

# Centrale BewonersRaad Drienerlo

## Annual report 2022



Written by CBR Board 2022  
Maartje, Hannah, Thomas, Daan

# Table of contents

<b>Introduction</b>	<b>3</b>
<b>Updates on policy plan</b>	<b>3</b>
Sustainability	3
Communication	3
Name recognition	5
<b>Other updates</b>	<b>7</b>
Washing machines (Witbreuksweg) - Maartje	7
Underground waste containers	7
<b>Evaluation</b>	<b>8</b>
General evaluation	8
Evaluation of finding a candidate board and transfer period	8
<b>Final words</b>	<b>9</b>

# Introduction

This report includes an overview of what CBR Board 2022 has worked on during the period of September 2022 - February 2023. Updates on the period of February 2022 - September 2022 can be found in the semi-annual report.

## Updates on policy plan

### Sustainability

During the meetings with the Veste, we have spoken out the wishes of tenants regarding sustainability. Think of separate meters so everyone can be more aware of their usages and waste separation. We have been informed about the progress of the sustainability plans of the Veste. None of the plans are definitive and completely clear. The Veste does not want to inform the tenants about plans or starting times if the plans are not definitive, so this information will not be shared with tenants yet.

### Communication

During the past year, making sure that there is good communication between us and the tenants, the Veste and the tenants, and the Veste has been one of our priorities.

#### **Communication between us and the Veste**

We have a monthly meeting with the Veste where we discuss current problems and ideas. This is something that is very valuable and useful to us. A few months ago, the Veste also appointed a new communication employee. Their tasks include making sure that the communication between the Veste and its tenants goes smoothly. CBR has had meetings with this employee to discuss possible collaboration. In the past, tenants have indicated that it can be confusing when the Veste sends emails written by CBR. The communication employee has taken up the task to look into this and will continue working on this with the next board. It has already been decided that the newsletter will be the main communication channel of CBR and that the Veste will help in promoting the newsletter towards tenants.

#### **Communication from the Veste to the tenants**

The past year we have seen a significant improvement in communication from the Veste towards the tenants, there is still room for improvement, but it is getting significantly better. We have also noticed a significant improvement in communication since the appointment of a communication employee.

#### **Communication from us towards the tenants**

Communication from us towards the tenants but also from the tenants to us, is very important to us. We have been trying to improve our name recognition, so that people know where to find us. We have been seeing an improvement in this, but there is still room for improvement.

Our street committees are the most important source of communication from the tenants to us. However, we have been struggling with finding people to fill the street committees.

Our newsletter and social media are the most important channels through which we communicate towards the tenants. During the past year, there has been a significant increase in people who signed up to our newsletter, and together with the communication employee of the Veste we hope to bring this number up even higher.

### **Communication with other external parties**

We also communicate with other external parties such as the Municipality, the National consultative body of student renters and the campus facility management( CFM). With the municipality we communicate mostly about how to organize the communication and collaboration between different housing organizations and renter representatives. However, we have been noticing that the meetings with the municipality are often not relevant for us, since the committee we are in also discusses other groups such as the elderly or regular (non-student) social housing. Because of this, we have decided to not attend every meeting, but only the ones that have student housing on the agenda.

With the national consultative body of student renters we discuss all issues that student renters encounter and they represent us on a national level. During this year we, together with the national consultative body of student renter, we also signed the national action plan for student housing, which you might have seen in the news.

With the campus facility management, we have been talking about getting a central information point with all the information about events and road blockages on campus. This is still in the making, but expected to be ready soon. We have also been contacted by them to take a look at the events schedule for 2024, since there is some overlap with exam weeks.

### **Communication survey**

In November 2022, a survey was held to evaluate what tenants think about communication with the Veste and with the CBR. This survey was sent out to evaluate what tenants think about these topics, and to gather ideas on how to improve communication. CBR sent the survey, via the Veste. The survey was promoted by the Veste via email and by CBR through email and other accounts and was available for around a month. In total, 194 tenants filled in the survey.

A full document was made with the results of the survey, the main points that can be concluded from the survey are the following: The number of responses received on the survey was great to see and the information that was gathered is very appreciated. The CBR/ CTC still has a way ahead of it before it can fully reach and represent all residents of the Veste. This survey, however, showed that the foundation is on the right track. The rest of this chapter serves as a conclusion on the survey report.

The survey showed the following:

- The preferred means of communication from the CBR for most of the tenants remains via email. In the case of the CBR, the frequency of this communication seemed more of a debate but seemed to settle around every 4 weeks.
- The topics that tenants were most interested in are energy prices and the service costs. The satisfaction of the communication with the CBR was ranked at 3.23. Some of the respondents noted that, prior to the survey, they had not heard about the CBR. This is something for the next boards to take along and improve on to better represent the tenants.
- E-mail was the preferred form of communication with the Veste, similarly to the CBR. The satisfaction with the frequency was ranked a 3.55 and the content was given a 3.35. When corresponding with the Veste tenants gave a score of 3.18. It was mentioned that it can take long to get a response or that the email is ignored or not fully answered. Verbal communication with the Veste scored an average of 3.45.
- Finding relevant information was rated a 3.22. Like before, topic tenants were most interested in were gas and energy usage/pricing. Other topics that were mentioned were the rental agreement and new green waste containers.
- The last part of the survey showed that while most of the respondents knew who their street consultant was, a large part did not. Some were not even aware that they had one. This might be something for the Veste to look into as the street consultants are an important contact point for residents.

## **Name recognition**

Making sure tenants know what CBR is, what we can do for them, and our progress throughout the year has been one of the spearheads of the board. During the second half year, the board has continued working on this topic similar to the first half year. This section discusses the updates that can be given on the topic of name recognition.

- **Flyers & posters**  
Soon after the semi-annual central tenants' council, the board went by all houses on campus to hand out flyers. These flyers also included information about CBR and its newsletter, as well as the search for new board members. Additionally, posters were put on the poster poles on campus and hung in several campus houses.
- **Instagram**  
Instagram is still being used by the board to promote activities and give updates. While the CBR Instagram account does not have that many followers yet, it does provide CBR with a bigger reach. It has been discussed with the candidate board to keep using Instagram for promotion of activities and updates on current topics.
- **Newsletter**  
During the past half year, around every month a newsletter has been sent out. The newsletters contained information about current topics, updates on and promotion for events and some fun greetings from the board. The reach of the newsletter has

increased, with more than 170 subscribers at this moment. It should be noted that this also includes mail aliases for student houses, so the total reach is bigger.

- **Study associations**

In the semi-annual report, plans for possible collaboration with study associations were discussed. While the board has not contacted the study association via email to discuss possible ways to promote the CBR, flyers and a poster have been delivered to all study associations.

## **Other updates**

### **Washing machines (Witbreuksweg) - Maartje**

The lack of sufficient and affordable washing machines for the container housing at the Witbreuksweg has been brought to our attention multiple times by the tenants. There are currently 2 washing machines and 1 dryer, for all the container units. This is insufficient, since the tenants living in the container houses don't have a connection to put their own washing machine on, so they are dependent on external washing possibilities. Besides the fact that there are not enough washing machines, they are also very expensive.

We have brought this issue to the attention of the Veste. The Veste informed us that since the washing machines are outside of the container complexes, it is the University that has to arrange them. The Veste contacted the University about this issue and has been looking at a solution. The solution right now is that the second bigger washing machine will be replaced with a smaller one, so that there are 2 smaller but more affordable washing machines instead of one big one and one small one.

The latest feedback we got from the tenants is that they are taking their laundry somewhere else, and thus not using the washing machines provided by the university. Hopefully, the current solution will make it a bit more accessible to use the washing machines from the university, but it is important to keep a critical view and keep looking for a better solution if needed.

### **Underground waste containers**

In the past, the campus has been a prime target for trash-tourism. People from Twekkelerveld or other parts of Enschede came to the campus to drop off their trash. This at the costs of the residents of the campus. To prevent this, the Veste has decided to install new underground containers. For these containers, people need authorized key tags to drop their trash off.

Initially, the system did not work as expected and even a public transport card could open the container. After that was fixed, it was still possible to open the containers with some smartphones. After working closely with the Veste and the company responsible for the software, this issue was also resolved. Soon, the containers will be taken into use and the old containers will be removed.

# Evaluation

## General evaluation

In general, we are happy with how our board year went. We enjoyed working together as a board and with the Veste, and believe that this went smoothly. Internal communication and communication with the Veste was always quick and informal, which made it enjoyable yet effective. Tenants were more and more able to reach and, as the number of emails we received increased throughout the year. This shows that the name recognition of CBR has increased throughout our year, which was one of our goals. However, the communication survey showed there is still room for improvement.

It was incredibly interesting to learn about all the different aspects that are involved with (student) housing. It was an honor to be able to represent all people living on campus and to have a direct influence on the living experiences of people renting from the Veste. Of course, the whole year didn't come without some struggles here and there. One of the things we as a board struggled with the most was that sometimes it was difficult to accept that change takes time. It could sometimes be difficult to accept that for many things we put an effort into, we would not get to experience the results. Housing is a very big and complex field, and something that might feel like a small change can already be quite complicated. However, in general we had an amazing year and are happy with the things we accomplished.

## Evaluation of finding a candidate board and transfer period

This year, we experienced some issues with finding a candidate board. In November 2022, we posted a message on Instagram stating we were looking for a candidate board and mentioned it in our newsletter. We also asked the Veste to send out an email on our behalf, which was sent to all tenants. On the 6th of December, we had a board interest lunch and on the 12th of December we had a board interest drink. Three people came for the interest lunch and one person came to the interest drink. Not many people showed an immediate interest. We sent some extra messages (personal and general). Ultimately, our efforts paid off as we received messages from 5 students who were interested in becoming the candidate board.

Since the candidate board came together a bit later than we had hoped, there was less time to spend on the transfer period. During the transfer period the candidate board joined our board meetings and other meetings with external parties. Besides that, we had individual transfer moments for each function. In the end, we feel confident that the candidate board is ready to start and we will of course still be there to help them when needed.

## Final words

Thank you for reading our annual report! This report marks the conclusion of our CBR board year. We have had a great time being the voice of the tenants of the Veste. While it was not always easy, the obstacles provided us with interesting challenges to overcome from which we have learned a lot. We want to thank all of you for your feedback and patience, and Richard for being one of the best contact persons CBR could wish for. It might be difficult to hand over all our work to a new board, but we are confident that they will tackle the challenges with enthusiasm and look forward to their solutions.

Cheers,  
CBR Board 2022  
*Maartje - Chair*  
*Hannah - Secretary*  
*Thomas - Treasurer*  
*Daan - Vice-Chair*