'private rented houses/flats', respondents were asked about whether they had a 'strong' or 'slight preference' for either accommodation type. Once respondents had indicated their preference they were asked to give a description in their own words to explain the reasons for their preferences.

Figure 5.1.1 provides a breakdown of accommodation preferences by current accommodation type. Overall, 46% of respondents had a 'strong preference' for a private rented house/flat, with 22% having a 'slight preference' for this type of accommodation. Twenty-one percent of all respondents had either a 'strong' or a 'slight preference' for a larger development. Those currently living in a private rented house/flat were most likely to have a strong preference for this type of accommodation (59% strong preference). Those in larger developments were more likely to have diverse views about their preferred accommodation type with fairly equal proportions showing a preference for either a private rented house/flat or a larger development.

Figure 5.1.1: Accommodation preference, by current accommodation type (V1:C2, D1)

	Accommodation preference							
	All accommodation types		Currently living in larger development		Currently living in private house/flat		Currently living in on-campus accommodation	
	n	%	n	%	n	%	n	%
Strong preference for private rented house/flat	2078	46	199	24	1485	59	352	33
Slight preference for private rented house/flat	989	22	167	20	559	22	243	23
No preference for either private rented house/flat or larger student development	546	12	128	16	242	10	160	15
Slight preference for larger student development	476	11	148	18	152	6	165	15
Strong preference for larger student development	442	10	183	22	93	4	150	14
Total	4531	100	825	100	2531	100	1070	100

Figure 5.1.2 shows that as students progress through their studies their preference for a private rented house/flat increases with 37% of first years and those on one year programmes preferring this accommodation type compared to 53% in second or subsequent years. This pattern is discussed in more detail in [Section 5.3.3](#) when comparing the differences between the priorities of first years and those in second/subsequent years.

Figure 5.1.3 shows that UoN students are more likely to prefer private rented houses/flats, with 51% indicating a 'strong preference' for this accommodation type compared to 38% studying at NTU. One of the reasons for this may be the differences in the housing stock surrounding each institution; the UoN University Park Campus is located close to areas (eg Lenton, Dunkirk and Beeston) where private housing for student renting is widely available, whereas the NTU city centre campus is adjacent to several larger student developments and a more limited number of private student lets.

Figure 5.1.2: Accommodation preference, by year of study (V1:C2,F2)

	Accommodation preference					
	First year or one year programme		Neither a first year nor final year		Final year	
	n	%	n	%	n	%
Strong preference for private rented house/flat	722	37	735	53	607	53
Slight preference for private rented house/flat	443	22	296	21	242	21
No preference for either private rented house/flat or larger student development	294	15	140	10	109	10
Slight preference for larger student development	253	13	125	9	89	8
Strong preference for larger student development	262	13	89	6	88	8
Total	1974	100	1385	100	1135	100

Figure 5.1.3: Accommodation preference, by institution (V1: C2, F7)

	Accommodation preference			
	Nottingham Trent University		University of Nottingham	
	n	%	n	%
Strong preference for private rented house/flat	639	38	1428	51
Slight preference for private rented house/flat	386	23	597	21
No preference for either private rented house/flat or larger student development	250	15	295	11
Slight preference for larger student development	216	13	253	9
Strong preference for larger student development	209	12	230	8
Total	1700	100	2803	100

Section 5.1.2: Building a social network and developing friendships

Figure 5.1.4 presents a summary of the reasons respondents gave for their accommodation preferences from their open-ended comments. In general, those with a preference for larger developments tended to focus on more tangible and functional aspects when discussing the benefits of this accommodation type; with 'on site management', 'new facilities' and 'value for money/inclusive bills' all mentioned with high frequency. Despite this, the single most frequently mentioned positive aspect related to the social opportunities larger developments offer (raised by 57% of those with a preference for a larger development). Many respondents were happy to be immersed in a student community and felt that this was an ideal way of meeting a wide range of students and establishing friendships:

"There are many people around you, you are constantly surrounded by students at the same age and level as you. It's good to get to know different people and socialise." (Preference for larger development)

"A lot more fun living in a larger student only development. The ability to socialise with a larger group of people, the facilities (often) provided are useful and generally less things to worry about such as bills. Living around like-minded people is also useful as we tend to annoy the neighbours on occasions [currently living in a private rented house/flat] and we do not currently have the best of relationships, I'm sure this is currently the same with many students in Nottingham." (Preference for larger development)

"It would be preferable to live in a student purpose built accommodation. The primary reason being the need for interaction, building social relationships and establishing networks for the future." (Preference for larger development)

"As I am a postgraduate student, renting privately would have isolated me too much especially as I am not originally from Nottingham. Whilst making friends is not a priority, some social contact is good in a City you are not familiar with, so this type of accommodation allows you to integrate with other people/students." (Preference for larger development)

Others suggested that living in a private rented house/flat could restrict the number of potential friendships that could be established:

"Student developments are nice because they are purpose built and take into consideration needs of the students. They also have a good atmosphere and you get to meet so many new people compared to living in a house where it's just you and your housemates." (Preference for larger development)

"From my experience I have found that student halls are a more sociable experience. University life is all about getting to know as many people as possible from all over the world. I feel in a house this is very limited and large student halls present a better chance of getting to know more people." (Preference for larger development)

"I think the experience of university is much better when being in a large student only development because you are around like-minded people and always have someone to go out with or just for a chat. It is comforting when being away from home to have people in the same boat around you. The more students the better! It's a great and easy way to make new friends." (Preference for larger development)

"I would slightly prefer to live in a larger student development rather than in a private rented house mainly because of the following: - [...] There are a lot of students who might share the same situation therefore they are potential friends. In a private rented house you are restricted to a few people you don't know." (Preference for larger development)

Fourteen percent of all those with a preference for larger developments commented that this accommodation type was especially suitable for first year students:

"Being new to the city and only here for a year, there is much less chance of getting it wrong with purpose built larger developments." (Preference for larger development)

"During your first year it is essential to live in halls to have access to the social side of university and to meet new people, after the first year you can choose if and who you want to live with in the second and third years." (Preference for larger development)

"First year in Halls was a great experience, to meet friends and socialise with hundreds of people really close to you." (Preference for private rented house/flat)

Section 5.1.3: The freedom to choose

The top three themes raised by those with a preference for private rented houses/flats all relate to freedom of choice and personal development. The most frequently mentioned aspect, raised by 29% of all respondents with a preference for a private rented house/flat, was that living in this accommodation type 'encouraged independence':

"A chance to live independently for the first time, and to share a house with close friends." (Preference for private rented house/flat)

"A house is much more independent. Your housemates are the only ones making noise. You can ask them to be quiet it's much more difficult if they are upstairs in a separate flat (Preference for private rented house/flat)

"[I prefer a private rented house/flat] because you are able to choose who you live with and where, and I think that I feel more independent and less like a student more like an adult in the real world!" (Preference for private rented house/flat)

"Being able to live with your friends and be in charge of your own bills gives the next step of independence preparing you for life after graduation." (Preference for private rented house/flat)

"Freedom, independence, choice of who to live with, less noise, in a 'real' community like a 'normal' person or even a grown-up (well, as much as Lenton is a 'real' community when most of your neighbours are still students!), doesn't feel 'contrived'." (Preference for private rented house/flat)

Being able to choose the people you live with and the number of people sharing the accommodation were very important for those preferring a private rented house/flat. Many students suggested that knowing who you are living with helps to minimise conflicts as members of the household share similar views and can agree on house rules:

"The rented house also allows you to choose with whom you want to live with which is another positive." (Preference for private rented house/flat)

"In a house, there is more freedom to do as you please and with a house you can choose who you live with thus ruling out potential personality clashes." (Preference for private rented house/flat)

"Able to live with the people you get on with in your house, which you would treat with more respect than a large student development." (Preference for private rented house/flat)

"After living in halls for my first year, it was important for me to be able to live with people that I wanted to live with." (Preference for private rented house/flat)

"More choice available e.g. number of people you're living with, who you're living with and you can choose your own location. Also it's nice to have a communal, comfortable living room." (Preference for private rented house/flat)

Many respondents commented that a private rented house/flat was often quieter than living in a larger development and as respondents progressed through their courses the priority for quiet study time increases (670 comments):

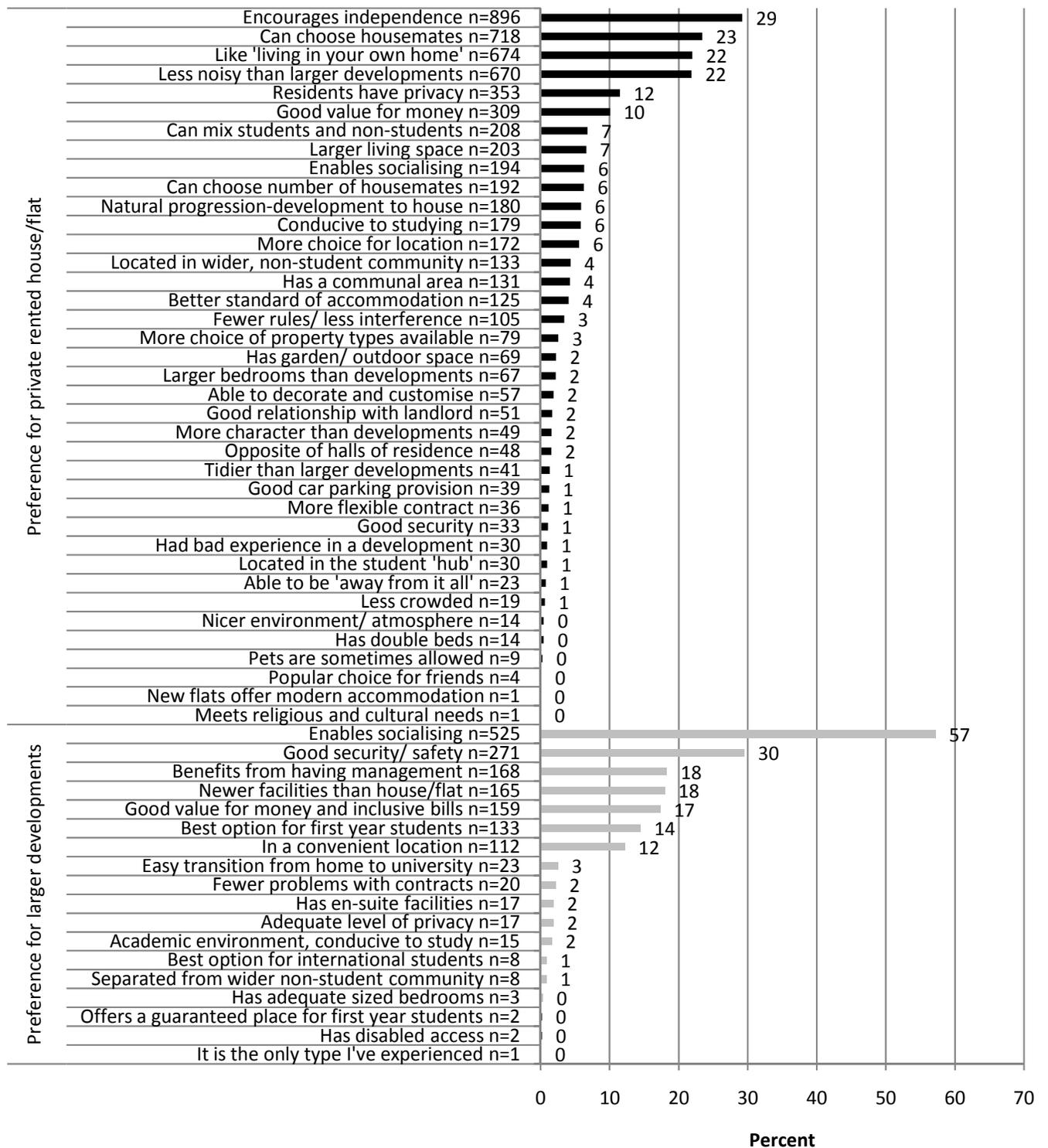
"In addition, it's a lot quieter living in a private house and there's no fire drill in the midnight!" (Preference for private rented house/flat)

"Would prefer to live in private rented accommodation with small group of friends as you have the peace and quiet for study but can choose to socialise with other students if you wanted." (Preference for private rented house/flat)

"Working in my final year having too many distractions around is bad so a small private residence is perfect for my situation." (Preference for private rented house/flat)

"The main reason I prefer living in private rented accommodation, as houses tend to be older and therefore have brick or breezeblock internal walls as opposed to plasterboard in the larger developments I have seen, resulting in better insulation from noise." (Preference for private rented house/flat)

Figure 5.1.4: Reasons given for accommodation preferences, from open-ended comments (V1:C3)*



*Percentages based on the percentage of respondents with a preference for larger development (n = 918) or percentage of respondents with a preference for a private rented house/flat (n = 3067).

Section 5.2: Preferred accommodation features

All respondents were asked to rate the importance of 28 supplied accommodation features when choosing a place to live at university. Figure 5.2.1 ranks the features by the proportion of respondents rating each feature as 'essential'. Separate rankings are shown for those with a preference for larger developments and those preferring a private rented house/flat. Some of the high ranking priorities such as 'value for money' ([Section 4.2](#)) and 'being able to choose who you live with' ([Section 5.1.3](#)) have already been discussed in previous sections.

Section 5.2.1: Getting connected

From the list of features in Figure 5.2.1 broadband and telephone connection in study bedrooms ranks as the top priority for respondents with preferences for both accommodation types. However, those living in a larger development were considerably more likely to rate this as an essential feature (67% 'essential' compared to 51% in a private rented house/flat). Despite ranking as the most commonly desired feature from the list of facilities in Figure 5.2.1 only a small number of respondents mentioned that having broadband access was important for them in their open-ended comments. This may be because students now expect all accommodation to provide telephone and broadband access rather than viewing this feature as an 'optional extra':

"A lot of life's essentials are taken care of - e.g. cleaners are provided, internet access is already set up." (Preference for larger development)

"[I have most liked that] all bills are included and access to internet is easy." (Currently living in larger development)

Section 5.2.2: Staying safe

The importance of security features ranks as a high priority for those living in both larger developments and private rented houses/flats, with 48% of those in developments and 36% of those in the private sector rating security as 'essential'. However, when asked the reasons for preferring a particular accommodation type, respondents preferring larger developments mentioned security issues with considerably higher frequency than those with a preference for a private rented house/flat. Figure 5.1.4 above shows that security is the second most commonly mentioned aspect for those in larger developments compared to the 28th for those in a private rented house/flat. Those living in larger developments suggested that living with a large group of other students promoted feelings of safety and security that residing in a private rented house/flat failed to do:

"[I prefer a larger development because] you live with students like yourself and you all know you're there for the same reason and it's easier to make friends and you feel more comfortable and more safe." (Preference for larger development)

"[I prefer a larger development because] they are generally in better condition and I feel more safe and comfortable." (Preference for larger development)

"The larger student only development is primarily catered for the needs of students. thus; security will be tighter, bills will often be inclusive, and there will be no hassle with uncompromising landlords." (Preference for larger development)

"Safety in numbers. Doesn't feel as safe being in a small house." (Preference for larger development)

All respondents were asked whether the approval of parents/guardians was important in selecting accommodation. Of those who indicated that approval was 'essential', 24% had a 'strong preference' for larger developments compared to 7% for those where parental opinion was not considered an important factor (no relevant table). This may suggest that parents judge larger developments as a more structured environment with greater control and security than a private rented house/flat and therefore feel more comfortable with their children choosing developments:

"Many people in their first year still need some boundaries set for them and people who act in a similar way to their parents." (Preference for larger development)

"I think it's important to live in university halls in the first year of study as many people will have never lived away from home before and it is a perfect way of getting used to life away from your parents. The safety aspects by having guards or wardens as well as shared amenities are a brilliant way of introducing young people to fending for themselves." (Preference for larger development)

"When you are a first year undergraduate, moving away from home for the first time and are completely alone, living in a large student only development makes that transition slightly easier." (Preference for larger development)

No association was found between the primary source of funding for accommodation and a preference for either accommodation type (no relevant table). This suggests that it is not simply a case that where parents 'hold the purse strings' they are in a position to influence or determine preferences for accommodation type.

Having on-site management was seen as a positive feature for a large number of respondents and offered additional security and reassurance:

"Apart from the social aspects, the standard of living in such accommodation is higher, more secure and more managed." (Preference for larger development)

"Safer. Less Crime. Nicer to live in a student enclave. On-site management. Need not deal with dodgy and absent landlords." (Preference for larger development)

"Purpose built larger developments have usually a line manager and better security." (Preference for larger development)

Section 5.2.3: Living together 'in a real home'

The attraction of living 'in a real home' was an important factor for many respondents who preferred a private rented house/flat and was listed as the third most commonly given reason for preferring this type of accommodation (674 comments, Figure 5.1.4). Respondents felt that living independently in a house/flat helped to increase their autonomy and felt more like 'setting up a

home' than living in a development:

"Private rented generally smaller and more "homely", compare to purpose built developments which feel like hostels and generic." (Preference for private rented house/flat)

"A more homely feel, choice of who I live with, university halls can be noisy and have more people to conflict with over noise levels and cleaning duties especially when you don't choose your flatmates." (Preference for private rented house/flat)

"A house can feel like a proper home, even if you are living with others. This is probably due to the layout of a house: kitchen/lounge. The purpose built developments don't have this 'homely feel' about them as you are still sharing your accommodation with people that you don't know." (Preference for private rented house/flat)

The opportunity to express individuality and to 'make the space your own' was mentioned by a high proportion of students who had a preference for a private rented house:

"While there are a large number of other students close by in purpose built developments there is little sense of choice about the quality or feel of your living spaces, or who you live with or near. When privately renting you have more to choose from in terms of the quality of your accommodation and more choice about who you live with." (Preference for private rented house/flat)

"I think it is nicer to find your own space and decorate it or put your own touch on it accordingly. Living in student only accommodation was fun but it wasn't homely or as relaxed as living in your own house." (Preference for private rented house/flat)

"You can make it your own and it feels more private. More 'character' than a big block." (Preference for private rented house/flat)

"I like to be able to feel more independent and it's nice to have a house with character. You can also choose the area that you want to live in and look around for a house that suits your particular preferences and needs instead of having to take it how it comes and make do. You also have more of an option to personalise your house and you feel like it is more your own home rather than just rented accommodation as in larger student only developments." (Preference for private rented house/flat)

Figure 5.2.1: Preferred accommodation features, by accommodation preference (ranked by percentage rating as 'essential', V1:C1,D1)*

Respondents with a preference for larger development		% Essential	% Important	Respondents with a preference for private rented house/flat		% Essential	% Important
Broadband/telephone in bedroom	@	67	18	Broadband/telephone in bedroom	@	51	21
Closeness to University	U	51	40	Being able to choose the housemates you live with	☯	51	28
Affordability of accommodation	£	50	39	Affordability of accommodation	£	49	44
Standard of kitchen facilities/fridge space	K	49	43	Standard of kitchen facilities/fridge space	K	44	48
Security features	☠	48	40	Access to shared communal living space	⌘	40	40
Access to bus routes/transport links	➔	40	39	Choosing the number of people you live with	5	40	37
Utility bills included in rental price	⊕	35	35	Security features	☠	36	43
Accreditation scheme approval	A	34	45	Living independently 'in a real home'	⬆	34	40
En-suite facilities	💧	32	21	Closeness to University	U	33	51
Area has a reputation for low levels of crime	⬇	32	40	Access to bus routes/transport links	➔	28	45
Access to local amenities - shops, bars, restaurants	★	31	50	Double bed	II	24	29
Closeness to a town centre eg Beeston, Nottingham	C	30	47	Access to local amenities - shops, bars, restaurants	★	22	57
Being able to choose the housemates you live with	☯	30	30	Accreditation scheme approval	A	21	44
Choosing the number of people you live with	5	25	34	Closeness to a town centre eg Beeston, Nottingham	C	20	51
Access to shared communal living space	⌘	24	39	Area has a reputation for low levels of crime	⬇	17	41
Access to a large group of students for socialising	★	20	30	Large size bedroom	B	15	41
Parents/guardians happy with the accommodation	✓	20	33	Provision for parking	P	15	16
Good decoration/quality of furnishings	□	15	46	Access to a large group of students for socialising	★	13	31
Large size bedroom	B	13	31	Good decoration/quality of furnishings	□	10	50
Living independently 'in a real home'	⬆	13	19	Utility bills included in rental price	⊕	9	19
On-site accommodation manager	⬛	11	34	Parents/guardians happy with the accommodation	✓	8	31
Double bed	II	9	15	En-suite facilities	💧	7	8
On-site facilities (bar/gym/shop)	♦	9	24	Private outdoor space/garden	🌳	5	25
Separate accommodation for undergraduates and postgraduates	÷	9	15	Separate accommodation for undergraduates and postgraduates	÷	5	8
Provision for parking	P	8	11	On-site facilities (bar/gym/shop)	♦	3	9
Catered accommodation	○	5	9	On-site accommodation manager	⬛	2	8
Private outdoor space/garden	🌳	3	13	Catered accommodation	○	2	4
Accessible accommodation for students with disabilities	D	1	3	Accessible accommodation for students with disabilities	D	0	1

*Minimum n = 4274

Section 5.3: Exploring accommodation preferences across different student subgroups

While Figure 5.2.1 above presents the differences in how preferred features are ranked for those with an overall preference for either larger developments or a private rented house/flat, the following section looks at student preferences against other demographic characteristics such as status as a UK or non-UK student, postgraduate or undergraduate and first year as against those in second or subsequent years. Figures 5.3.1b to 5.3.3 have been presented to draw out the most marked differences between student subgroups and they exclude features that are of similar importance to both subgroups, regardless of whether these were generally considered important or not, because these topics have already been discussed in [Section 5.1.1](#) and [Section 5.2](#).

Section 5.3.1: Comparing UK and non-UK priorities: The freedom to choose versus 'risk' minimisation

Figure 5.3.1a shows that non-UK students were more likely to indicate a preference for larger developments with 17% having a 'strong preference' for this accommodation type compared to 7% of UK respondents. Figure 5.3.1b shows that the features that tend to attract non-UK students were typically present in larger developments such as 'en-suite facilities', 'inclusive utility bills', 'accreditation schemes' and 'on-site management'. These features tended to offer international students additional reassurance about their accommodation when choosing a place to live when studying away from their home country.

When exploring the open-ended comments, students coming to study from outside of the UK prioritised having a more standardised environment and saw choosing a larger development as a less 'risky' option than a private rented house/flat (where there was less clarity over accommodation specifications). Non-UK respondents were also keen to maximise the opportunities for social interaction and saw larger developments as a way of increasing their exposure to a wide range of students:

"[I prefer a larger development] because it was easier to secure the accommodation from my home country before arriving to Nottingham." (Preference for larger development)

"As a foreign student I prefer a student-only development that has a sense of community as a way to meet people and make friends. If I were a British student, and was not worried about being alone in a new country, I would probably prefer private housing." (Preference for larger development)

"As a foreign student only here for one year I thought living in larger student development would be better to meet new people, it's easier to socialise with your neighbours." (Preference for larger development)

"German culture compared to British culture sees it more practical to live in flat! It's usually cleaner, everything works, do not need to worry about no water, no heating, or any damages. On-site management is convenient and quick!" (Preference for larger development)

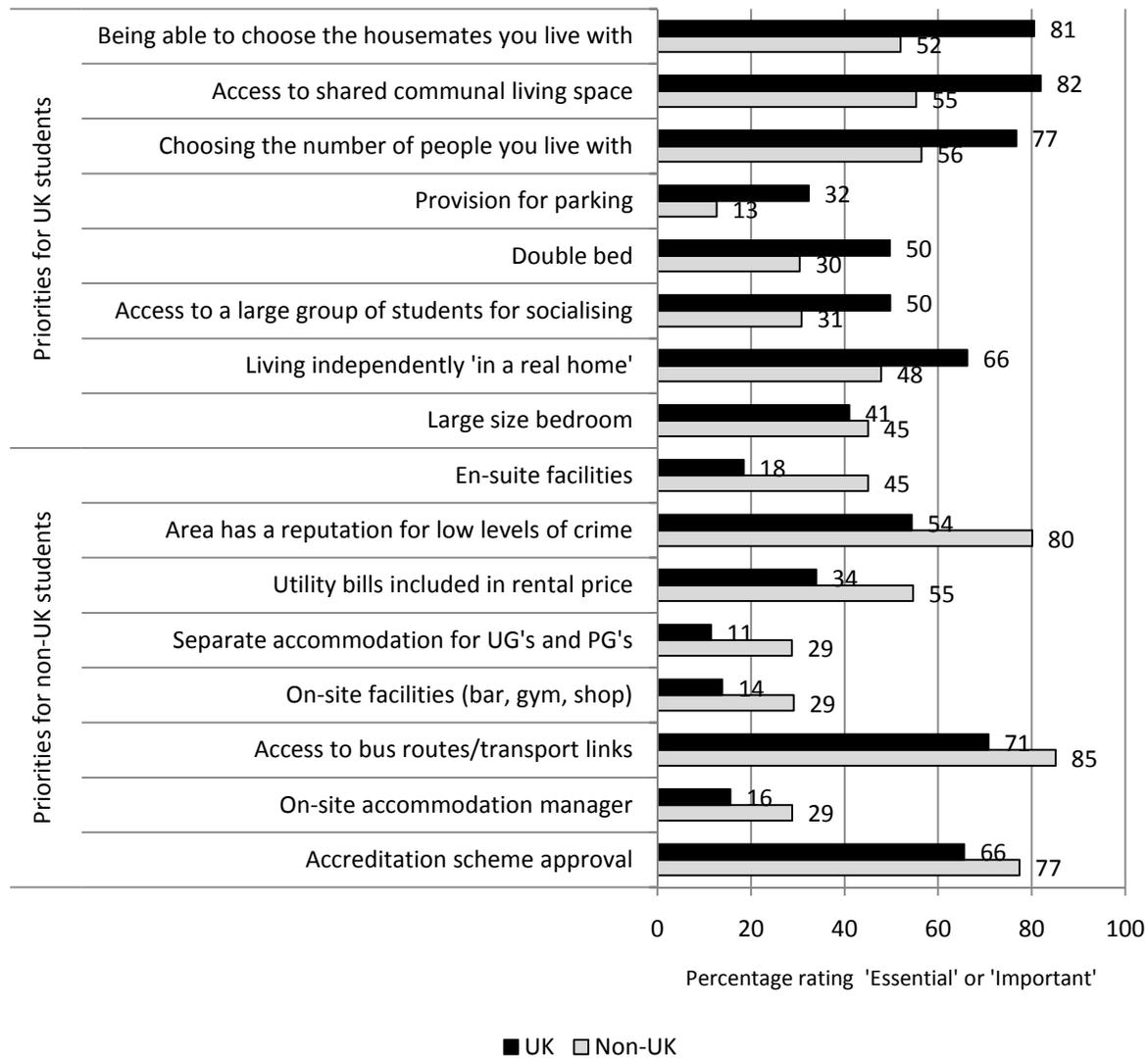
"I'd rather live surrounded with people, makes me feel safer and less lonely, since I'm already an International Student coming far away from home to study all the way here." (Preference for larger development)

Considering how the priorities for UK students differ from their non-UK counterparts, the most striking differences centre on what could be termed lifestyle preferences that can be more easily satisfied in private rented houses/flats. 'Being able to choose the housemates you live with', 'access to a shared communal living space' and 'living independently in a real home' were all more of a priority for UK respondents. The differences between UK and non-UK preferences suggest that UK students prioritise freedom of choice and independence while non-UK students look to minimise the risks associated with choosing a place to stay and look for additional safety and security features that help to offer reassurances when studying away from their home country.

Figure 5.3.1a: Accommodation preferences for UK and non-UK students (V1:C2,F5)

	Accommodation type preference			
	UK student		Non-UK student	
	n	%	n	%
Strong preference for private rented house/flat	1639	48	420	38
Slight preference for private rented house/flat	795	23	184	17
No preference for either private rented house/flat or larger student development	385	11	159	14
Slight preference for larger student development	315	9	154	14
Strong preference for larger student development	249	7	191	17
Total	3383	100	1108	100

Figure 5.3.1b: Different priorities for UK and non-UK students when choosing accommodation features (V1:C1,F5)*



*Minimum n = 4301, accommodation features which show little difference in how they are rated for UK and non-UK students have been excluded from this chart. Features are ranked to show the biggest disparities between the preferences of UK and non-UK respondents

Section 5.3.2: Comparing undergraduate and postgraduate priorities: Social living versus home comforts

Figure 5.3.2 shows the differences in the priorities for undergraduates and postgraduates when choosing a place to live. The largest disparity in preferences is that postgraduates are far more likely to want 'separate accommodation for undergraduates and postgraduates' (40% rating this feature as 'essential' or 'important' compared to 9% of undergraduates). Living in an area with a 'reputation for low levels of crime' was also a higher priority for postgraduates with 73% rating this feature as 'essential' or 'important' compared to 57% of undergraduates. Comments from postgraduates frequently mentioned that their accommodation needs were different from those of

undergraduates. When considering living with a group of students in a larger development, many postgraduates suggested that they had 'been there and done that' and were now looking for a more mature environment that offered additional home comforts:

"Being a postgraduate, you want to live in a real home, as opposed to student residences, which were more preferable only in 1st year." (Preference for private rented house/flat)

"I don't feel that student developments are suitable for postgraduate students." (Preference for private rented house/flat)

"As a postgraduate on a PGCE course I have been a student before and wanted a place that was more of a home than just a student place." (Preference for private rented house/flat)

"[I] have lived in purpose built developments before as an undergraduate but am now a postgraduate and want more space, a quieter atmosphere, a double bed, to be closer to town than campus, etc. In Nottingham more of these things are provided by private rented accommodation than by larger developments."

"I am a mature student and living with a group of 18 year old undergraduates is my idea of hell. I did the student thing in my first degree and while I recommend it highly, I just don't want to do it again." (Preference for private rented house/flat)

"I am an older student pursuing a postgraduate degree, and was in need of a quiet and mature environment that allows me to concentrate on my studies. Typically, a private house or flat is located in a quiet neighbourhood, and I think it has a bit more of an intimate feeling, allowing an international student like myself who is completely new to the country adjust to a new living environment/culture faster. I wanted to experience a true British home living while I am in the UK, and the private housing seemed the right option to achieve this." (Preference for private rented house/flat)

"I like to have my own independence and as I'm a postgraduate I don't want the noise and mess that undergraduates bring with them." (Preference for private rented house/flat)

Some respondents expanded on why a separation between undergraduates and postgraduates was important to them:

"If there's not separation between undergrads and post grads the environment in a student development is noisy and messy. Is not easy to share facilities with six students [or] more. Private accommodation is more flexible with the contracts and the number of students is about 4 or 5 maximum, so it is more comfortable and you have more space and a living room to share." (Preference for private rented house/flat)

"Larger student only development could possibly be better in terms of security and would naturally be built close to shops and transport services. However being a postgraduate student my privacy and being away from commotion and over enthusiastic student such as undergraduates who love to enjoy their university years is also a necessity, and in that respect a private rented accommodation may seem better." (Preference for private rented house/flat)

"As a postgraduate student I like to have my own space in a non-undergraduate area." (Preference for private rented house/flat)

"However nice "student only" developments are, I don't want to live in a place that resembles a prison. Hall was fun when I was first year undergraduate but I want my independence and my own space and to have responsibility for myself." (Preference for private rented house/flat)

Undergraduates were more likely to prioritise social factors such as 'choosing who you live with' with 80% rating this feature as 'essential' or 'important' compared to 51% for postgraduates: additionally, having 'access to a large group of students for socialising' was a main concern with 50% of undergraduates rating this as 'essential' or 'important' compared to 25% of

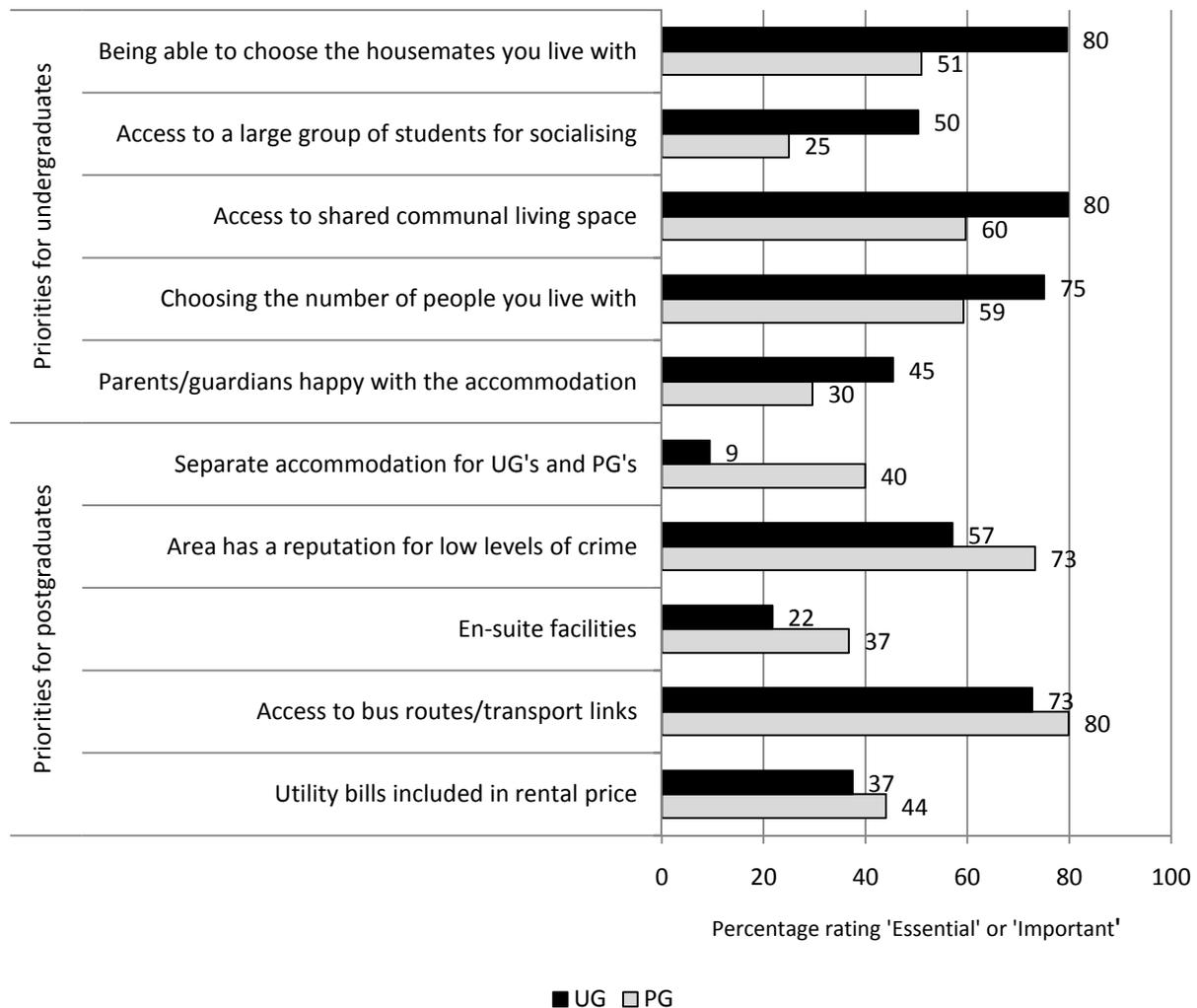
postgraduates:

"I wanted to live amongst lots of other undergraduates in the same situation as me (first year) so that I could meet lots of new people and have great experiences during my first year at university!" (Preference for larger development)

"When you are a first year undergraduate, moving away from home for the first time and are completely alone, living in a large student only development makes that transition slightly easier. You get to meet many students in the same position, its hassle free, close to university and caters to your needs!" (Preference for larger development)

"For first year it is great to be able to mix with as many people as possible which is why I choose the student halls. They have been great fun." (Preference for larger development)

Figure 5.3.2: Different priorities for undergraduates and postgraduates when choosing accommodation features (V1:C1,F1)*



*Minimum n = 4301. Accommodation features which show little difference in how they are rated for UG and PG students have been excluded from this chart. Features are ranked to show the biggest disparities between the preferences of UG and PG respondents

Section 5.3.3: Comparing first year and second/subsequent year priorities: Bridging the gap versus gaining independence

Adopting the same format as the previous two figures, Figure 5.3.3 displays the greatest disparities between the priorities of first year undergraduates and undergraduates in their second or subsequent year. First years tended to be more concerned about making the transition from home to university as smooth as possible and gave higher priority to features which took away some of the uncertainty associated with moving away from home such as 'inclusive bills', 'accreditation schemes' and 'on-site managers'. All of these features may help to bridge the gap between living in the parental home and living independently and may also have the added function of allaying parental fears about their children living away from them for the first time:

"[Living in a larger development is] hassle free. No need to think about all the extra bills on top of the rent as everything is included in the price. Security on site." (Preference for larger development)

"As I am a first year, I consider it important to mix with as many different people as possible and larger student developments provide this and are much more sociable than the closed environment of private housing. I would appreciate this more in my second and third year when friendship groups have been formed." (Preference for larger development)

"Although I would feel more independent in a private rented house, I think I would enjoy living in a student only development since it would bridge the gap between catered halls and private accommodation. There would be more of an opportunity to meet new students which is very important to me." (Preference for larger development)

"For students who have recently moved out of home I think purpose built accommodation is better as there is usually someone on site to deal with any issues and bills etc are taken care of which allows the student to have to the experience of moving out of home but without too much responsibility." (Preference for larger development)

"I would prefer to have the added security of being in a 'home-like, cared-for' situation while also being independent at the same time." (Preference for private rented house/flat)

A very high proportion of respondents discussed how moving from a more structured accommodation setting (halls/larger developments) in to a private house/flat was viewed as 'a natural progression'. When discussing the motivations behind accommodation preferences, 180 respondents specifically stated that it was not a straight choice for them between larger developments and the private rented sector (Figure 5.1.4). Instead, each accommodation type offered something different which could be appropriate depending on the stage students had reached in their personal development and their academic course. Halls and developments were seen to offer advantages in the early years but it was considered a 'natural step' to want to live more independently and respondents felt this could be more easily achieved in a private rented house/flat:

"Although I have enjoyed being part of a student-only environment in my first year, next year I would like to have the opportunity to integrate into the wider community. The location of student developments also has an influence on my choice- I would like to be living somewhere more convenient for town. Also hope that there will be a greater deal of freedom available when renting from the private sector. There is more diversity of property available on the private sector, and I was able to find a property of a higher standard that should work out to be about equal in cost to living in a student development." (Preference for private rented house/flat)

"Depends which year, better to have student only development in your first year I think but nicer to live in a proper 'house' in later years of university." (Preference for private rented house/flat)

"As a third year student I find it important to have my independence and also live with friends. I lived in a large student development for my first year and enjoyed it for socialising and making friends but once I had close friends it made sense to move in with people I get on with." (Preference for private rented house/flat)

"[In the] first year the larger developments are more suitable as you don't know anyone but would not want to stay in them for any longer than that year. I prefer to live with friends that I have already made and feel more comfortable surrounded by." (Preference for private rented house/flat)

"A bit of independence - and have already made lots of friends from living in halls and they live a short walk away - close enough to visit - but won't be constantly around preventing me from working." (Preference for private rented house/flat)

Some respondents went further to suggest that remaining in larger developments for the duration of study prevented students from benefiting from the full 'student experience':

"I'm a second year at Nottingham University - most second years choose to live in houses in Lenton. purpose built larger developments seem to be more for fresher's/postgraduates/international students - doesn't feel enough like you've left the 'halls' environment." (Preference for private rented house/flat)

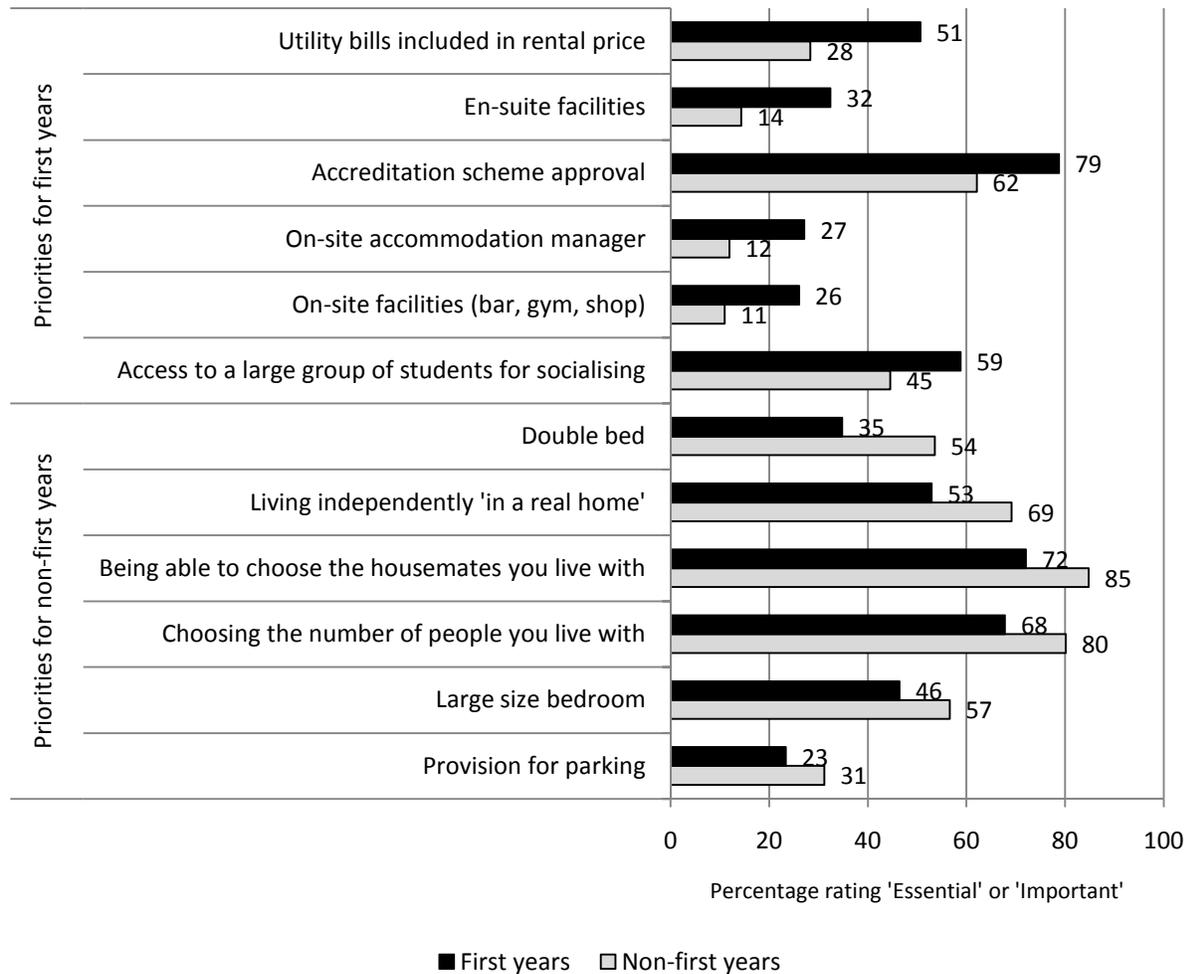
"After the first year you want to have your own space sharing it with a smaller group of people you know are your friends. Halls get tiresome after a while, being woken up in the middle of the night and having to go for dinner when your told and eat what they've cooked for you. Catered halls are fantastic for the first year but after that you want to get out." (Preference for private rented house/flat)

"I do not regret living here for my first year as I found some great friends but I would like to live in private next year. It is also like a step up or progression going from student accommodation to your own house, makes you feel more grown up and everyone is always like 'fresher this and fresher that'." (Preference for private rented house/flat)

"For the first year I wanted to live with other students so would prefer the purpose built larger developments but I feel its part of the student experience to get private rented accommodation in the second year so I have opted for that next year." (Preference for private rented house/flat)

"Halls are for first years, to feel you have developed as a student, and gained more independence, learning to deal with bills etc, a rented house is ideal." (Preference for private rented house/flat)

Figure 5.3.3: Different priorities for first years and those in their second or subsequent year when choosing accommodation features (undergraduates only, V1:C1,F2)*



*Minimum n = 1360 accommodation features which show little difference in how they are rated for first years and non-first year students have been excluded from this chart. Features are ranked to show the biggest disparities between the preferences of first year and non-first year respondents

Section 6: Living in the community

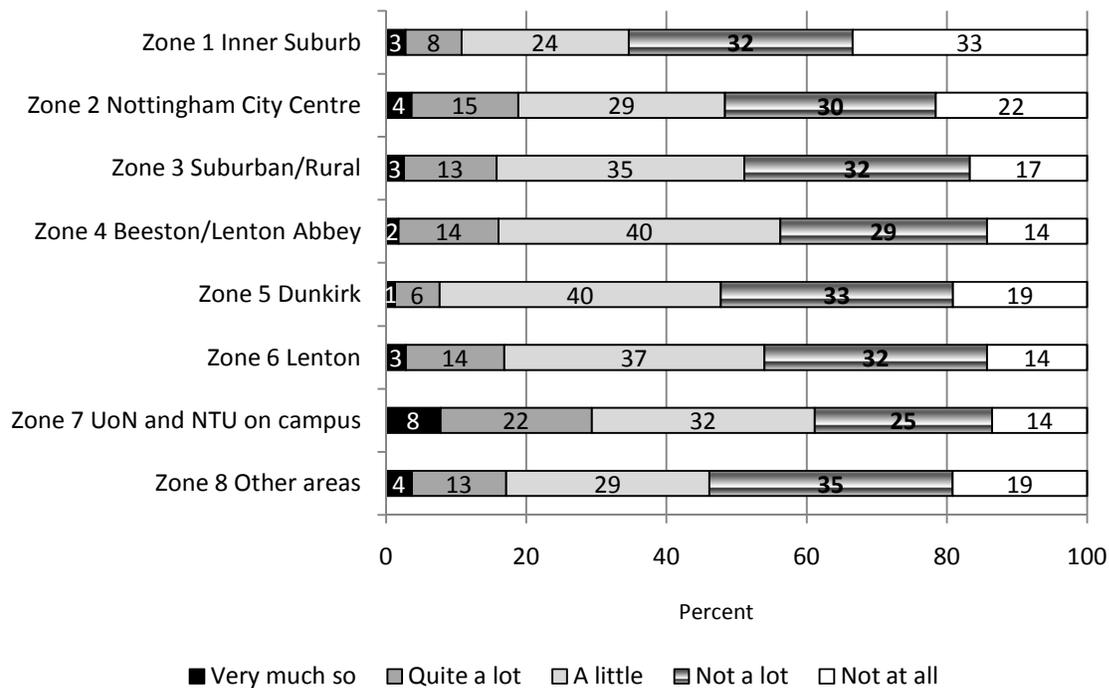
Respondents were asked a series of questions about their involvement and relationships with the wider non-student communities in which they reside. Figure 6.1 reports on the extent to which respondents from each main accommodation type feel 'part of the local community'. Those in larger developments or private rented houses/flats share similar views about their level of engagement with the local community with less than 20% considering that they feel 'very much so' or 'quite a lot' integrated with their non-student neighbours. Those living in on-campus accommodation indicated that they were more likely to feel part of the community although it is probable that respondents were referring to membership of the wider student community rather than being well integrated with non-student residents in the local area.

As discussed in [Section 1.2.3](#) each respondent has been assigned to one of eight zones based on the location of their current accommodation. Locations in any one zone share similar demographic and/or housing characteristics. When analysing the level of connectedness with the local community by zone, Figure 6.2 shows that respondents living in Zone 1, the 'inner suburbs' zone (which is composed of residential areas around the fringe of Nottingham City Centre) were least likely to feel 'part of the local community' with 65% rating in the bottom two categories of integration. In contrast, those living in Nottingham City Centre itself showed fairly high levels of integration.

Figure 6.1: Extent to which respondent feels part of the local community, by accommodation type (V1:E1,D1)

	Extent to which respondent feels part of the local community					
	Larger development		Private house/flat		On-campus accommodation	
	n	%	n	%	n	%
Very much so	33	4	64	3	81	8
Quite a lot	116	14	302	12	229	22
A little	231	28	861	34	337	32
Not a lot	235	29	822	33	269	25
Not at all	206	25	479	19	145	14
Total	821	100	2528	100	1061	100

Figure 6.2: Extent to which respondent feels part of the local community, by zone (V1:E1,D1)*



*Minimum n = 157

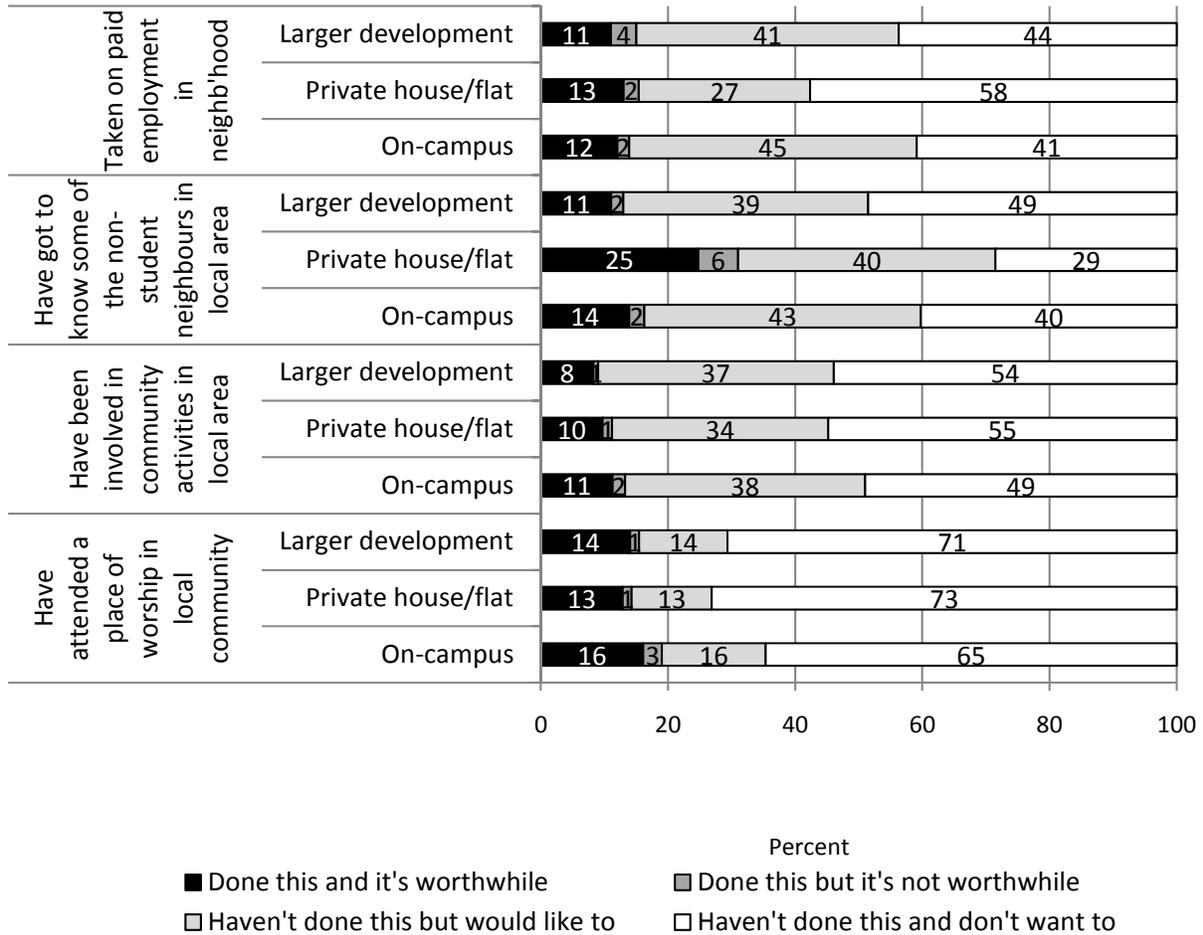
Figures 6.3 and 6.4 report on the respondents level of engagement with the local community by asking about their involvement with paid work, community activities, relationships with non-student neighbours and attendance at places of worship. As well as being asked whether respondents had already participated in any of these activities, they were also asked about whether they would be interested in doing so in the future. Figure 6.3 shows that around 15% of all respondents had taken on paid work in their local community with the majority having found it worthwhile. Around 42% of those in either larger developments or in on-campus accommodation would be interested in taking on paid work in the future compared to 27% of those in a private rented house/flat.

Those living in a private rented house/flat were considerably more likely to have got to know some of their non-student neighbours with a quarter indicating that they had done this and that it had been worthwhile. The opportunities for interaction are generally greater for those in private rented houses/flats owing to the way in which this accommodation type tends to be distributed alongside permanent non-student households. Those living in larger developments showed least interest in engaging with their non-student neighbours with just under half indicating that they had not got to know members of the local community and were not interested in doing so. Around 15% of respondents from all accommodation types had attended a place of worship within

their local community.

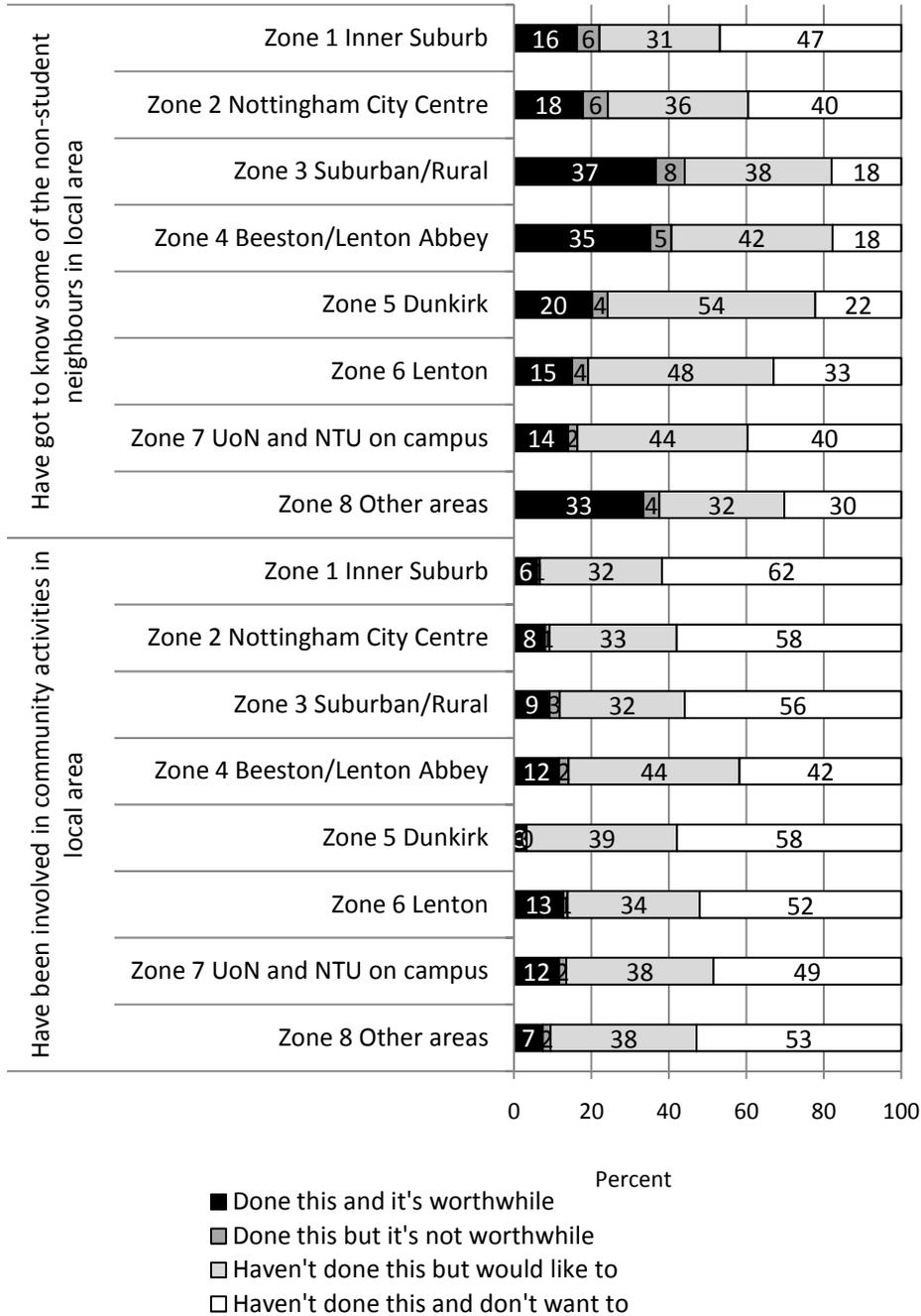
Figure 6.4 takes a closer look at two of the 'involvement with the community' measures alongside the zone of the respondent. As may be expected, those living in the zones with the lowest student population density such as Zone 3 (suburban/rural) and Zone 8 (low student population locations) were most likely to have got to know their non-student neighbours. However, those living in Beeston/Lenton Abbey were almost as likely to have made contact with the non-student community and the vast majority of those who had engaged felt that it had been worthwhile. Over half (54%) of the respondents residing in Zone 5 (Dunkirk) indicated that they had not yet taken the opportunity to engage with their non-student neighbours but would be interested in doing so. Dunkirk residents were least likely to have participated in community activities with only 3% indicating they had been involved with their community compared to 13% of Zone 6 residents (Lenton/Old Lenton/Lenton Sands). Those in Zone 4 (Beeston/Lenton Abbey) showed the most enthusiasm for engaging in community activities with 44% keen to participate compared to the overall average of around 35%.

Figure 6.3: Involvement with the local community, by accommodation type (V1:E2,D1)*



*Minimum n = 799

Figure 6.4: Contact with non-student neighbours and involvement in community activities, by zone (V1:E2,D1)*



*Minimum n = 153

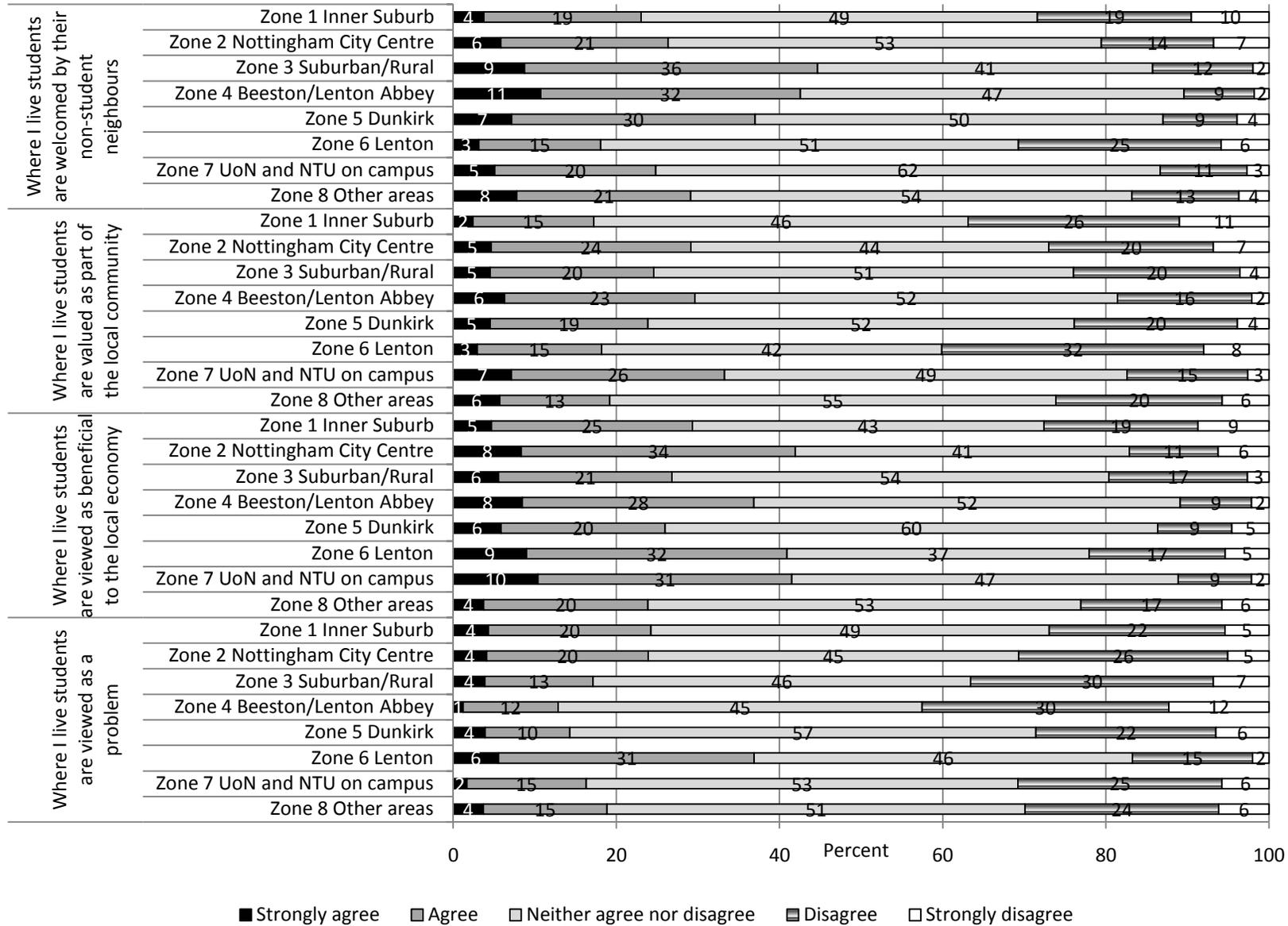
Figure 6.5 provides an overview of the way students perceive their value to the local communities they live in. Across each of the indicators of integration there is a particularly high proportion of respondents selecting the 'neither agree nor disagree' option. This may suggest that students either have not seriously considered their impact on the local community or that respondents have mixed views about whether they are welcome within the wider community. Around a quarter of all respondents either 'agree' or 'strongly agree' that they have felt welcomed by their non-student neighbours with the same proportion suggesting they feel valued as part of the local community. There was a higher level of consensus about the positive impact students may have on their local economy with 37% suggesting student residents offered benefits to their neighbourhood. Opinion on whether students were viewed as a problem in the local area were particularly mixed with similar proportions agreeing and disagreeing with the statement.

By analysing the data by zone it is evident that residents in some locations feel that they are more welcomed by the local community than others; with 45% of those in Zone 3 (suburban/rural) and 43% of those living in Zone 4 Beeston/Lenton Abbey agreeing that they were made to feel welcome compared to 18% of those in Zone 6 (Lenton/Old Lenton/Lenton Sands). However, along with residents in Zone 2 (Nottingham City Centre) those living in Zone 6 (Lenton/Old Lenton/Lenton Sands) were more likely than those in other zones to consider that they offered benefits to the local economy (Figure 6.6).

Figure 6.5: Student integration with the local community (V1:E2)

	Where I live students are welcomed by their non-student neighbours		Where I live students are valued as part of the local community		Where I live students are viewed as beneficial to the local economy		Where I live students are viewed as a problem	
	n	%	n	%	n	%	n	%
Strongly agree	242	5	208	5	351	8	161	4
Agree	946	21	898	20	1276	29	868	19
Neither agree nor disagree	2367	53	2114	47	2021	45	2187	49
Disagree	692	15	987	22	603	14	1012	23
Strongly disagree	224	5	264	6	209	5	237	5
Total	4471	100	4471	100	4460	100	4465	100

Figure 6.6: Student integration with the local community, by zone (V1:E3, D1)*



*Minimum n = 155

Several residents of private rented houses/flats discussed in their open-ended comments specific difficulties they had experienced with their local non-student neighbours:

"The noisy family next door who had their house raided by the police at 7am! And noisy/cheeky kids, who just sit on our cars, throw stuff at the window and generally make lots of noise." (Currently living in private rented house/flat)

"Noisy non-student neighbours." (Currently living in private rented house/flat)

"[I have most disliked] the woman across the road who complains if anyone parks near her house." (Currently living in private rented house/flat)

"Next door neighbours kid constantly crying, crime where I live, don't feel safe in bed at night." (Currently living in private rented house/flat)

"Very noisy and careless neighbours with three noisy children and three big dogs which are housed in their garden. dogs are incredibly noisy and spread an unbearable odour." (Currently living in private rented house/flat)

Others made more generalised requests for increased community activism and involvement:

"More community spirit in the street! (Currently living in private rented house/flat)

"A safer area that has a bit more of a community spirit would be nice." (Currently living in private rented house/flat)

"Wish I could meet more people." (Currently living in private rented house/flat)

A small number of respondents recognised that a consequence of living in a larger development was a separation between the student and non-student communities. This brought some positive benefits including minimising the impact of student lifestyles on non-student residents:

"Purpose built developments for students mean we are not going to disturb other people with the student life. We can then have more liberty to be ourselves." (Preference for larger development)

"It's safer to just be around students, also you won't annoy them as much as the general public." (Preference for larger development)

"Students are seen to make a lot of 'noise' therefore in my opinion it would be better if students lived with students and the general public lived with the general public." (Preference for larger development)

"[Living in a larger development] does not inflame the local community." (Preference for larger development)

Both Nottingham's universities support the Silent Students Happy Homes (SSHH) campaign which promotes considerate behaviour in local communities and has a particular focus on minimising excessive night time noise. Figure 6.7 reports that 13% of respondent households had made positive changes to their behaviour as a result of the SSHH campaign. Those in a private rented house/flat were most likely to be aware of the campaign and 16% of residents in this accommodation type had been positively affected by the campaign.

Students from UoN were more likely to be aware of the SSHH campaign with 41% indicating they knew about the policy compared to 27% of NTU respondents (no relevant table).

When analysing the data by location, students in Dunkirk were most likely to be more considerate of neighbours as a result of the SSHH campaign (23% for Dunkirk compared to 13% overall). Those living in Nottingham City Centre were least likely to have been influenced by the SSHH campaign with only 7% indicating that their household had become more considerate of their local community (no relevant table).

Figure 6.7: Influence of SSHH campaign on household's consideration of local community, by accommodation type (V1:E4,D1)

	Influence of SSHH campaign on household							
	All accommodation types		Larger development		Private house/flat		On-campus accommodation	
	n	%	n	%	n	%	n	%
Household is more considerate of the local community	561	13	56	7	393	16	97	9
It hasn't made any difference	1031	23	178	22	661	26	177	17
Haven't heard of SSHH campaign	2890	64	576	71	1465	58	781	74
Total	4482	100	810	100	2519	100	1055	100

Section 7: Experiences of students living in non-standard accommodation types

This section provides a summary of the findings from Version 2 of the questionnaire which was offered to respondents who did not live in typical types of student accommodation. The questionnaire used can be viewed by selecting any one of the bottom four radio buttons on the introductory page at: <http://nottingham.ac.uk/current/housing/> or a paper version is available at [Appendix 1b](#).

Figure 7.1 reports that 37% of those in non-typical student accommodation were living in their own home which had been paid for or was being bought with a mortgage. A further third were living in their parental/family home while studying in Nottingham. Fourteen percent of respondents were living in a privately rented property while 4% were renting from a housing association/local authority. Six percent of respondents were living in a home that had been bought by parents/relatives as an investment property.

Figure 7.1: Current accommodation for those living in non-typical student accommodation (V2:A2)

	Current accommodation	
	n	%
Living in own home which is paid for or being bought with mortgage	278	37
Living in parental/family home	249	33
Living in own/family home that is privately rented	104	14
Living in own/family home which is rented from housing association/local authority	33	4
Living in a home that has been bought by parents/guardians as an investment while studying at university	44	6
Other	52	7
Total	760	100

Respondents were asked for the reasons why they did not opt to live in 'typical' student accommodation while studying in Nottingham. Figure 7.2 shows that over a third of respondents were living in their own homes and 28% were already living close to their university and therefore chose to stay in their own/family homes. Just under 40% recognised that staying with parents/relatives would enable them to save on renting costs while studying.

Figure 7.2: Reasons given for not living in typical student accommodation (V2:A1)

	n	%
Already have own home	267	35
Already live close to University	213	28
To save money/renting too expensive	297	39
Didn't want to live with other students	96	13
Not eligible for student accommodation	27	4
Other	142	18

As for those completing the Version 1 questionnaire, all respondents were asked which features of their current accommodation they most and least liked. Of the most liked features, minimising additional expenditure was a primary concern for many. Those living in their parental/family home often mentioned how cost concerns were a top priority in choosing to stay with family:

“Being cheaper than renting accommodation. Living close enough to the university to be able to travel to and from university each day.

“As I am living with my parents, I'm able to pay off my debts [which had been] accrued from my undergraduate degree and also save money with a view to putting down a deposit when buying my own house. I also get my ironing done!”

“[I have most liked that it] doesn't cost anything! Free food, laundry, TV etc.”

Those who lived a short distance from their university discussed how they had found it convenient to commute from home rather than move to rented student accommodation:

“As I live at home I do not have to pay rent bills or food costs. The university is within a 5 minute drive from my house and it seemed a waste of time moving out with all the expenses when I am so close already.”

“Being cheaper than renting accommodation. Living close enough to the university to be able to travel to and from university each day.”

Others mentioned the practical benefits of living in the parental home which included having meals prepared and clothes laundered. In addition to the financial support that living at home offered others commented that the emotional support of having family close at hand had been beneficial:

“Don't have to worry about washing, food because it's done for me.”

“Family support, luxuries, clean, tidy, all chores done for me(!)”

"I can have a chat with my relatives and I don't have to prepare my own meals saves me time!"

"I love the fact that I'm not spending as much money as I would living away from home. Not only that but I have lovely home cooked meals instead of micro waved meals!!

"Still have the support from my family to help me."

"Always welcoming and comforting. Food and washing done for me! Support at all times."

Those who were living in their own home were likely to discuss the benefits of being able to decorate to their own tastes and the freedom and independence associated with living 'in your own home':

"Freedom to decorate as I like; can escape from university; not having to share with people I don't know; good investment; better facilities than university accommodation; garden."

"I have my own home, it is my space to do with as I wish. I am responsible for keeping it in good repair - so it is in a much better condition than rental properties. I can also change elements that I don't like and add things to improve it."

"Council maintain it so we don't have to source plumbers etc. The location and open countryside aspect that it presents. The quirky character of living in an old cottage and having a garden which we feel are really special aspects."

Others discussed how living away from other students facilitated a clear separation between study and home, while some mentioned that residing in your own home meant it was possible to avoid the distractions and disturbances associated with living among students:

"I like having my own kitchen and bathroom and having a space that I can come back to independent of the university. As I am a mature student I find it more relaxing coming back to my own place/peace and quiet after a hectic day. Also as I have a long term boyfriend it gives us more space/privacy/independence than if I was in shared accommodation."

"I'm with my family; comfort, everything I need around me, get to sleep at night without noisy students around!"

"[I have most liked] that I'm with my family and I can study in my own home environment without distractions."

"It gives me a life away from academia and being a student. I'm 28 and began to feel like I didn't want to live in a student flat. I moved in with my boyfriend and now pay the mortgage with him. This gives me a sense of being a 'real' person!"

Respondents who lived with their own children discussed how the needs of their family determined their choice of accommodation:

"It's big enough for the whole family (I have children) with a massive garden."

"New spacious house where my family can live happily."

"The area and the appropriateness for my current family situation."

"The location is close to Nottingham City Centre and Nottingham Trent. It is a family home as I have children, thus it is important that I have the bedrooms, living space, garden and local shops & Dr's etc."

When asked what respondents disliked about their current accommodation, social factors were mentioned frequently. Those living away from the 'student hubs' often felt isolated and lacked the same opportunity for engaging socially with their student peers:

"It is a bit far out of the city centre and I don't live with other students. So it is very easy to become isolated from the student culture around the city centre."

"Living with parents makes it difficult to socialise."

"Would have liked to live in halls for the social aspect."

"[I would like to be] nearer to where my friends on the course live - it's difficult to get to and from places and get involved with things as I'm a bit further away than most."

Dissatisfaction with having to commute to university was an issue raised by several respondents:

"[I have most disliked] my proximity to the university as it takes an hour to get there."

"[I have most disliked that it] takes up to an hour and a half to travel to university if I have a lecture before 10 o'clock."

"I would like to live closer to Nottingham, as I have a considerable commute every day into university."

A small number of respondents who had continued to live with their parents while studying at university found that they didn't have the same level of independence as others who had chosen to move away:

"[I would most like] to be more independent and have the freedom to do what you want."

"[I have most disliked the] fact that (when compared with friends who have moved away) I have little independence, even though parents are quite easy-going."

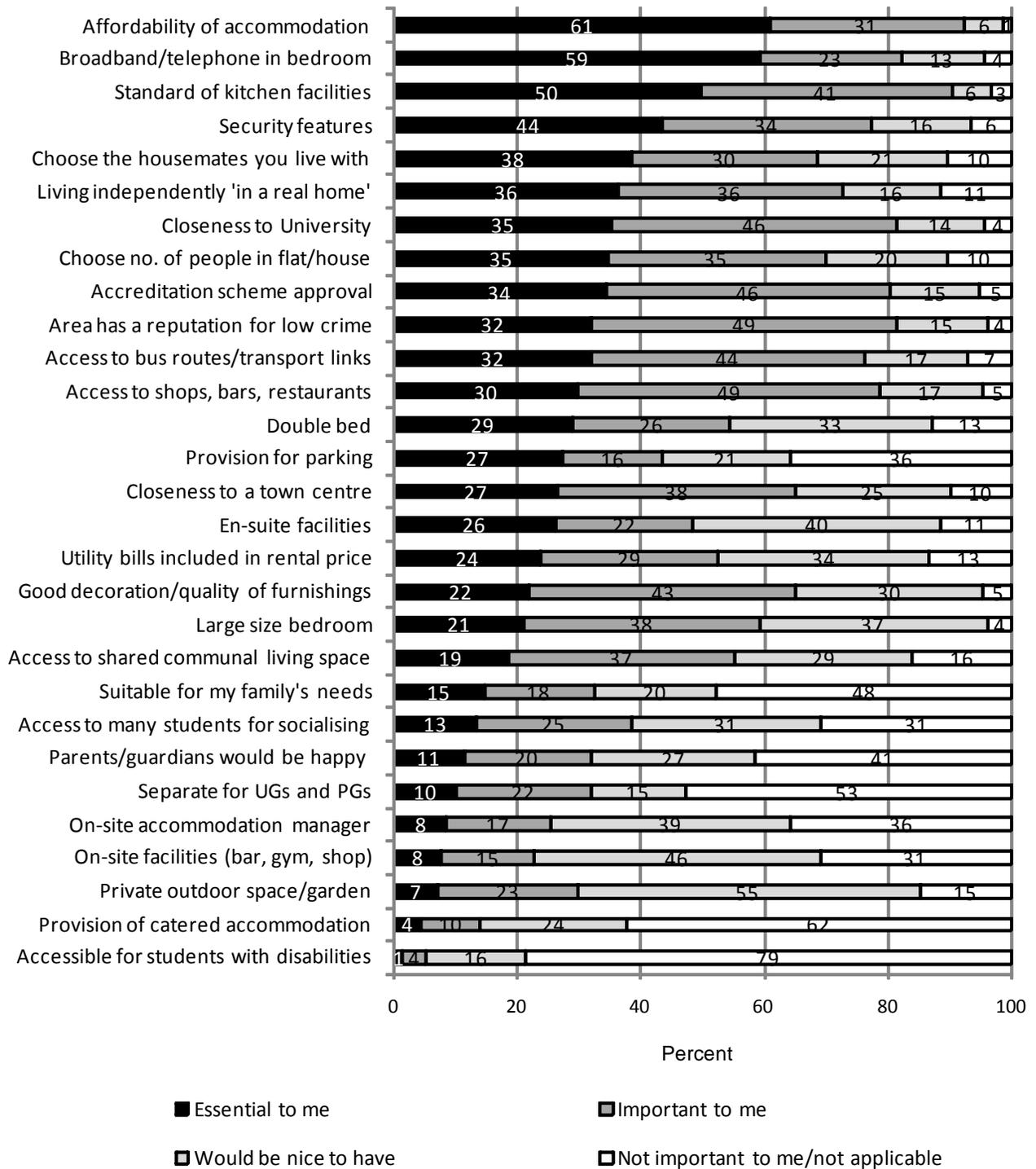
"I would like my own space as I feel my parents don't respect my space enough."

Figure 7.3 shows that just over 20% of respondents thought it was likely that they might move in to more 'typical' student accommodation at some stage during their current course. Those respondents who were considering moving to student accommodation were asked about the features that would appeal to them. Figure 7.4 provides details of those features considered most important; 'affordability of the accommodation' tops the list of concerns with 61% rated this feature as essential. The order of priorities mirrors those chosen by respondents currently living in student accommodation closely (discussed in [Section 5](#)) with broadband/telephone access, kitchen facilities and security features all being highly desired. Provision for parking was a higher priority for this group when compared to those already living in more standard student accommodation types.

Figure 7.3: Likely to move in to rented accommodation during current course (V2:A5)

	Likely to move to rented accommodation during current course	
	n	%
Yes	159	21
No	612	79
Total	771	100

Figure 7.4: Preferred features in student accommodation for those currently living in 'non-typical' student accommodation, ranked by percentage rating 'essential' (V2:B1)*



*Minimum n = 154

Respondents considering moving to 'typical' student accommodation were asked whether they had a preference for either larger developments or private rented houses/flats. Figure 7.5 shows that almost half of respondents had a 'strong preference' for a private rented house/flat with a further 16% indicating a 'slight preference' for this accommodation type. Those respondents who had already experienced 'living in their own home' were considerably more likely to have a 'strong preference' for a private rented house/flat compared to those who were currently living in their parental home (no relevant table). This may indicate that respondents moving away from their parental home for the first time might be more likely to consider the move to a larger development to be the next phase in their increasing independence, a half-way point between home and living unsupported. The open-ended comments which accompany the respondents accommodation preference would seem to show that this 'phased independence' could be playing a role:

"Feel more secure. Managers have better experience of doing things. On site Help." (Preference for larger development)

"For first year, I think halls are a must. I'm changing my course and doing my fresher year again, and will be moving into halls at Gill Street. For first and second years, I think that private rented accommodation is better. It is cheaper, quieter and more "grown up". Many people in their first year still need some boundaries set for them and people who act in a similar way to their parents."

"Feels safer to live in purpose built developments for students - less chance of being burgled or having disagreeable neighbours. More Likely to have onsite Landlord where problems can be raised." (Preference for larger development)

Others with a preference for a larger development were reassured by having more standardised payments, possibly with all inclusive bills to help with budgeting:

"Most importantly utility bills and TV licence included in rental price." (Preference for larger development)

"Living in a rented house/flat means that you may need to share bills and other facilities with others. It would be a bad if your flat mates refuse to pay the bills or clean up the common place." (Preference for larger development)

Some respondents were concerned about the consistency of living standards in private rented houses and believed that larger developments could offer more modern accommodation with better regulation and maintenance:

"The built larger developments seem to be at a better standard of living. The private rents seem to have the attitude that because you are a student you will deal with anywhere to live." (Preference for larger development)

"It's more maintained and has to meet higher standards it will also have better facilities." (Preference for larger development)

"Feel more secure. Managers have better experience of doing things. On site help." (Preference for larger development)

"If the accommodation is developed for larger groups of students, that means you will get more safety, social environments, security as well as cleaning wise it would be good facilities, pubs, TV etc." (Preference for larger development)

The priorities for those with a preference for a private rented house tended to centre on increased freedom and independence:

"Feels more independent, have more privacy, quieter in a private rented house than a large student only development." (Preference for private rented house/flat)

"I like the independence associated with living in a private house or flat, and the privacy it offers." (Preference for private rented house/flat)

"It gives you the opportunity to live independently and experience what it would be like living in the 'real-world'. Also would give you more freedom and privacy as you wouldn't be living with as many people." (Preference for private rented house/flat)

Others were keen to continue living in a similar accommodation type to their current arrangement and a private rented house/flat seemed to offer more of a 'home from home':

"As a postgraduate student, I've already done the whole student thing so now as I'm getting older (24!) I like to have my own private space with my partner, without the hustle and bustle of being surrounded by student life. I also work shifts at QMC so at least I know I can get peace and quiet if I'm sleeping in the day due to work a night shift, or that when I have to wake at 5am I know that I won't be kept awake at night by parties!!" (Preference for private rented house/flat)

"Being a mature student I am not interested in living in large student halls, as these tend to be noisy and in areas of Nottingham which I would not want to live. I would prefer to live with a few friends or independently." (Preference for private rented house/flat)

"I like the idea of my own home not living in a halls type place where everything is very generic. I would also worry about the noise when living with that many other students. I prefer a private rented property when me and my house mates want to go out we can but aren't disturbed when we don't want to." (Preference for private rented house/flat)

Figure 7.5: Accommodation type preference if respondent were to move to 'typical' student accommodation (V2: B2)

	Accommodation type preference	
	n	%
Strong preference for private rented house/flat	77	49
Slight preference for private rented house/flat	25	16
No preference for either private rented house/flat or larger student development	21	13
Slight preference for larger student development	16	10
Strong preference for larger student development	18	11
Total	157	100

Appendices

Appendix 1a: Version 1 Questionnaire

Appendix 1b: Version 2 Questionnaire

Appendix 2: Current accommodation locations

Appendix 3: Full list of themes from open-ended comments on most and least liked aspects of current accommodation

A1a: Questionnaire Version 1

For respondents living in 'typical' student accommodation types (highlighted in green)



Choosing your accommodation while studying at university

Nottingham's universities, your Students' Union, the local councils and the housing charity Unipol Student Homes would like to understand how and why students choose rented accommodation while studying at university.

Please click on the description that most closely matches your current accommodation situation to take you to the survey:

- Living in halls or self-catered accommodation provided by your university
- Living in university allocated accommodation through an external provider eg Broadgate Park, Meridian
- Living in private rented accommodation that you hadn't lived in before coming to study at university in Nottingham
- Living in your own/family home that you or your family own or are buying with a mortgage
- Living in a rented flat/house/bedsit that you lived in before starting your university course in Nottingham
- Living in a property that your parents/relatives bought for you to live in while you study at university, possibly as an investment
- Living in another type of accommodation not already listed

Next >>

A: Your Current Accommodation

A1 Which of the following sources did you use to find the property you are living in now?

	Used it and it was useful	Used it and it was not useful	Didn't use
University accommodation services/website	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Unipol website	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Visit to Unipol office	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Advice from Students' Union	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
My University/someone else found the accommodation for me	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
General web search for student accommodation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Local newspaper/property pages	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Private rental letting agency	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Letting board outside a property	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Notice board advert/poster	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
By walking door to door and asking residents	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Housemates found the property	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Friends/word of mouth	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other <input type="text"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

A2 Which ONE of these sources was the most important in leading you to choose your current accommodation?

- University accommodation services/website
- Unipol website
- Visit to Unipol office
- Advice from Students' Union
- My University/someone else found the accommodation for me
- General web search for student accommodation
- Local newspaper/property pages
- Private rental letting agency
- Letting board outside a property
- Notice board advert/poster
- By walking door to door and asking residents
- Housemates found the property
- Friends/word of mouth
- Other (as specified above)

A3 How long did it take you to find your current accommodation from starting to search to securing the property?

- One week or less
- Longer than a week but less than 2 weeks
- Between 2 weeks and one month
- Longer than a month but less than 2 months
- 2 months or more
- My University found my accommodation on my behalf
- Don't know/can't remember/not applicable

A4a Thinking about your current accommodation, what is the length of the contract you have agreed to? (please choose the length in either weeks or months)

OR

A4b In what month did you sign the contract for your current accommodation?

Next >>

B: Accommodation plans for next academic year

B1a If you will be continuing your studies in Nottingham during the next academic year, have you already found your accommodation?

- Yes
- No
- I will have completed my current course/won't need student accommodation next year.

B1b How did you find the accommodation you will be living in NEXT academic year?

	I used this source (tick all that apply)	This was the main source (choose one only)
University accommodation services/website	<input type="checkbox"/>	<input type="checkbox"/>
Unipol website	<input type="checkbox"/>	<input type="checkbox"/>
Visit to Unipol office	<input type="checkbox"/>	<input type="checkbox"/>
Advice from Students' Union	<input type="checkbox"/>	<input type="checkbox"/>
My University/someone else found the accommodation for me	<input type="checkbox"/>	<input type="checkbox"/>
General web search for student accommodation	<input type="checkbox"/>	<input type="checkbox"/>
Local newspaper/property pages	<input type="checkbox"/>	<input type="checkbox"/>
Private rental letting agency	<input type="checkbox"/>	<input type="checkbox"/>
Letting board outside a property	<input type="checkbox"/>	<input type="checkbox"/>
Notice board advert/poster	<input type="checkbox"/>	<input type="checkbox"/>
By walking door to door and asking residents	<input type="checkbox"/>	<input type="checkbox"/>
Housemates found the property	<input type="checkbox"/>	<input type="checkbox"/>
Friends/word of mouth	<input type="checkbox"/>	<input type="checkbox"/>
I'm staying where I am	<input type="checkbox"/>	<input type="checkbox"/>
Other (please specify below)	<input type="checkbox"/>	<input type="checkbox"/>
<input type="text"/>		

University accommodation services/website	<input type="checkbox"/>
Unipol website	<input type="checkbox"/>
Visit to Unipol office	<input type="checkbox"/>
Advice from Students' Union	<input type="checkbox"/>
I'm hoping my University/someone else will find my accommodation for me	<input type="checkbox"/>
General web search for student accommodation	<input type="checkbox"/>
Local newspaper/property pages	<input type="checkbox"/>
Private rental letting agency	<input type="checkbox"/>
Letting board outside a property	<input type="checkbox"/>
Notice board advert/poster	<input type="checkbox"/>
By walking door to door and asking residents	<input type="checkbox"/>
Housemates will find the property	<input type="checkbox"/>
Friends/word of mouth	<input type="checkbox"/>
I'm hoping to stay where I am	<input type="checkbox"/>
Don't know/haven't thought about it yet	<input type="checkbox"/>
Other (please specify)	<input type="checkbox"/>
<input type="text"/>	

B2 Prior to completing this survey, were you aware of the accommodation charity Unipol Student Homes?

Yes	<input type="checkbox"/>
-----	--------------------------

No

Not sure/don't know



Next >>

C: Choosing rented accommodation

This section asks you to consider the decision process you go through when choosing rented accommodation while studying at university.

C1 Which of the following factors are generally important to you when choosing student accommodation?

Also, please use the tick boxes in the green column to indicate which of the factors attracted you to live in your current accommodation.

Facilities	Essential to me	Important to me	Would be nice to have	Not important to me/not applicable	My current property has this/I like this about my current property
Large size bedroom	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
En-suite facilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Double bed	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Provision for parking	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Accessible accommodation for students with disabilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Broadband/telephone connection in bedroom	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Good decoration/quality of furnishings	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Access to a shared communal living space/living room for members of my flat/house	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Private outdoor space/garden	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
On-site accommodation manager	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
On-site facilities (eg bar, shop, gym)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Security features	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Standard of kitchen facilities/fridge space/storage space	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Provision of catered accommodation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

	Essential to me	Important to me	Would be nice to have	Not important to me/not applicable	My current property has this/I like this about my current property
Location					
Closeness to University	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Access to bus routes/transport links	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Access to local amenities - shops, bars, restaurants	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The area has a reputation for low levels of crime	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Closeness to a town centre (eg Beeston, Nottingham, West Bridgford)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

	Essential to me	Important to me	Would be nice to have	Not important to me/not applicable	My current property has this/I like this about my current property
Other general issues					
Affordability of accommodation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Accreditation scheme approval (ensuring basic safety and security standards)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Separate accommodation for undergraduates and postgraduates	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Utility bills included in rental price	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Being able to choose the housemates you live with	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Choosing the number of people you will be living with	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Living independently 'in a real home'	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Access to a large group of students for socialising	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
My parents/guardians are happy with the accommodation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Next >>

C: Choosing rented accommodation (cont.)

There are several options available to students when choosing which accommodation type to live in. One of the major decisions is whether to choose a private rented house/flat or to choose a larger purpose built student development. Here are a couple of examples of what we mean by these accommodation types:

Private rented



Purpose built larger developments



C2 Which accommodation type do you prefer?

Private rented house/flat

Strong preference



Slight preference



No preference



Larger student only development

Slight preference



Strong preference



C3 Please could you explain your reasons for your accommodation preferences below:

Next >>

D: Your current residence

D1 Where do you currently live?

Nottingham Trent University accommodation and other larger developments

Please choose one...

- Bertrand Russell House
- Blenheim Hall
- Boulevard Works
- Brackenhurst
- Canterbury Court
- Clarendon Court
- College Drive
- Cotton Mills
- The Exchange
- Fletcher Terrace
- Gervase
- Gill Street
- The Glasshouse
- Goldsmith Court
- Gordon House
- 42 Hampden Street
- Hampden and Sandby
- Liberty Square
- The Maltings
- Meridian Court
- Mill House
- Norton Court
- 2 Peel Street
- Peverell Hall
- Riverside Point
- Simpsons
- St Peter's Court
- Victoria Hall
- 21 Waverley Street

University of Nottingham accommodation and other larger developments

- Please choose one...
- Albion House
 - Ancaster
 - Bonington
 - Broadgate Park
 - Brookside
 - Cavendish
 - Cloister House
 - Cotton Mills
 - Cripps
 - Derby
 - The Exchange
 - Florence Boot
 - The Glasshouse
 - Hugh Stewart
 - Lenton and Wortley
 - Lincoln
 - Manor Villages
 - Melton
 - Newark
 - Nightingale
 - Raleigh Park
 - Riverside Point
 - Rutland
 - Sherwood
 - Southwell
 - St Peter's Court
 - Willoughby

A shared house rented in the private sector

- Please choose one...
- Arboretum
 - Beeston
 - Clifton
 - Dunkirk
 - Forest Fields
 - Hyson Green
 - Lenton/Lenton Sands/Old Lenton
 - Lenton Abbey
 - Meadows
 - Nottingham City Centre
 - Radford
 - Sneinton
 - Southwell
 - St Anns
 - Sutton Bonington
 - West Bridgford
 - Wollaton/Wollaton Park
 - Other area

A flat rented in the private sector

(area list as above)

Renting a flat/house with my family

(area list as above)

Other type of accommodation

(area list as above)

D2 Are all the people living in your house/flat currently studying at University?

Yes

No

D3 Which of the following is the MAIN source of funding for your accommodation fees?

- Access to Learning Fund
- Employment during course (including holiday work)
- Higher Education Grant (from your LEA)
- NHS Bursary
- Other income/savings
- Parents/relatives
- Studentship/sponsorship/scholarship
- Student loan
- Other loans (e.g. credit cards, overdraft)
- Other (please specify)

Next >>

D: Your current residence (cont.)

D4 Have you experienced any of the following problems with your accommodation?

	This has not been a problem for me	I have had minor problems with this	I have had major problems with this	No experience/not applicable	Has there been a satisfactory outcome to the problem?	
					Yes	No
Difficulties with the relationship with accommodation provider/landlord/letting agent	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Unsatisfactory speed of maintenance repairs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Expectations set out in contract not being met	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Lack of clarity in your accommodation contract	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Unsatisfactory deposit arrangements	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Excessive noise	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Unsatisfactory waste removal arrangements	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Inadequate access to recycling facilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Experienced theft/burglary from my accommodation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

D5 Have you sought advice on accommodation issues or problems from any of the following?

	I have used this service for advice	I am aware of this service but haven't used it	I wasn't aware of this service
Unipol			
Unipol website	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Telephoned Unipol staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Visit to Unipol office	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Unipol printed materials/booklet	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Your University services

- | | | | |
|-----------------------------------------|--------------------------|--------------------------|--------------------------|
| Your University's accommodation office | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Your University's accommodation website | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

Your Students' Union

- | | | | |
|---------------------------------------------------------|--------------------------|--------------------------|--------------------------|
| Students' Union Office/website/House Guide | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Student Advice/Student Advice and Representation Centre | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

Other agencies (please specify)

<input type="text"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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Next >>

D: Your current residence (cont.)

D6 Considering the standard of amenities your accommodation offers, do you think the rent you pay is...?

- Very good value for money
- Good value for money
- Average value for money
- Poor value for money
- Very poor value for money

D7 What aspects of your current accommodation do you most like?

D8 What aspects of your current accommodation would you like to change?

Next >>

E: Living in your neighbourhood

E1 To what extent do you feel you are part of the local community you live in?

- Very much so
- Quite a lot
- A little
- Not a lot
- Not at all

E2 Please evaluate the following aspects of your involvement with the local community:

	I have done this and it's worth while	I have done this but it's not worth while	I haven't done this but would like to	I haven't done this and don't want to
I have taken on paid employment in my neighbourhood	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I have got to know some of the non-student neighbours that live in my local area	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I have been involved in community activities in my local area such as attending meetings, residents groups or voluntary work	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I have attended a place of worship/faith based group in my local community	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

E3 Please indicate whether you agree or disagree with the following statements:

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
Where I live students are welcomed by their non-student neighbours	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Where I live students are valued as part of the local community	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Where I live students are viewed as beneficial to the local economy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Where I live students are viewed as a problem	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

E4 Has the Sshh (Silent Students Happy Homes) campaign, which advocates considerate behaviour in local communities, influenced the people living in your flat/house?

- Yes, we are more considerate of the local community
- No, it hasn't made a difference
- I hadn't heard of the Sshh campaign

Next >>

F: About you

F1 Are you...?

- An undergraduate
- A postgraduate
- Studying on a non-award bearing course

F2 What year of your course are you on..?

- First year/studying a one year programme
- Neither a first year nor final year
- Final year

F3 Are you...?

- Female
- Male

F4 Please select your age from the list:

F5 Are you...?

- A UK student
- An EU student
- An international student

F6 Are you registered as a...?

- Full time student
- Part time student

F7 Are you studying at...?

- The Nottingham Trent University
- The University of Nottingham

Next >>

Prize draw

Thank you for taking the time to complete this survey, your responses have been recorded. If you would like to be entered in to a prize draw where you could win £1000 please complete your details below. Winners will be notified by email.

Name:

Email address:

Telephone number:

- Please tick the box if you are happy to take part in future research on student housing.

Submit Questionnaire

A1b: Questionnaire Version 2

For respondents living in 'non-typical' student accommodation types (highlighted in yellow)



Choosing your accommodation while studying at university

Nottingham's universities, your Students' Union, the local councils and the housing charity Unipol Student Homes would like to understand how and why students choose rented accommodation while studying at university.

Please click on the description that most closely matches your current accommodation situation to take you to the survey:

- Living in halls or self-catered accommodation provided by your university
- Living in university allocated accommodation through an external provider eg Broadgate Park, Meridian
- Living in private rented accommodation that you hadn't lived in before coming to study at university in Nottingham
- Living in your own/family home that you or your family own or are buying with a mortgage
- Living in a rented flat/house/bedsit that you lived in before starting your university course in Nottingham
- Living in a property that your parents/relatives bought for you to live in while you study at university, possibly as an investment
- Living in another type of accommodation not already listed

Next >>

A: Your Current Accommodation

A1 What are the main reasons you have chosen your current accommodation rather than living in typical student accommodation? (Tick all that apply)

- Because I already had my own home
- As I already live close to university
- To save money/renting is too expensive
- Didn't want to live with other students
- Not eligible for student accommodation
- Other (please specify)

A2 Which of the following best describes your current accommodation?

- Living in your own home which has been paid for or is being bought with a mortgage
- Living in your parental/family home
- Living in your own/family home which is rented privately
- Living in your own/family home which is rented from a housing association or from a local authority (council housing)
- Living in a home which has been bought by your parents/guardians for you to live in while studying at university (eg as an investment)
- Other (please specify)

A3 What aspects of your current accommodation do you most like?

A4 What aspects of your current accommodation would you like to change?

A5 Are you likely to move in to rented accommodation during your current university course?

- Yes
 No

Next >>

B: Choosing rented accommodation

This section asks you to consider the decision process you may go through if you decided to choose rented accommodation while studying at university.

B1 Which of the following factors do you think would be important for you when choosing rented student accommodation?

	Essential to me	Important to me	Would be nice to have	Not important to me/not applicable
Facilities				
Large size bedroom	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
En-suite facilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Double bed	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Provision for parking	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Accessible accommodation for students with disabilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Broadband/telephone connection in bedroom	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Good decoration/quality of furnishings	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Access to a shared communal living space/living room for members of my flat/house	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Private outdoor space/garden	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
On-site accommodation manager	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
On-site recreational facilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Secure door access/security gates	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Standard of kitchen facilities/fridge space/storage space	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Provision of catered accommodation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

	Essential to me	Important to me	Would be nice to have	Not important to me/not applicable
--	-----------------	-----------------	-----------------------	------------------------------------

Location

Closeness to University	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Access to bus routes/transport links	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Access to local amenities - shops, bars, restaurants	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The area has a reputation for low levels of crime	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Closeness to a town centre (Beeston, Nottingham, West Bridgford)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

	Essential to me	Important to me	Would be nice to have	Not important to me/not applicable
--	-----------------	-----------------	-----------------------	------------------------------------

Other general issues

Affordability of accommodation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Accreditation scheme approval (ensuring basic safety and security standards)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Separate accommodation for undergraduates and postgraduates	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Utility bills included in rental price	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Being able to choose the housemates you live with	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Choosing the number of people you will be living with	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Living independently 'in a real home'	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Access to a large group of students for socialising	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Suitable for my family's needs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
My parents/guardians would be happy with the accommodation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Next >>

B: Choosing your accommodation while studying at university (cont.)

There are several options available to students when choosing which accommodation type to live in. One of the major decisions is whether to choose a private rented house/flat or to choose a larger purpose built student development. Here are a couple of examples of what we mean by these accommodation types:

Private rented



Purpose built larger developments



B2 When choosing rented accommodation while studying at university which accommodation type would you prefer?

Private rented house/flat

Strong preference

Slight preference

No preference

Larger student only development

Slight preference

Strong preference

B3 Please could you explain your reasons for your accommodation preferences below:

Next >>

C: About you

C1 Are you...?

- An undergraduate
- A postgraduate
- Studying on a non-award bearing course

C2 What year of your course are you on..?

- First year/studying a one year programme
- Neither a first year nor final year
- Final year

C3 Are you...?

- Female
- Male

C4 Please select your age from the list:

C5 Are you...?

- A UK student
- An EU student
- An international student

C6 Are you registered as a...?

- Full time student
- Part time student

C7 Are you studying at...?

- The Nottingham Trent University
- The University of Nottingham

Next >>

Prize draw

Thank you for taking the time to complete this survey, your responses have been recorded. If you would like to be entered in to a prize draw where you could win £1000 please complete your details below. Winners will be notified by email.

Name:

Email address:

Telephone number:

- Please tick the box if you are happy to take part in future research on student housing.

Submit

Appendix 2: Current accommodation locations (V1:D1)

A2a: Nottingham Trent residences

A2b: University of Nottingham residences

A2c: Area of shared house rented in private sector

A2d: Area of flat rented in private sector

A2e: Area of flat/house rented with family

A2a: Nottingham Trent residences (V1:D1)

	Nottingham Trent accommodation	
	n	%
Fletcher Terrace	7	1
Gervase	18	2
Gill Street	89	12
The Glasshouse	32	4
Goldsmith Court	33	4
Gordon House	7	1
42 Hampden Street	3	0
Hampden and Sandby	48	6
Liberty Square	6	1
The Maltings	36	5
Blenheim Hall	36	5
Meridian Court	43	6
Mill House	7	1
Norton Court	49	6
2 Peel Street	2	0
Peverell Hall	146	19
Riverside Point	1	0
Simpsons	42	5
St Peter's Court	6	1
Victoria Hall	27	4
21 Waverley Street	3	0
Brackenhurst	67	9
Canterbury Court	6	1
Clarendon Court	23	3
College Drive	10	1
Cotton Mills	13	2
The Exchange	9	1
Total	769	100

A2b: University of Nottingham residences breakdown (V1:D1)

	University of Nottingham accommodation	
	n	%
Albion House	27	2
Derby	33	3
Florence Boot	28	2
The Glasshouse	2	0
Hugh Stewart	41	4
Lenton and Wortley	46	4
Lincoln	34	3
Manor Villages	7	1
Melton	22	2
Newark	38	3
Ancaster	35	3
Nightingale	20	2
Raleigh Park	129	11
Riverside Point	21	2
Rutland	51	4
Sherwood	34	3
Southwell	18	2
St Peter's Court	82	7
Willoughby	40	3
Bonington	81	7
Broadgate Park	282	25
Brookside	2	0
Cavendish	28	2
Cloister House	7	1
Cotton Mills	3	0
Cripps	37	3
Total	1148	100

A2c: Area of shared house rented in private sector (V1:D1)

	Area for shared house in private sector	
	n	%
Arboretum	109	6
Beeston	197	11
Clifton	37	2
Dunkirk	124	7
Forest Fields	63	3
Hyson Green	34	2
Lenton/Lenton Sands/Old Lenton	754	41
Lenton Abbey	30	2
Meadows	10	1
Nottingham City Centre	81	4
Radford	58	3
Sneinton	9	0
St Ann's	29	2
Sutton Bonington	15	1
West Bridgford	143	8
Wollaton	77	4
Other area	79	4
Total	1849	100

A2d: Area of private rented flat (V1:D1)

	Area for flat in private sector	
	n	%
Arboretum	43	7
Beeston	52	9
Clifton	2	0
Dunkirk	22	4
Forest Fields	22	4
Hyson Green	15	3
Lenton/Lenton Sands/Old Lenton	63	11
Lenton Abbey	3	1
Meadows	3	1
Nottingham City Centre	183	31
Radford	62	10
Sneinton	7	1
St Ann's	14	2
Sutton Bonington	4	1
West Bridgford	24	4
Wollaton	6	1
Other area	68	11
Total	593	100

A2e: Area of flat/house rented with family (V1:D1)

	Renting a flat/house with family	
	n	%
Arboretum	2	2
Beeston	24	28
Dunkirk	13	15
Forest Fields	7	8
Hyson Green	4	5
Lenton/Lenton Sands/Old Lenton	4	5
Lenton Abbey	1	1
Meadows	2	2
Nottingham City Centre	3	4
Radford	11	13
West Bridgford	1	1
Wollaton	3	4
Other area	10	12
Total	85	100

Appendix 3: Most and least liked aspects of living in current accommodation

Full list of themes discussed in response to open-ended questions V1:D7 and D8

A3a: Most liked features for those living in larger developments

A3b Most liked features for those living in private rented house/flat

A3c: Most liked features for those living on-campus

A3d: Most disliked features for those living in larger developments

A3e: Most disliked features for those in a private rented house/flat

A3f: Most disliked features for those living on-campus

A3a: Most liked features for those living in larger developments (V1:D7)*

	n	%
Has en-suite facilities	179	22
Good for socialising	151	18
The location is close to the University	136	16
Good security and safety	113	14
Well managed and maintained	96	12
The bedroom is a good size	93	11
The rent is affordable with inclusive bills	83	10
Good location - close to the city centre	78	9
The living space is a good size	65	8
Good transport links to the University and city centre	60	7
The accommodation is nicely furnished	57	7
Good location (general)	55	7
Good relationship with flatmates	54	7
Good facilities in communal areas	50	6
The accommodation is nicely decorated	44	5
The communal areas are adequate	41	5
The accommodation is good (general)	29	4
The location is good- close to local amenities	25	3
Good telecom and internet provision	24	3
Well equipped and has good appliances	24	3
Good car parking provision	20	2
The location is good- quiet	16	2
Good garden/outdoor space	15	2
Good level of privacy	13	2
Residents can be independent	12	1
Self- catered accommodation can cook independently	9	1
The communal bathroom facilities are a good standard	9	1
There is nothing satisfactory about the accommodation	9	1
Everything about the accommodation is satisfactory	8	1
The levels of hygiene and cleanliness are good	8	1
Double bed	7	1
Conducive to studying	6	1
The location is good- nice environment and surroundings	6	1
There is a good amount of storage space in the accommodation	4	0
Eases the transition from home to university	3	0
The accommodation is catered- this is preferable	1	0
The refuse collection and recycling facilities are satisfactory	1	0
The number of people residing in the accommodation is good	1	0
Total	1605	

*Percentage based on number of respondents living in larger developments n = 825

A3b Most liked features for those living in private rented house/flat (V1:D7)*

	n	%
The bedroom is a good size	608	24
The living space is a good size	579	23
Location close to the University	554	22
The rent is affordable with inclusive bills	440	17
Good location (general)	378	15
The accommodation is nicely furnished	317	13
The location is good- close to the city centre	308	12
The accommodation is nicely decorated	243	10
The location is good- close to local amenities	233	9
Good relationship with flatmates	215	8
Well managed and maintained	215	8
Good garden/outdoor space	208	8
Good security and safety	205	8
The accommodation feels like your own home	191	8
The location is good- quiet	184	7
The accommodation is generally satisfactory	168	7
Double bed	147	6
The communal areas are adequate	140	6
The car parking provision is good	140	6
Good transport links to university and city centre	133	5
The bathroom facilities (excluding en-suite) are a good standard	128	5
The accommodation is well equipped and has good appliances	105	4
The accommodation enables a level of privacy to be maintained	102	4
The accommodation allows residents to be independent	94	4
The accommodation enables socialising	89	4
The location is good- nice environment and surroundings	62	2
The location is good- in the 'student hub'	57	2
The location is good- away from the main student areas	50	2
The accommodation has en-suite facilities	47	2
There is a good amount of storage space in the accommodation	46	2
The telecom and internet provision is of a good standard	41	2
The heating, insulation and ventilation systems are in good order	35	1
The accommodation provides good on-site facilities- e.g a gym	33	1
Good relationship with the landlord	24	1
The accommodation is conducive to studying	23	1
Pets are allowed in the accommodation	12	0
Everything about the accommodation is satisfactory	10	0
There is nothing satisfactory about the accommodation	10	0
The number of people who live in the accommodation is good	6	0
The refuse collection and recycling facilities are satisfactory	4	0
The location is good- close to my family	4	0
The accommodation enables food to be cooked independently	3	0
The accommodation has garage space	3	0
The location is good- off campus	1	0
The refuse collection and recycling facilities are satisfactory	1	0
Total	6596	

*Percentage based on number of respondents living in private rented house/flat n = 2535

A3c: Most liked features for those living on-campus (V1:D7)*

	n	%
The location is close to university or on campus	303	28
The accommodation enables socialising	286	27
Has en-suite facilities	199	19
The bedroom is a good size	145	14
The accommodation is catered	106	10
Well managed and maintained	105	10
Good security and safety	81	8
The rent is affordable with inclusive bills	72	7
The location is good- close to local amenities	57	5
The living space is a good size- large	55	5
The accommodation is nicely furnished	55	5
Well equipped and has good appliances	47	4
Good relationship with flatmates	45	4
Good location (general)	41	4
The accommodation is generally satisfactory	41	4
Good level of privacy	37	3
The accommodation is nicely decorated	35	3
The location is good- nice environment and surroundings	34	3
Good telecom and internet provision	34	3
The communal areas are adequate	26	2
Good transport links to the university and the city centre	26	2
The facilities the accommodation offers are a good standard	23	2
The bathroom facilities (excluding en-suite) are a good standard	21	2
The location is good- close to the city centre	19	2
Eases the transition from home to university	15	1
Double bed	14	1
The accommodation allows residents to be independent	14	1
There is good storage space	14	1
Self- catered accommodation enables food to be cooked independently	13	1
The location is good- quiet	12	1
The car parking provision is good	10	1
The accommodation is conducive to studying	7	1
The garden/ outdoor space is a strong point of the accommodation	6	1
The heating, insulation and ventilation systems are in good order	6	1
There is nothing satisfactory about the accommodation	6	1
The refuse collection and recycling facilities are satisfactory	4	0
Everything about the accommodation is satisfactory	1	0
Total	6596	

*Percentage based on number of respondents living in private rented house/flat n = 2535

A3d: Most disliked features for those living in larger developments (V1:D8)*

	n	%
Prefer more responsive management with fewer rules	149	18
Poor value for money	117	14
Too much noise and disruption	107	13
Poor location	103	12
Poor communal area	88	11
Inadequate security and safety procedures	71	9
Poor decoration and state of repair	69	8
Poor telecom and internet provision	68	8
Poor appliances and furniture	64	8
Inadequate bedroom size	59	7
Poor bathroom facilities and plumbing	54	7
Unable to choose flatmates	50	6
Inadequate storage space for food and kitchen items	42	5
Expensive and inadequate heating system	38	5
Nothing is inadequate or problematic	38	5
Inadequate refuse collection and recycling facilities	33	4
Poor facilities in communal areas	28	3
Poor clothes washing facilities	27	3
Not enough organised social events	24	3
Inadequate living space	23	3
Inadequate number of facilities per student	23	3
Prefer a double bed	21	3
Layout of accommodation is unsuitable	18	2
Inadequate transport links to the university campus/city	18	2
Increased contract flexibility required	15	2
Too many stairs/needs a lift	12	1
Lack of car parking spaces	12	1
Flatmates are unclean and untidy	10	1
Lack of storage space	9	1
There are no gym facilities	6	1
Poor food and timing of meals	5	1
Lack of garden/outdoor space	5	1
Accommodation exterior is unattractive	5	1
Issues with contracts- more clarity required	5	1
Numerous things are inadequate or problematic	5	1
There isn't an on-site tuck shop or vending machine	4	0
There isn't an on-site library or study areas	3	0
Poor disabled access to the accommodation	1	0
There isn't a sense of community within the accommodation-	1	0
This type of accommodation is not preferable	1	0
There is no on-site change machine	1	0
There isn't an on-site bar- provision is required	1	0
There is no on-site ATM- installation of an ATM is required	1	0
Decorating or customising the accommodation is not allowed	1	0
Total	1435	

*Percentage based on number of respondents living in larger developments n = 825

A3e: Most disliked features for those in a private rented house/flat (V1:D8) *

	n	%
Poor decoration and state of repair	558	22
Poor location	439	17
Poor management/landlord. Slow response to requests	324	13
Poor appliances and furniture	308	12
Expensive and inadequate heating system	302	12
Poor value for money	288	11
Inadequate living space	268	11
Inadequate security and safety procedures	223	9
Poor bathroom facilities and plumbing	222	9
Too much noise and disruption	176	7
Nothing is inadequate or problematic	157	6
Inadequate bedroom size	131	5
Lack of garden/ outdoor space	129	5
Poor relationship with housemates	129	5
Inadequate refuse collection and recycling facilities	69	3
Layout of accommodation is unsuitable	56	2
Lack of car parking spaces	52	2
Inadequate storage space for food and kitchen items-	51	2
Poor relationship with neighbours and non-student community	50	2
Poor telecom and internet provision	47	2
Poor communal area	42	2
Prefer a double bed	37	1
Increased contract flexibility required	31	1
Lack of storage space for possessions e.g. clothes	30	1
Inadequate transport links to the university campus and other locations	21	1
Housemates are unclean and untidy	17	1
There are insects and vermin living in the accommodation	13	1
There are no cleaning services provided- provision is required	9	0
Numerous things about the accommodation are inadequate or problematic	9	0
The accommodation does not enable residents to feel part of 'student life'	8	0
Issues with contracts- more clarity required	8	0
Decorating or customising the accommodation is not allowed	8	0
The accommodation is not modern	6	0
The accommodation is my family home	4	0
Pets are not allowed	2	0
The accommodation is still under construction	2	0
The accommodation is hard to keep clean and tidy	2	0
The accommodation is in a residential area – not enough students	2	0
The accommodation is too large- smaller accommodation is preferable	2	0
Lack of assistance from University staff when finding accommodation	1	0
This type of accommodation is not preferable	1	0
Too many stairs- installation of an elevator is required	1	0
The accommodation does not encourage social interaction	1	0
Inadequate study space- larger study space is required	1	0
Total	4238	

*Percentage based on number of respondents living in private rented house/flat n = 2535

A3f: Most disliked features for those living on-campus (V1:D8)*

	n	%
Poor food and timing of meals	207	19
Poor value for money	201	19
Prefer more responsive management with fewer rules	160	15
Poor communal area	123	11
Too much noise and disruption	112	10
Inadequate bedroom size	84	8
Poor decoration and state of repair	68	6
Poor bathroom and plumbing facilities	62	6
Poor telecom and internet provision	62	6
Poor appliances and furniture	59	6
Unable to choose flatmates	58	5
Poor facilities in communal areas	53	5
Inadequate security and safety procedures	46	4
Inadequate living space	44	4
Increased contract flexibility required	38	4
Prefer a double bed	33	3
Inadequate storage space for food and kitchen items	33	3
Residents don't feel like they are 'living independently'	29	3
Nothing is inadequate or problematic	29	3
Poor location	27	3
Unable to control the heating and temperature	24	2
There are not enough organised social events	21	2
Poor clothes washing facilities	19	2
Inadequate refuse collection and recycling facilities	19	2
Inadequate number of facilities per student	18	2
Issues with contracts- more clarity required	14	1
Inadequate transport links to the university campus and other locations	12	1
No choice of room or location within the accommodation development-	10	1
Lack of car parking spaces- increased provision required	8	1
Lack of storage space for possessions e.g. clothes	7	1
Too many stairs- installation of an elevator is required	7	1
Lack of garden/ outdoor space- provision required	6	1
Numerous things are inadequate or problematic	4	0
There is no on-site ATM	4	0
There are no gym facilities- provision required	3	0
Decorating or customising the accommodation is not allowed	3	0
Pets are not allowed	2	0
Layout of accommodation is unsuitable	2	0
Poor insulation and ventilation system	1	0
Expensive and inadequate heating system	1	0
Lack of social interaction between flats	1	0
Everything about the accommodation is unsatisfactory	1	0
Flatmates are unclean and untidy	1	0
The accommodation does not feel like a home	1	0
Total	1718	

*Percentage based on number of respondents living on-campus n = 1071