



Student Experience Zone Tuesday 2nd September, 4pm SU Coffee Lounge

Present

Chair

Olivia Bowers (PWD)

Students' Union Officers/staff

Louise Aiken – Student Voice Manager (LA), Paul Murtough – Student Voice Coordinator (PM), Hannah Scott – Chair of School (EDU), Jenny Marchant – Chair of School (HRP), Amy Deveney – Chair of School (ADC)

York St. John University Staff

Emma Wilkins – Director of Staff and Student Services (EW), Sue Waller – Head of Campus and Residential Services (SW)

Apologies

None recorded

Welcome & Introductions

PWD welcomed all in attendance to the meeting and presented staff with the opportunity for introduction

Items for Any Other Business

No items were taken

Agenda Items

- 1. Open discussion**
- 2. General discussion**

1. Open discussion

PWD provided students the opportunity to feedback on their experiences of university managed accommodation.

St John's Central

One member highlighted that they had been placed on the 3rd floor despite requesting the ground floor due to a disability

It was felt among those living at SJC that there needed to be more clarity on what items can be placed in the bins and that bins are overflowing because there aren't enough.

SW highlighted that it appears an extra collection would be needed for SJC and that she will double check on what can be accepted in the bins.

Action: SW to update PWD on findings and resolutions

Members also highlighted that there are issues with the right-hand lift which is also the lift which permits access to the bins store.

Lighting in the entrance way, in the bin store and on the approach to the site was not as good as it could be.

Action: SW to ensure lighting is fixed at the site

PWD stated that city lighting is a part of a wider campaign for this year.

When asked about pricing and location students generally felt that it was reasonable for how close to university and the city they were but did not feel it should be increased.

Percy's Lane/Gray's Wharf

Specific reference for this discussion was directed to Gray's Wharf.

Similarly, to SJC members felt that there needed to be more clarity on the refuse and what is allocated to the bins.

General state of the accommodation was not of a good standard when moving in, items that were raised were:

- Sanitary bins with sticky residue
- Litter

- Stains and grime in apartment

There have been complications with maintenance and it does not seem as if the site has been looked after when students moved out.

SW stated that this site is a challenge as the university does not manage the team and there is still some clarity required on who is responsible for what action.

Members also felt that the lighting along Navigation Rd is not of a good quality and it is very dark when attempting to get home after lectures.

Limes Court

Members from Limes Court felt that the only things to raise were the distance from campus as it seems further away than other sites which can be quite off-putting for those engaging in extra-curricular activities.

Additionally, students highlighted the potential need for latches on the doors so that they will automatically lock when closed as it is often found that people forget to lock the doors.

PWD mentioned that she is looking into potentials for transport between the site and campus as part of a bigger project taking place with similar issues for the Haxby Road facility.

Action: PWD to update members on the likelihood of this.

SW noted the situation regarding the locks on front doors.

2. General discussion

Members asked SW what is there for them after leaving university accommodation, can they still seek support?

SW stated that it's currently limited but potentially something both the university and SU could work toward establishing in the future.

EW joined the meeting

Members noted negative experiences with several agencies/landlords.

It was discussed that there is a potential need for landlords/agencies to meet standards to be advertised, this is something to be looked at.

Action: PWD to liaise with relevant staff and organisations to establish as baseline standards

PWD also stated that she is looking into a review system for properties from students

EW asked students if it was clear for them where to go if they had any issues with maintenance etc.

Members acknowledged the Accommodation Hub, SW highlighted that this has now been removed and replaced with a 'repairs' e-mail address. It was also acknowledged that there was a lot of mis-communication during Open Days from members of staff on site regarding support services, members were informed that there would be a 24hr service readily available on site.

One member asked if The Grange was all priced the same or different depending on the area which you live in.

SW clarified that each area is individually priced to reflect the current standard.

EW stated that they will look to keep The Grange at the same pricing level, it is however natural for prices to increase with inflation but there will be effort to ensure this does not have a drastic effect on students. There is currently a plan in place for WP (Widening Participation) groups, particularly those from lower income backgrounds to ensure rent is fair and affordable for all.

One member stated that this should be reflected for those with minimum loan due to parent income.

EW stated it will be taken into consideration along with lower income generation.

Some members felt pricing for external sites also needed to be reviewed, i.e. Brickworks

EW mentioned that Brickworks currently have a discounted price for students who have moved in during Welcome Week.

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Date of the next meeting:

Thursday 25th October, Haxby Road

Summary of actions

Agenda item	Action:	Assigned to:
Open discussion	Action: SW to update PWD on findings and resolutions (Page 2)	SW/PWD
	Action: SW to ensure lighting is fixed at the site (Page 2)	SW
General discussion	Action: PWD to liaise with relevant staff and organisations to establish as baseline standards. (Page 3)	PWD