Londonist DMC – Weekly Comparable Operational Report Reporting Period: 16/07/2025 – 23/07/2025 vs 09/07/2025 – 16/07/2025

🔹 1. Volume Overview – Check-In / Check-Out / Extension

Metric	09/07 – 16/07	16/07 – 23/07	Difference
Check-In	214	88	-126
Check-Out	259	214	-45
Extension	26	10	-16

Insight: Dramatic drop in check-in volume indicates an off-peak correction or slower mid-summer cycle. Check-outs also dropped, likely contributing to gradual vacancy build-up.

🔹 2. Top Providers by Check-In Volume

Provider	09/07 – 16/07	16/07 – 23/07	Change
Chapter	85	34	-51
Unite Students	65	11	-54
IQ Students	41	9	-32
Homes for Students	8	1	-7
AXO Student	9	5	-4

Insight: Sharp declines across all the providers — especially Unite and Chapter. It is towards to end of academic year.

🔹 3. Top Residences by Check-In Volume

Residence	09/07 – 16/07	16/07 – 23/07	Change
Drapery Place	65	11	-54
King’s Cross Residence	25	16	-9
Paddington Citi	7	8	+1
Old Street Residence	10	-	-10
Lewisham Exchange	17	10	-7
White City Residence	13	4	-9

Insight: Drapery experienced a substantial fall, as well as other main top residences from last week. Only positive input with plus check is in Paddington Citi View.

🔹 4. Nationality Breakdown – Check-In Share (%)

Country	09/07 – 16/07	16/07 – 23/07	Change (pp)
Unselected	42.1%	40.9%	-1.2
China	8.4%	18.2%	+9.8
India	15.4%	4.5%	-10.9
Turkey	8.4%	12.5%	+4.1
United Kingdom	3.7%	3.4%	-0.3

Insight: Chinese share rebounded sharply. Indian representation declined post-peak. High unselected entries remain problematic for analysis integrity.

🔹 4B. Availability & Occupancy Overview

Metric	09/07 – 16/07	16/07 – 23/07	Change
Total Rooms	1,787	1,787	–
Full Rooms	1,696	1,586	-110
Available Rooms	90	199	+109
Stopped Rooms	1	2	+1
Availability Ratio	5.1%	11.24%	+6.14 pp
Occupancy Ratio	94.9%	88.76%	-6.14 pp

Top 5 Residences by Available Room Count:

Residence	09/07 – 16/07	16/07 – 23/07
IQ Kingston	17	20
Drapery Place	17	20
Finsbury House	5	5
Landale House	5	5
IQ Shoreditch	5	5
Hawley Crescent	–	15
Seven Sisters	–	12
Hackney Wick Park	–	11

Top 5 by Availability Ratio (%):

Residence	09/07 – 16/07	16/07 – 23/07
IQ Kingston	42%	49%
Landale House	33%	47%
Finsbury House	30%	39%
IQ Paris Gardens	13%	–
New Cross	19%	–
Hackney Wick Park	–	55%
IQ Shoreditch	–	29%

Insight: Availability almost doubled. Kingston and Drapery remain underfilled. Surges seen in Hackney, Seven Sisters and Shoreditch point to shifts in demand or temporary closures.

🔷 5. Operational Issues Summary (Comparable Overview)

📋 *Ticket Volume Summary*

Metric	09/07 – 16/07	16/07 – 23/07	Change
Total Tickets	653	659	+6
Opened This Week	39	105	+66
In Progress	37	39	+2
Closed	577	515	-62
Unassigned	130	198	+68

Insight: Operational load remained high with a steep rise in new and unassigned tickets. Closure rate dropped, likely due to extended handling times and escalations.

🚦 *Unresolved Tickets by Priority*

Priority	09/07 – 16/07	16/07 – 23/07	Change (pp)
Urgent	18.4%	29.2%	+10.8 pp
High	65.8%	54.9%	-10.9 pp
Medium	11.8%	13.2%	+1.4 pp
Low	3.9%	2.7% (est.)	-1.2 pp

Observation: Urgent cases rose notably, while high-priority dropped — indicating escalating situations unresolved from prior weeks.

📂 *Unresolved Tickets by Category (Top 6 shown)*

Category	09/07 – 16/07	16/07 – 23/07	Change
Financial Requests	7	24	+17
Room Cleaning Request	13	14	+1
Missed Product	5	7	+2
General Issues (Other)	14	30	+16
Residence Problems	8	9	+1
Compensation Request	13	13	=

Key Takeaway: Financial requests surged. General 'Other' category doubled — this suggests many poorly categorised or emergent issues. Cleaning and missed deliveries persist.

👤 *Overdue Tickets – By Assignee*

Assignee	09/07 – 16/07	16/07 – 23/07	Change
Richard Champkins	12 (1+11)	13 (1+12)	+1
Davide Brunero	8 (4+4)	10 (5+5)	+2
Zeynep Turan	2 (1+1)	3 (1+2)	+1
Mohammed Godhrawala	8 (5+3)	8 (5+3)	=
Unassigned	–	3	+3

Note: Overdue volumes remain concentrated in just a few hands. Unassigned overdue tickets emerged — process gaps or routing delays need urgent review.

🧹 *Overdue Tickets – By Category*

Category	09/07 – 16/07	16/07 – 23/07	Change
Compensation Request	13	13	=
Room Cleaning Request	6	9	+3
Missed Product	4	5	+1
Product Request	1	3	+2
Maintenance Request	1	3	+2
Room Change Request	0	1	+1
Portal Payment Issue	0	1	+1

Cancellation / Refund	2	2	=

Summary: Cleaning and product requests continue to dominate delays. Slight improvement in category variety suggests improved tracking but not yet faster resolution.
