

## **J 19-3– Motion addressing issues raised about laundry providers in halls of residence**

Owner: Jamie Rodney

To be enacted: Immediately

To be reviewed: 15/10/20

### Councils Notes

- 1) There have been frequent complaints by students about the quality and price of Circuit Laundry and, laterally, Washstation Laundry both in University Halls and non-University managed accommodation such as Ayton House.
- 2) A more detailed summary of complaints are detailed in the petition attached as an appendix to this motion, but the majority centre around cost, poor service, and the top-up system being unnecessarily difficult to use.
- 3) These complaints have been echoed by students and Student's Associations at other Universities around the country.
- 4) A petition by students calling on Circuit and Washstation Laundry to improve their service has garnered 345 signatures as of the time of writing.
- 5) Issues with Circuit and Washstation have also been raised in student publications such as [The Record](#) and [The Stand](#).

### Councils Believes

- 1) Good laundry service is a basic requirement for all students.
- 2) At present, many students feel that such a service is not being provided.
- 3) That the fault in this situation lies not with the University of St Andrews, Residential and Business Services, or with individual Residential Service Managers, but with the companies providing laundry services.
- 4) Circuit and Washstation deserve to be held to account for the price and service offered.

### Councils Resolves

- 1) To set up a working group responsible for liaising with affected students and communicating their problems to Circuit and Washstation
- 2) To communicate with other Students Associations in Scotland about joint-up campaigning.
- 3) To share and promote the petition on social media channels.
- 4) To include mention of laundry issues in the Students Representative Report to University Court in January.

### Proposed:

Joseph Luke - (Senior Student, St Regulus Hall)

Stella Maris - (Senior Student, St Salvators Hall)

Ryan Lunney - (Senior Student, John Burnett Hall)

Conor Straub - (Senior Student, Andrew Melville Hall)

Victoria Briggs – (Senior Student, MacKintosh Hall)

Ferdia McKeogh - Whitehorn Hall

Alex Beckett - Whitehorn Hall  
Neve Kinahan - Agnes Blackadder Hall  
Maitreyi Tusharakia - Agnes Blackadder Hall  
Spencer Percival - Macintosh Hall  
Naima Fenderl - Andrew Melville Hall  
Geraint Morgan - St Regulus Hall  
Eleanor Pitt - David Russell Apartments

Seconded:

Jamie Rodney - Association President  
Amy Bretherton - Association Director of Education  
Nevena Tsaneva - Association Accommodation Officer  
Camilla Duke - Rector's Assessor  
Polina Sevastyanova - SRC Member for First Years  
Gavin Sandford - SSC Member Without Portfolio  
Rowan Wishart - SRC Member Without Portfolio

## Appendix A

### Text of the Petition to Circuit and Washstation

“As the two providers of laundry services to the University of St Andrews, we are writing today to notify you of our discontent with the services tendered on your behalf. Below follows a list of our complaints:

Top-ups can only be made in multiples of £5. This makes it almost impossible to use up the total credit on a given card, since the cost of washing/drying clothes is not to the nearest £1.

Card dispensers break often and when they do, fixes and replacement cards take too long to arrive. This leaves new residents unable to access laundry services.

Customer service is slow and unhelpful, and the support services are too far removed from the problems they are supposed to address.

The cost of the service provided exceeds the quality of the laundry machines and their maintenance.

In the light of these complaints, we ask you to address these issues as soon as possible.”