



Department Customer Promise

“Staying on Track for Quality Service”

The Accommodation Office

The Role of the Accommodation Office

The Accommodation Office is responsible for allocating rooms to students seeking to live in Halls of Residences. The Accommodation Office sends out accommodation information and Tenancy Agreements to students, organises deposits, ensures invoices are correct and offers continuous accommodation information support to students throughout the year.

For further information, please visit <http://www.brunel.ac.uk/life/accommodation/>

Opening Hours

- Monday to Friday (enquiries in person)
 - 9.00am to 4.45pm
 - Closed for lunch 1.00pm to 2.00pm
- Monday to Friday (enquiries by telephone)
 - 9.00am to 5pm
 - Closed for lunch 1.00pm to 2.00pm
- Out of hours information call 01895 267900

Customer Satisfaction Methods

To be able to fulfil our customer promise we rely on feedback from our customers and we measure satisfaction by the following methods:

- Annual on-line/postal/face-to-face surveys
- Daily face-to-face feedback
- Recording all student demand for customer service research analysis
- Online feedback through our website

If you feel that we are not fulfilling our customer promise or have any comments regarding the service that you have received, please contact the Accommodation Office in writing by e-mail to accom-uxb@brunel.ac.uk or by post to Brunel University, Accommodation Office, Uxbridge, Middlesex, UB8 3PH. Your feedback is important to us.

Residential, Catering and Conferencing Services Mission Statement

‘Residential, Catering and Conferencing Services aims to provide a range of quality hospitality services to all of its customers within the educational environment of Brunel University.’