MÎNUT × LIVENSALIVING

How Livensa uses Minut to resolve noise complaints and improve student retention

Reduced
noise-related complaints

Zero
disruption to building infrastructure

Reinforced
Livensa's reputation for student care

Executive Summary

Livensa Living invested in Minut to address recurring noise complaints within its student housing portfolio. With real-time alerts and customizable thresholds, the team could act faster, reduce escalations, and protect resident satisfaction. Minut's battery-powered device was easy to deploy at scale, helping Livensa safeguard retention while optimizing operations for the team.

About Livensa Living

Livensa Living is a leading student accommodation provider in Spain and Portugal, offering modern, fully serviced residences designed for comfort, community, and long-term stays. With a focus on operational excellence and resident wellbeing, Livensa blends premium amenities with a commitment to safety, academic focus, and seamless living experiences.

Use Case #1

Proactive noise management in student housing

The challenge

Many of Livensa's students expect a quiet, study-friendly environment, so breaches of noise regulations occasionally lead to complaints. However, these complaints often came hours or even days after the disturbance, forcing staff to respond reactively, and usually too late to resolve the issue or reassure affected residents.

Monday, June 3

11:42

MINUT
250 Fell St
It's been noisy for 10 minutes
between 11:32 and 11:42
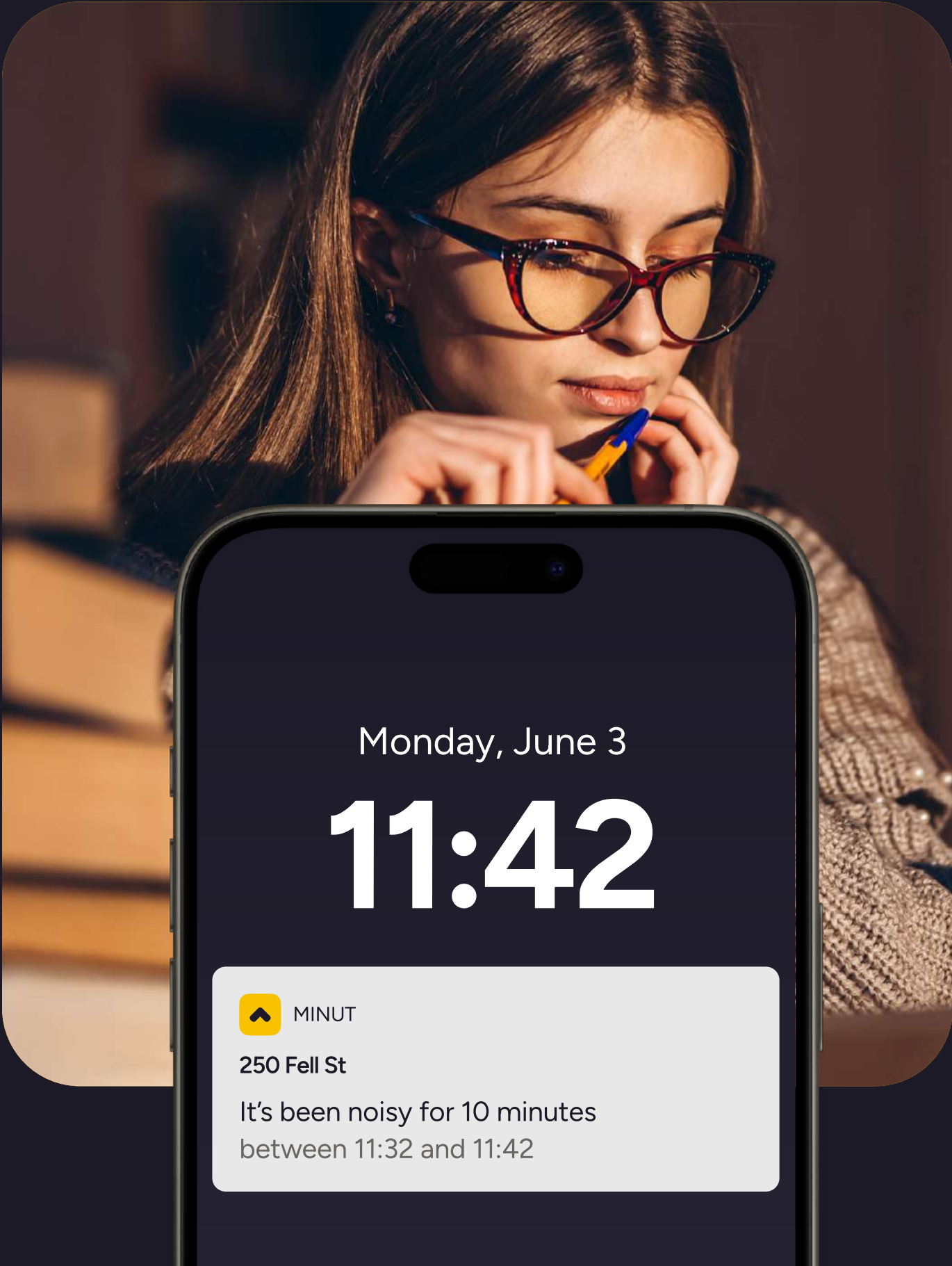
"With Minut, we can act as soon as noise is detected rather than one or two days after, when a complaint comes in. It's helped us show residents we take their feedback seriously and prioritize their well-being."

Domingo Delgado
Regional Operations Manager

The solution

The team began focusing on how to improve response times and discovered Minut's real-time noise monitoring. With customizable thresholds, Livensa configured their devices to trigger alerts after just two minutes of excessive noise. This gave staff the ability to respond immediately, before the situation escalated or students felt the need to raise a complaint.

The results

»» Faster
response times to noise incidents

Reduced
noise complaint escalation

Greater
resident satisfaction and trust in management

Use Case #2

Simplifying deployment across large-scale buildings

The challenge

With over 10,000 units across 20 locations, Livensa wanted to invest in a noise monitoring solution that could scale across large, multi-room properties without requiring complex installation. A competing provider's devices needed to be hardwired into the building's electrical system, adding cost, time, and operational burden.

"For us, the less work we need to do at the sites, the better. Minut was by far the easiest to install and configure, it's saved us time and effort compared to other solutions."

Domingo Delgado
Regional Operations Manager

The solution

Minut's battery-powered, plug-and-play devices eliminated the need for hardwiring. Staff could install and manage them easily without technician support or overwhelming on-site teams.

The results

» Quick
installation time

0 Zero
disruption to building infrastructure

Use Case #3

Supporting resident retention through better living conditions

The challenge

Livensa's business success depends heavily on student rebookings. In some properties, a huge **70%** of residents return for another term. To maintain these rates, the team needed to ensure a calm and comfortable environment. Ongoing noise complaints risked damaging resident satisfaction—and, in turn, rebooking rates.

1:04

< **250 Fell St** ⚙

🔊 Noise monitoring   On

75 dB, 10 min   52 dB

8:41   9:41

Crowd detect   On
Low crowd risk, at 00:54

Smoking detection   On

Indoor climate   On

Living room
🌡 19.3°C   💧 55%   ⚬ Low

"Minut helps us keep our residents happy
—and that helps them come back, which is key to our growth."

Domingo Delgado
Regional Operations Manager

The solution

Through investing in Minut to monitor and prevent disturbances, Livensa has demonstrated that it takes its residents' well-being seriously. Acting fast on noise issues reinforced their commitment to a quality living experience.

The results

Reinforced
Livensa's reputation for student care

Reduced
pressure on marketing and acquisition budgets

Future planning

Livensa is exploring plans to expand Minut across more properties where noise management is a priority. As the business evolves, Minut is expected to play a continued role in supporting a high-quality living experience and helping teams respond more effectively to disruptions across the portfolio.

Want to learn more?

Minut gives enterprise property teams the clarity and control they need to stay ahead of risk, standardize operations, and deliver safer, more seamless guest and resident experiences.

Book a demo with our team ›

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