

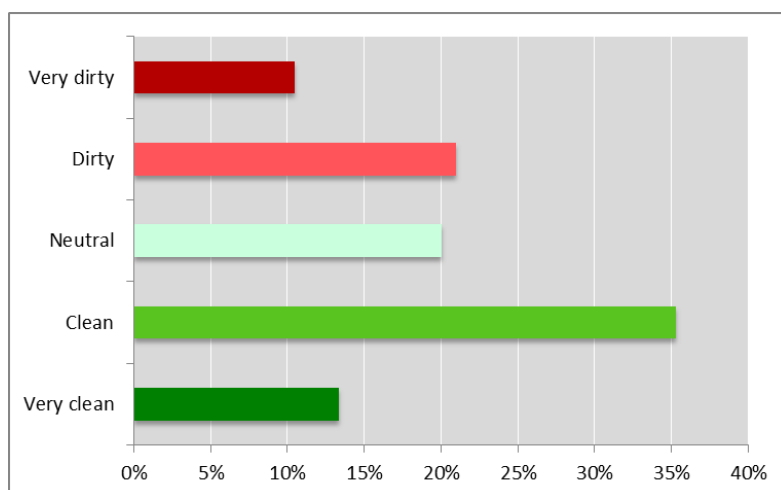
Survey Accommodate tenants Eenhoorn and Feniks, March/April 2016

English summary

Almost one third of the Accommodate tenants of the 'Eenhoorn' and 'Feniks' finds their apartment dirty or very dirty when they moved in. This is one of the main results from a small-scaled pilot study by Duwoners in March/April 2016.

We conducted a small survey of only 6 questions to find out how people experienced their fully furnished house when they arrived. In two complexes 'Eenhoorn' and 'Feniks', we asked 329 tenants with an Accommodate contract what they found about their room in the period just after arrival. This survey was done by a small questionnaire which could be filled out online or on paper. 105 people responded, which gives a representative idea of the opinion of the tenants.

The first question was "How clean was your apartment upon arrival?" In total more than 30% of all



tenants found the room dirty or even very dirty, as can be seen from the graph.

This is remarkable as tenants pay for an extensive cleaning before they arrive. These cleaning costs are included in the rental price and comprise up to 100 euros or more per year. In the rooms they found dirty bathrooms, clogged sinks, hairs and left items from previous tenants. We asked DUWO whether they had received any complaints from Eenhoorn or Feniks, but this seemed not be the case. Other questions of the survey made clear that various items were missing: such as promised items in the kitchen kit, furniture or a bed. Many complaints were about the ventilation system and heating. Also the lack of a common room and the availability of the washing machines was often mentioned. Despite these annoyances, the respondents rated the condition of the rooms relatively high, only 15% replied with bad or very bad.

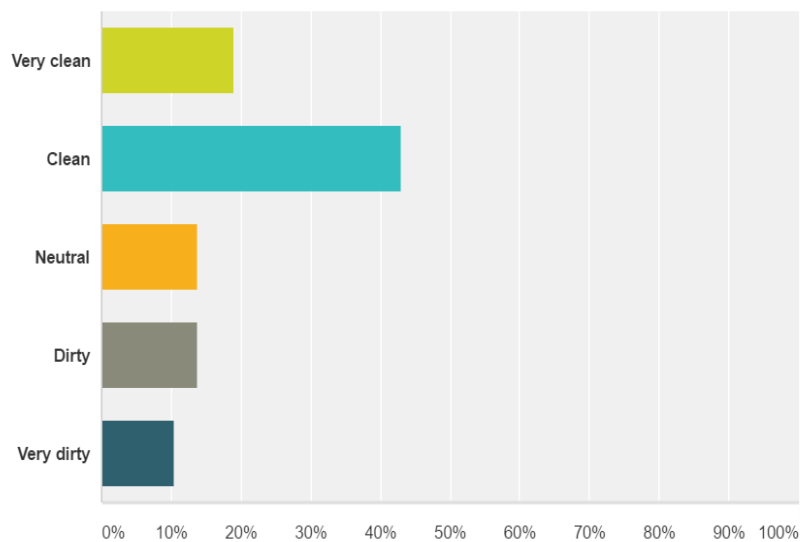
ATTACHMENT: THE RESULTS

This survey has been sent to 329 tenants and filled out 105 times in the period between 14 March and 4 April 2016. This resulted in a response rate of 31.9%. Below we presented the results of the questionnaire for each complex separately.

COMPLEX “FENIKS”

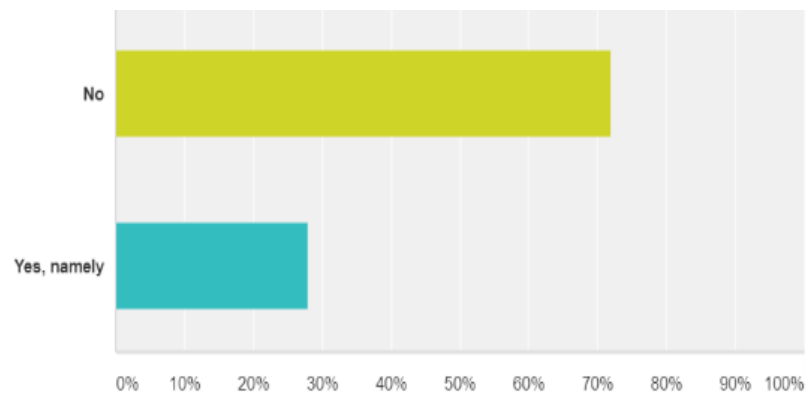
This survey has been sent to 176 tenants and filled out 58 times, resulting in a response rate of 32.7%.

1. How clean was your apartment upon arrival?



Very clean	19% (11/58)
Clean	43% (25/58)
Neutral	14% (8/58)
Dirty	14% (8/58)
Very dirty	10% (6/58)

2. Was there anything broken or damaged upon arrival?



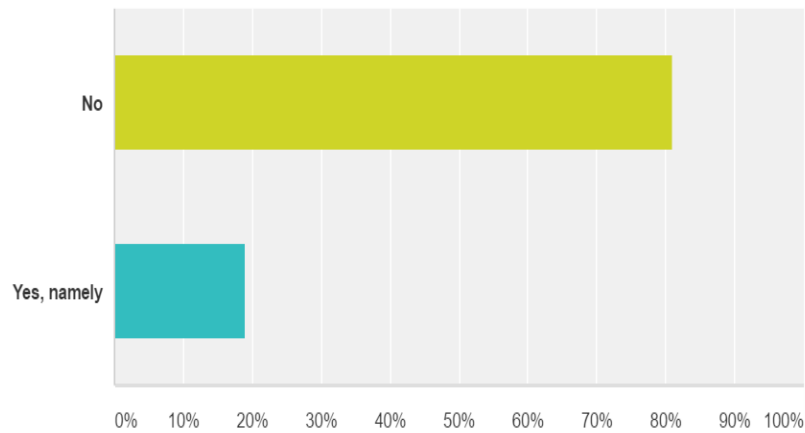
No 72% (41/57)

Yes 28% (16/57)

Remarks:

- Stove (5x)
- Bathroom sink clogged (3x)
- Lighting (5x: Stand up lamp, floorlamp, lamp, lightbulb, light switch)
- Heater
- Cracked dustpan
- Electric cooker
- Internet port
- Chair (only astatic)
- Floor (only astatic)
- Marks on the wall
- Painting in the stairs
- Dirty toilet brush

3. Was there anything lacking which was promised in the contract/description of your apartment?



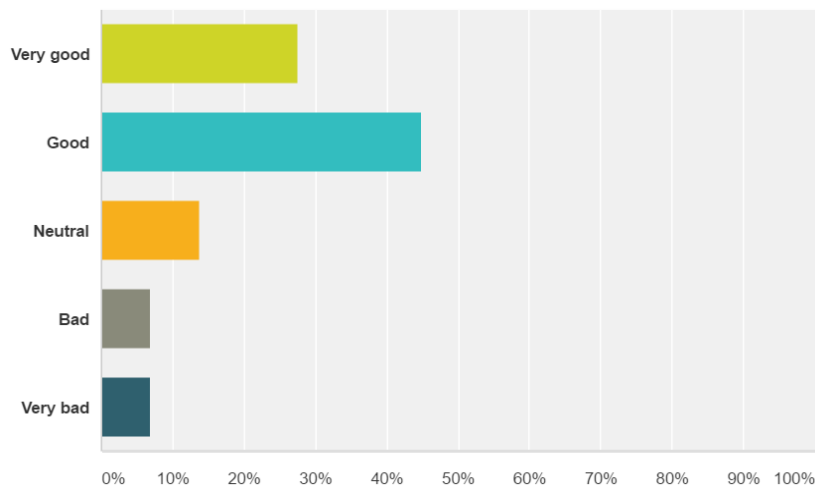
No 81% (47/58)

Yes 19% (11/58)

Remarks

- Welcome package (3x)
- Mismatch photos and contract (2x)
- Map (2x)
- (mop)bucket (2x)
- Plastic boxes (2x)
- Parts of the kitchen kit
- Stove
- Broom
- Duster
- Dustpan
- Lamp
- Hangers
- Shower curtain

4. How do you rate the condition of your apartment upon arrival?

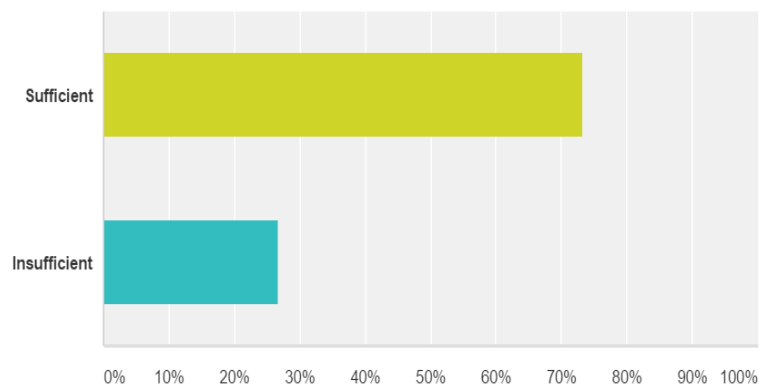


Very good	28% (16/58)
Good	45% (26/58)
Neutraal	14% (8/58)
Bad	7% (4/58)
Very bad	7% (4/58)

Remarks

- The floor was dirty and the mop left there was full of dirt and hair
- The bathroom wasn't clean, specially the shower walls and the tables have some mild burning stains
- Top of the shelf dirty. Sink clogged
- Everything was fine, except that it was not clean enough. I am sure that the inside of the refrigerator and the cupboards had not been cleaned. I found a lot of hair everywhere which is not surprising if you look at the broom (FULL of hair). I would suggest exchanging the cleaning material especially the mop and the broom before a new tenant arrives.
- Bathroom stinked and needed a plumber. Heating system didn't work. Dirty room
- Everything was working but the apartment was very dirty (even though there was a note saying that someone had cleaned it), I had to do a huge cleaning right after a very tiring international flight. Also, shower drain was clogged.
- It was tidy, but very superficially cleaned. It was not a detailed effort to clean the room, rather it looked clean but when I checked the room closely, I had to clean it myself again.
- They had not cleaned yet, there were clothes of other people and their toiletries, towel, some sandals left behind.
- There were sticky tac left on the wall by a previous tenant. Also the radiator seems to be difficult to control, especially in the winter when the windows are not capable of blocking cold air. I can feel cold air coming from the Windows and even with radiator set to warm the room it often doesn't get higher than 18 degrees. But this varies though, some days it works fine and some it don't makes me think there is somebody else (DUWO) regulating how much heat I can have.
- It was said to me that the apartment would be clean before my arrival. I was really surprise when I arrived and found that no cleaning have taken place at all. It was full of hair everywhere, the bathroom was in a disgusting condition. I not even could take a shower in my first night in the apartment because the shower was so dirty that the water couldn't go through it.
- Not very clean, obstructed sink, It took me 3 months to have the mail box key
- Dusty, things not working, shower clogged - the last one is a real no-no
- Really nice, clean flat

5. How do you rate the facilities in your apartment building?



Sufficient 73% (41/56)

Insufficient 27% (15/56)

Remarks

- The amount of washing machines and the reservation system. (13x)
- The lack of a common room. (9x)
- Stove working inadequate (2x)
- The lack of a freezer (2x)
- The door to the bike storage (3x)
- Clogged bathroom sinks and showers
- The lack of a gym
- Broken screen of the main doorbell and door of the laundryroom.
- The elevator has only one button, no difference in up and down
- No storage space in the bathroom
- No partition between kitchen and living area

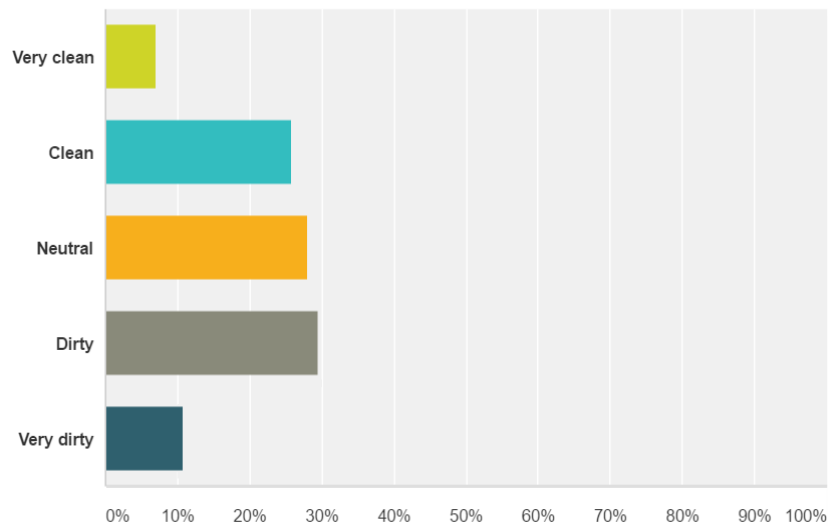
6. If you have any remarks about your apartment, please write them here

- It's inconvenient that we are not allowed to put up shelves etc since space is limited and it would be very helpful if we had overhead cabinets mainly in the kitchen area
- Although these are single rooms, a single bed is small for an adult. To achieve a better night's sleep is important to have comfortable amount of space. I think the beds should be twice the size or at least be one and a half beds
- I like that you do not have access to other floors, security in general
- It is really annoying that the outside door to the basement is broken every second week and we are forced to leave our bikes outside
- It would be better if there was also a freezer
- The heater doesn't heat properly, which means that when the weather is really cold, the apartment temperature doesn't rise beyond 18°. I've complained once, they came to fix it but it haven't get much better.
- My room went through pest control, and when I came in the aftermath, I found my belongings thrown on the floor. Please make sure that your employees and work partners be more careful
- I'm not very happy about the laundry system. It's often buggy and just overall really annoying to use.
- I can see that some rooms have a carpet and the vacuum cleaner. I was wondering if it is possible to get these items.
- It would be awesome to have wireless internet access.
- I am happy so far. There was one day when the heater did not work well, and another day when there was no electricity at all in the first week. The response to the heater problem was quick and no problem since that time.
- The walls are textured in a really bad way, it is very easy hurt my hand while hitting against it.
- Somewhat overpriced apartment, especially the kitchen utensils!
- Everything was perfect! Just one thing was missing for the absolute perfection: a radiator /heater in the bathroom /wc area.
- The electric cooking apparatus is very poor. Hard to cook a proper meal with it.
- The shower water always floods the bathroom because the little step that should stop the water from flooding is too low
- DUWO needs to do better

COMPLEX “EENHOORN”

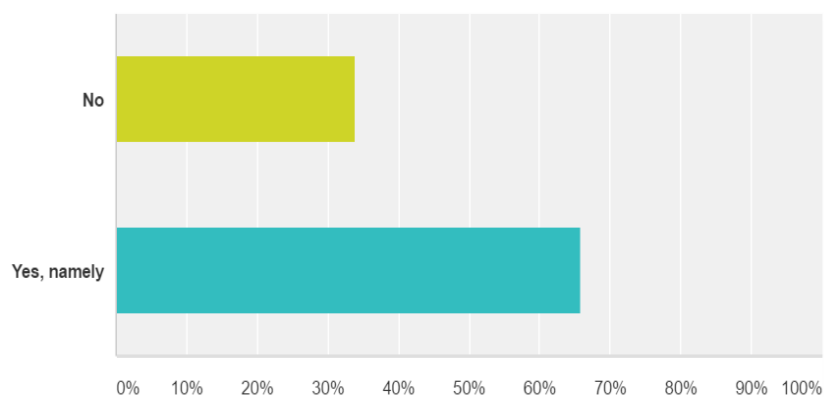
This survey has been sent to 153 tenants and filled out 47 times, resulting in a response rate of 30.7%. The questionnaire has been sent by e-mail by paper in the postbox. Tenants replied 12 times by paper forms and 35 times online.

1. How clean was your apartment upon arrival?



Very clean	6% (3/47)
Clean	26% (12/47)
Neutral	28% (13/47)
Dirty	29% (14/47)
Very dirty	11% (5/47)

2. Was there anything broken or damaged upon arrival?



Was there anything broken or damaged upon arrival? (continued)

No 34% (16/47)

Yes 66% (31/47)

Remarks

Toiletseat (3x)

Leaking toilet (2x)

Leaking toilet pipe (2x)

Toilet

Light bulbs (3x)

Bedframe (4x)

The mattress

Front door doesn't close properly

Entrance door

Bathroom door (3x)

Shower (2x)

Shower sink dirty

Sink, and the tenant was charged €50,- to get it fixed.

Mold on the roof

Dirty walls (3x)

Wallpaper

Wall watch

The doors of the upper part of the kitchen

The kitchen area has no light or bulb only cables

Stove (2x)

Light in fridge

Fridge had food

Fridge's door didn't close completely

Some of the trays in the fridge had cracks

Window

Windows: air coming in

Window doesn't open completely (3x)

Window frame

The handle on vent above the window was broken

Smoke detector

Power outlet

The air vent was/is not well fitted

Coathanger

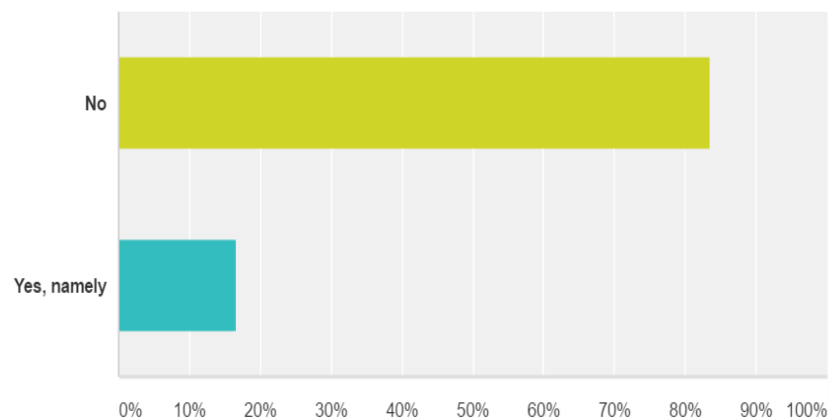
The desk has an broken leg

The hob

Damage of the edges of the small drawer

A little burned part of the gray table

3. Was there anything lacking which was promised in the contract/description of your apartment?



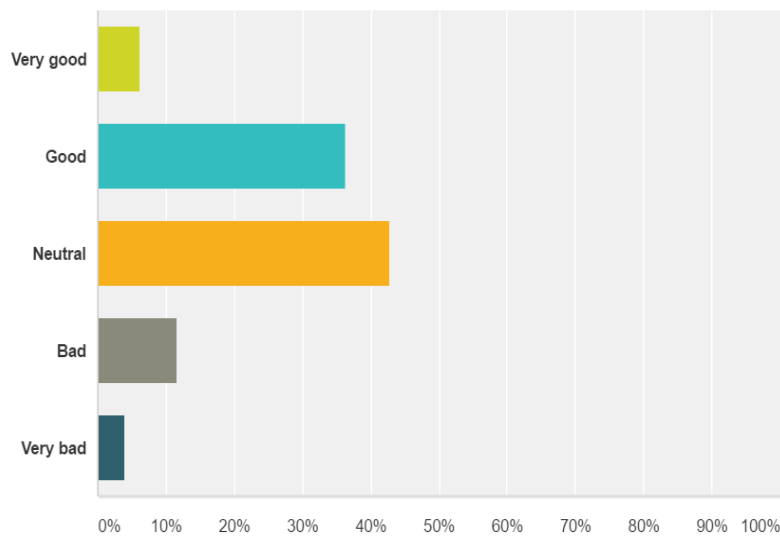
No 83% (38/46)

Yes 17% (8/46)

Remarks

- Stove
- Paper bin
- Oven/microwave (2x)
- TV
- New blankets
- New kitchen tools
- Large kitchen knife
- It wasn't so much lacking, but the cooking equipment provided was not very good. I have thrown much of the original provided equipment out as it was basically useless for cooking. Also the TV is old and not very useful.
- There wasn't anything lacking exactly as I don't believe kitchen equipment is included in our rent price but some people arrived and they had double beds and I have a single. It's not a big problem but considering everyone is paying the same rent, everyone should really get the same amenities.

4. How do you rate the condition of your apartment upon arrival?

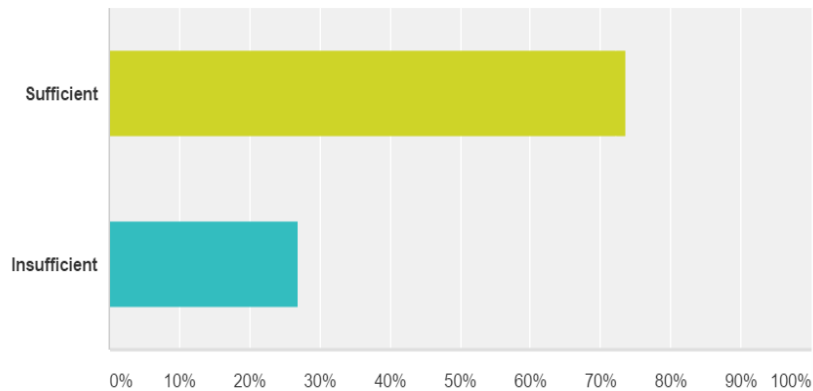


Very good	6% (3/47)
Good	36% (17/47)
Neutral	43% (20/47)
Bad	11% (5/47)
Very bad	4% (2/47)

Remarks

- Completely filthy
- Horrible condition: Bird shits all over the place
- Quite dirty (4x)
- Silverfish bugs in apartment
- Flies in shower draining
- Some wall marks
- Light was missing
- Window was broken (2x)
- The walls are so dirty, particularly around the vent. Black marks and scrap marks everywhere. Fresh paint would have made it look so much nicer
- Unfortunately my space is still not in good condition. The problem still is the ventilation of the room. The ventilation is built to much pressure in the room and the air is still blowing/whistling through the door and the windows! The windows itself are not perfectly closing by themselves either, which is not helping the situation. Basically you notice a wind when you sit in the room and the noise of the ventilation system and the wind is disturbing! (I already got tips regarding the vent above the window, but that is not helping.) Could you please turn off (or lower) the ventilation, fix the windows and/or find a another solution?! I can imagine that a lot of people living here have this problem. Please take proper actions

5. How do you rate the facilities in your apartment building?



Sufficient 74% (35/47)

Insufficient 26% (12/47)

Remarks

- Proper common area (6x)
- Hotplates are of bad quality (2x)
- The plug in the hob is extremely weak
- Laundry system problems (not enough machines) (2x)
- The washing machines are often broken
- The touchscreen in the laundry has regularly gone off
- The web of laundry administration has not operated several times since we moved here
- The hob was in poor condition
- Was told there would be a microwave than told no microwaves this year.
- I would have expected at least a microwave oven and electric kettle be provided
- Internet problems
- Broken radiators (not because of air inside)
- No lighting in the fridge
- The laundry and other building facilities are great
- Generally good

6. If you have any remarks about your apartment, please write them here

- There were lots of ants in the whole room. ALSO in kitchen and bathroom – really disgusting
- Wallpaper needs replacing needs new bed, a fridge/freezer would be a useful amenity
- Please check for ants and ask resident before to vacuum clean and lean the room.
- Please put gas stoves and double bed for the couples apartments
- The heating never works
- Heating was repeatedly broken. Gets very cold with the ventilation on + windows are not closing properly → cold draft
- It would be nice to have a common area to meet other people
- The closet could be bigger and a shelf in the bathroom would be nice
- A microwave oven and a possibility to borrow a vacuum cleaner would be neat
- The air abductors for humidity are very noisy. It would be good if they worked less time, specially top earlier
- The ventilation is very loud and runs for too long in the evening and cannot be turned off
- The ventilation is horrible: it is way too high, blowing through door and window gaps, too much noise.
- Turn off the ventilation
- The vent is loud, noisy and cold and on for 13 hours a day. Wrote DUWO and they won't reduce the hours it is on.
- The ventilation in the room is ridiculous. The room is very cold to the point that everyone who comes in mentions how cold it is. The heating cannot be felt when the vent is on and there is no humidity in the room which is bad for your sinuses and chest. As well as being very cold, the vent is also too loud. The fact that an informal petition was started on the accommodation Facebook page to get DUWO to act on this and it was completely ignored is unacceptable.
- A welcome letter would have been nice
- I get letters for the former tenant, there should be a place to put them
- Maybe a check up of the basic stuffs like faucet more often
- The inventory list changed AFTER my arrival (maybe in order to be agreed with what I found inside the room)
- Could be more large
- Overall good, but can be improved upon
- Clean and comes with furniture and kitchen utensils which I highly appreciated as an international student