



THE LONDON SCHOOL
OF ECONOMICS AND
POLITICAL SCIENCE ■

London School of Economics and Political Science

Residential Services



Student Accommodation Satisfaction Survey 2014/2015 Report

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Background

LSE Residential Services carry out an annual student accommodation survey to measure how LSE students feel about the services and facilities we offer. We are committed to continuous improvement of our services and the quality of the accommodation we offer to students.

It is important that our halls of residence are accessible, affordable and provide a safe and welcoming environment. The results of this survey reveal whether students' expectations regarding the cost and quality of our accommodation are being met, how they rate our services and facilities, and whether they would recommend LSE Residences to others.

The percentage rate of valid responses for the survey has increased year-on-year since 2012. We received 2358 valid responses this year, with a total response rate of 59.38%.

The results of this survey allow us to determine trends and identify the areas in which we exceed expectations and those where we may need to invest more resources. This allows us to offer a continually improving level of service to students.

Overview

This year's survey shows positive trends across most halls in terms of value for money ratings. All halls have improved except Carr Saunders and Rosebery where ratings fell by 1% and 4% respectively, and Bankside House where ratings have stayed the same between 2013/2014 and 2014/2015. Remarkable improvements occurred at High Holborn Residence where value for money ratings increased by 21%, and at Sidney Webb House where value for money ratings increased by 15%.

Recommendation ratings have stayed consistent on average, however only five individual halls have improved. In seven halls the recommendation ratings fell, with the most noteworthy decrease in recommendation ratings being at Lilian Knowles House where 13% fewer students would recommend it to others. Recommendation ratings in Rosebery fell by 11%, and in urbanest King's Cross by 8%. However, there have also been some large improvements – most notably at Sidney Webb House (increase of 12%) and High Holborn (increase of 10%). In 2013/2014 Passfield Hall achieved the highest recommendation rate at 98%. This year it has fallen slightly, but remains the highest of any hall this year at 95%.

A new question for this year was “Are you enjoying your stay in residences?” and, although we are very happy to see that over 90% of residents are happy with their experience in halls, there is a clear difference between experiences of those in LSE managed halls, Third Party halls and Intercollegiate halls. The average percentage of residents responding positively to this question in LSE managed halls is 94%, in Third Party halls it falls to 86% and in Intercollegiate halls it falls further to 78%. This shows we need to develop our partnerships with other accommodation providers to ensure that the provision for facilities, services and support is consistent across halls, even where the site is not managed by LSE.

Participation in this year's survey was the highest ever at 59.38% (compared to 2013/2014's 54.11%). This shows the success of the teams working together to improve knowledge of and interest in the survey across all halls, and demonstrates an active and involved halls community.

The table below shows an overview of the three main questions compared to 2013/2014 results. Figures highlighted in green have improved compared to last year, figures highlighted in red have worsened compared to last year, figures highlighted in blue have not changed, and figures in white have no comparison from last year.

		Are you enjoying your stay in residences?				Do you think your residence offers good value for money?				Would you recommend your residence to other students at LSE?			
	Hall	2013/2014		2014/2015		2013/2014		2014/2015		2013/2014		2014/2015	
		Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No
LSE Managed Halls	Bankside House	n/a	n/a	91%	9%	74%	26%	74%	26%	89%	11%	87%	13%
	Butler's Wharf Residence	n/a	n/a	94%	6%	86%	14%	88%	12%	89%	11%	92%	8%
	Carr-Saunders Hall	n/a	n/a	95%	5%	91%	9%	90%	10%	91%	9%	94%	6%
	Grosvenor House	n/a	n/a	98%	2%	72%	28%	83%	17%	89%	11%	94%	6%
	High Holborn Residence	n/a	n/a	92%	8%	44%	56%	65%	35%	77%	23%	87%	13%
	Northumberland House	n/a	n/a	94%	6%	77%	23%	86%	14%	93%	7%	90%	10%
	Passfield Hall	n/a	n/a	95%	5%	88%	12%	92%	8%	98%	2%	95%	5%
	Rosebery Hall	n/a	n/a	92%	8%	89%	11%	85%	15%	96%	4%	85%	15%
Third Party Halls	Lilian Knowles House	n/a	n/a	86%	14%	76%	24%	80%	20%	90%	10%	77%	23%
	Sidney Webb House	n/a	n/a	84%	16%	67%	33%	82%	18%	70%	30%	82%	18%
	Unite Stratford ONE	n/a	n/a	88%	12%	n/a	n/a	69%	31%	n/a	n/a	77%	23%
	Urbanest King's Cross	n/a	n/a	87%	13%	53%	47%	54%	46%	73%	27%	65%	35%
	Intercollegiate Halls	n/a	n/a	78%	22%	74%	26%	75%	25%	77%	23%	74%	26%
	All Residences	n/a	n/a	91%	9%	74%	26%	79%	21%	86%	14%	86%	14%

To see a hall by hall breakdown of results for all individual services and facilities, visit the main hall by hall analysis grid found with this report on the [Student Accommodation Satisfaction Survey web page](#). This can be compared to 2012/2013 using the separate 2012/2013 analysis grid also found on the [Student Accommodation Satisfaction Survey web page](#).

Introduction

Report Objectives

The purpose of this report is to:

- Provide an analysis of the 2014/2015 student accommodation survey results
- Measure levels of student satisfaction with LSE Residential Services in key areas
- Allow results to be compared with previous years' results.

Methodology

The survey was carried out from 5 February to 20 March 2015. It was hosted online by Qualtrics Survey Software and consisted of a series of questions about the experience of living in residences, and the communication with different contact points within the School.

Over the years the participation rate has increased from 21.5% (2011/2012), 33.56% (2012/2013) and 54.11% (2013/2014). In 2014/2015 we achieved the highest ever response rate of 59.38%.

Out of the 2591 responses received, two were unable to be validated and were removed from analysis. In addition, 128 responses were removed due to respondents only completing the 'About You' section (this would have skewed the participation rate calculations, without any useful information being gathered). Last year there were 105 duplicate responses received. This year there were none. This is due to the additional features available in Qualtrics which allowed us to remove this possibility and ensure only valid participants could take part. All removed responses have been recorded and stored in a separate spreadsheet for future reference.

The data used in this report is rounded up or down to the nearest whole percentage point. For this reason tables or charts may not total 100%. The combining of responses might therefore create differences between the text and tables of this report. Results that do differ in this way should not have a noticeable variance; not any larger than 1%. For each section, the numbers presented are based on valid responses for that question (i.e. if a respondent did not fully answer a question they were excluded from the analysis for that question). For this reason, some questions may show a much smaller response rate than the overall survey response rates.

It is important to note that the information presented in this report represent scores for all halls combined. Many individual halls showed much bigger improvements between 2013/2014 and 2014/2015 results. In addition to this written report, data tabulations in Excel format have also been produced, which present the

data as a whole and by hall. To see a hall by hall breakdown of results for all individual services and facilities, visit the main hall by hall analysis grid found with this report on the Student Accommodation Satisfaction Survey web page. This can be compared to 2012/2013 using the separate 2012/2013 analysis grid also found on the Student Accommodation Satisfaction Survey web page.

To encourage participation a competition was initiated and all residents who completed the survey were entered into a prize draw to win a selection of prizes. The available prizes were:

- 3 x iPads.
- 5 x Room cleans.
- 2 x Bottles of Champagne.
- 3 x £20 Amazon vouchers.
- Cocktails for two in Aqua Shard, level 31 of the Shard.

In addition, the hall with the highest participation rate was awarded £250 to be put towards entertainment at their end of year party. Carr Saunders won this prize.

Below are just some of the lucky winners receiving their prizes from Ian Spencer, the Director of Residential Services:

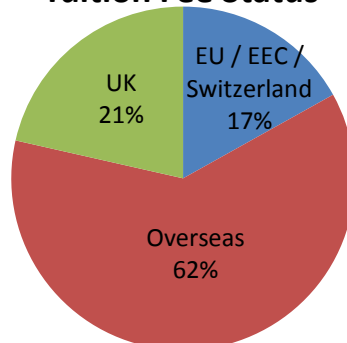


Survey Results

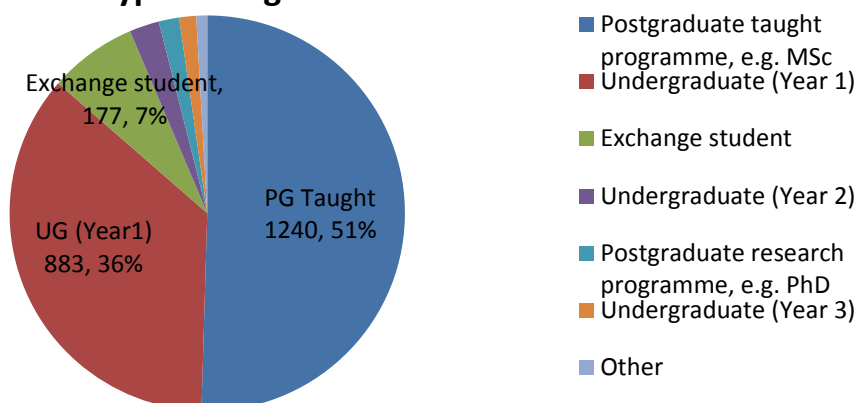
Demographic Information

Over half of all respondents were taught postgraduate students (51%), whilst the second highest segment of 36% is made up of first-year undergraduates. 80% of respondents live in single rooms, whilst only 17% live in shared rooms. The other 3% of responses came from students living in couple or family accommodation.

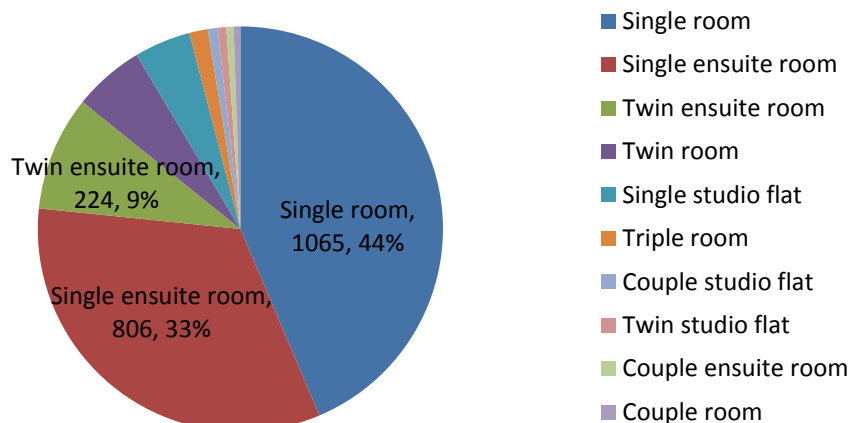
Tuition Fee Status



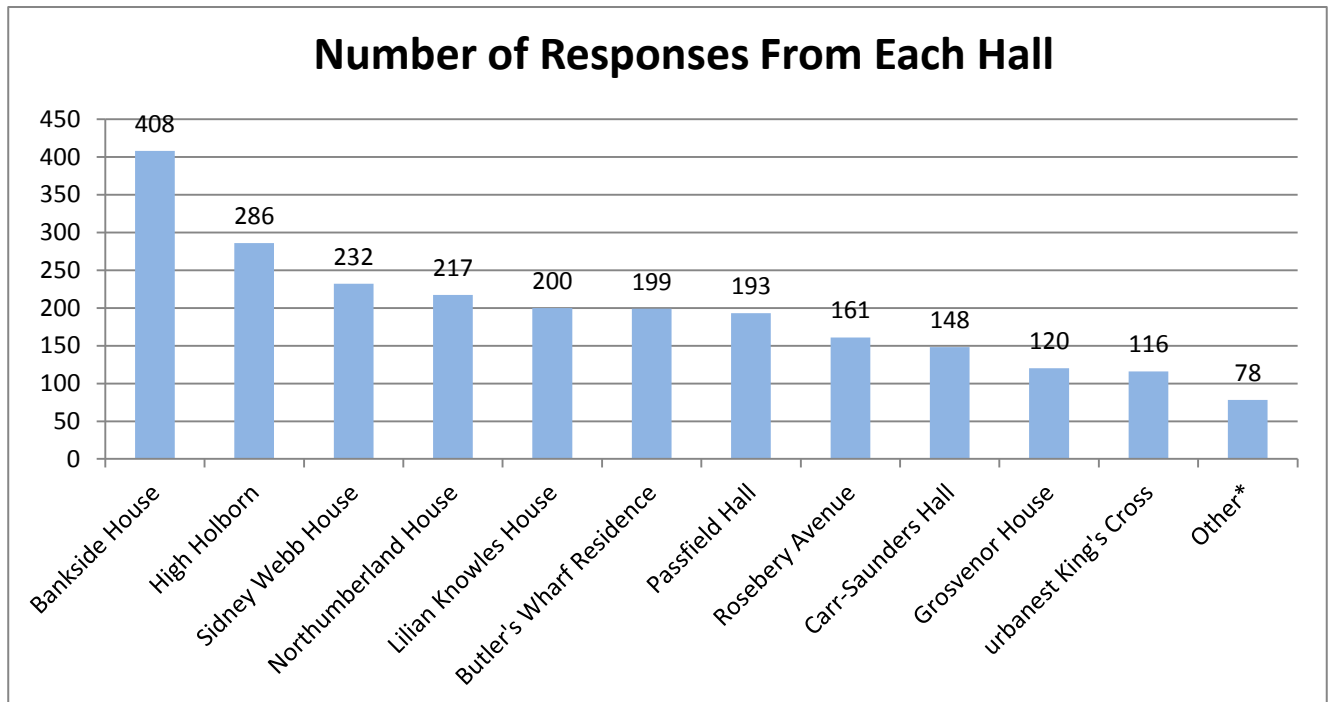
Type of Degree



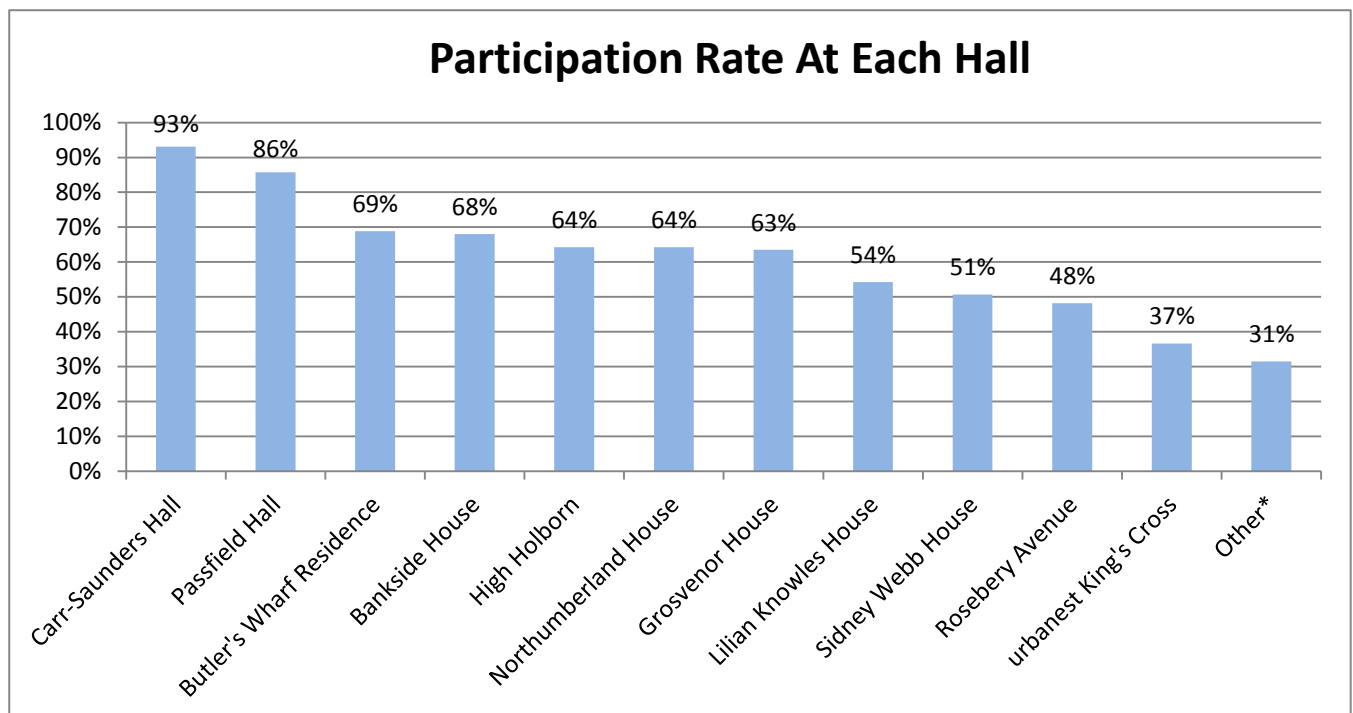
Room Type



Out of the overall total number of responses, the highest number of responses came from Bankside House (17% of all responses), followed by High Holborn (12% of all responses) and Sidney Webb House (10% of all responses).



The highest participation rate (percentage of residents at each hall taking part in the survey) came from Carr-Saunders Hall (93% of all residents), followed by Passfield Hall (86% of all residents) and Butler's Wharf residence (69% of all residents).

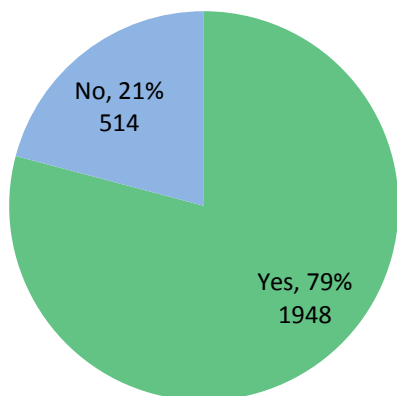


* Due to the small numbers of LSE students in each, the University of London Halls (comprising College Hall, Connaught Hall, International Hall, Lilian Penon and Nutford House) and the two smallest LSE Halls (Unite Stratford ONE and Anson and Carleton Road) have been combined.

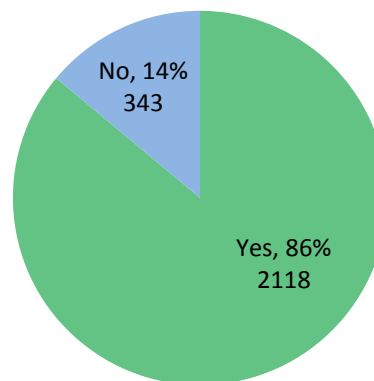
Overall Satisfaction

This year's results show very positive satisfaction ratings from our residents. The number of residents agreeing that their residence offers good value for money has increased this year. Last year only 74% of respondents answered 'Yes' to this question, compared to this year's 79%. When asked if they would recommend their residence to other students, 1% fewer students answered "yes" this year compared to last year's survey.

Do you think your residence offers good value for money?

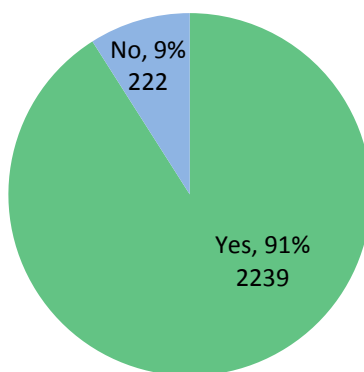


Would you recommend your residence?



"Are you enjoying your stay in residences?" was a new question for 2014/2015 and we are very happy to see that over 90% of residents are happy with their experience in halls.

Are you enjoying your stay in residences?



We asked all residents who answered 'No' to these questions to tell us why. A selection of their comments can be found in the [Further Comments and Suggestions section](#).

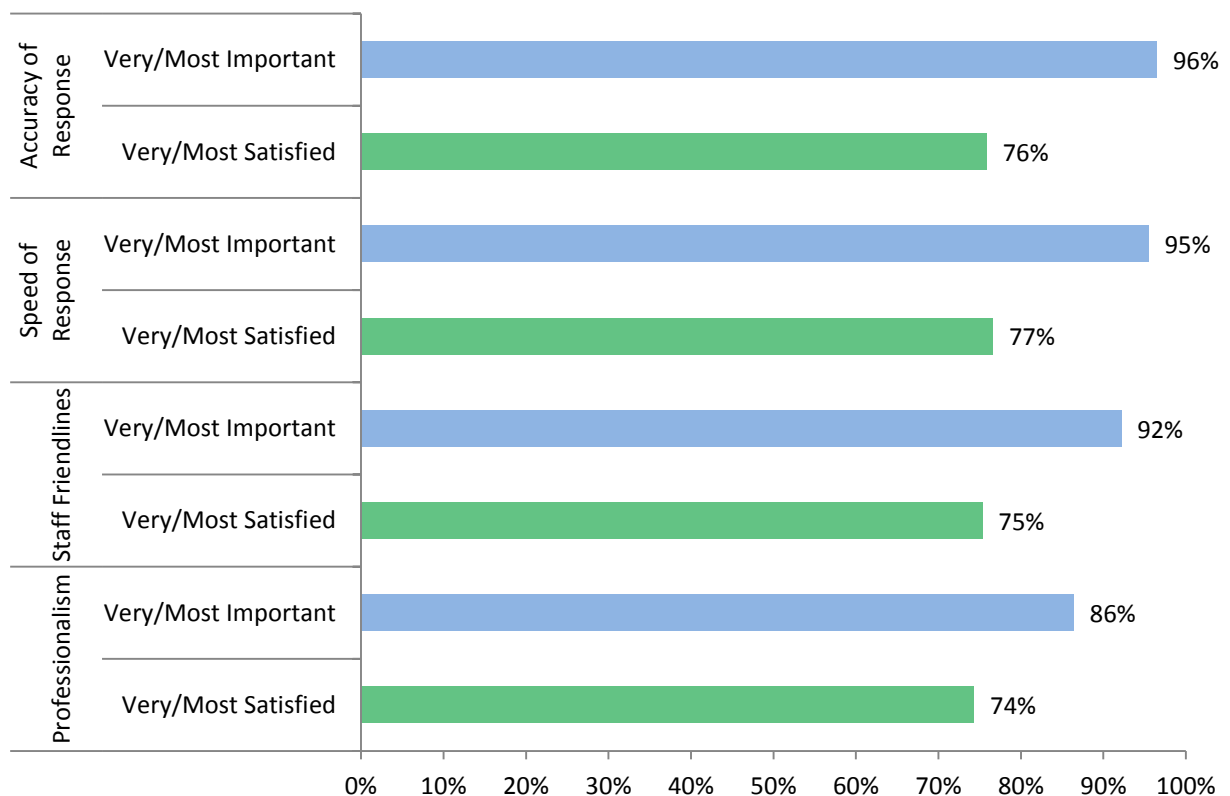
Our Service to You – People

Front of House

Satisfaction with the Front of House teams has improved between 2013/2014 and 2014/2015. Overall, around 76% of respondents ranked reception services as ‘very’ to ‘highly’ satisfactory, compared to last year’s 60%. This is particularly noticeable in the speed of response and staff friendliness categories.

However, residents’ importance ratings have also increased this year - by more than their satisfaction ratings. This suggests that students are expecting more from their accommodation experiences than they have in previous years. Importance ratings for speed of response and accuracy of response have increased the most of all four categories.

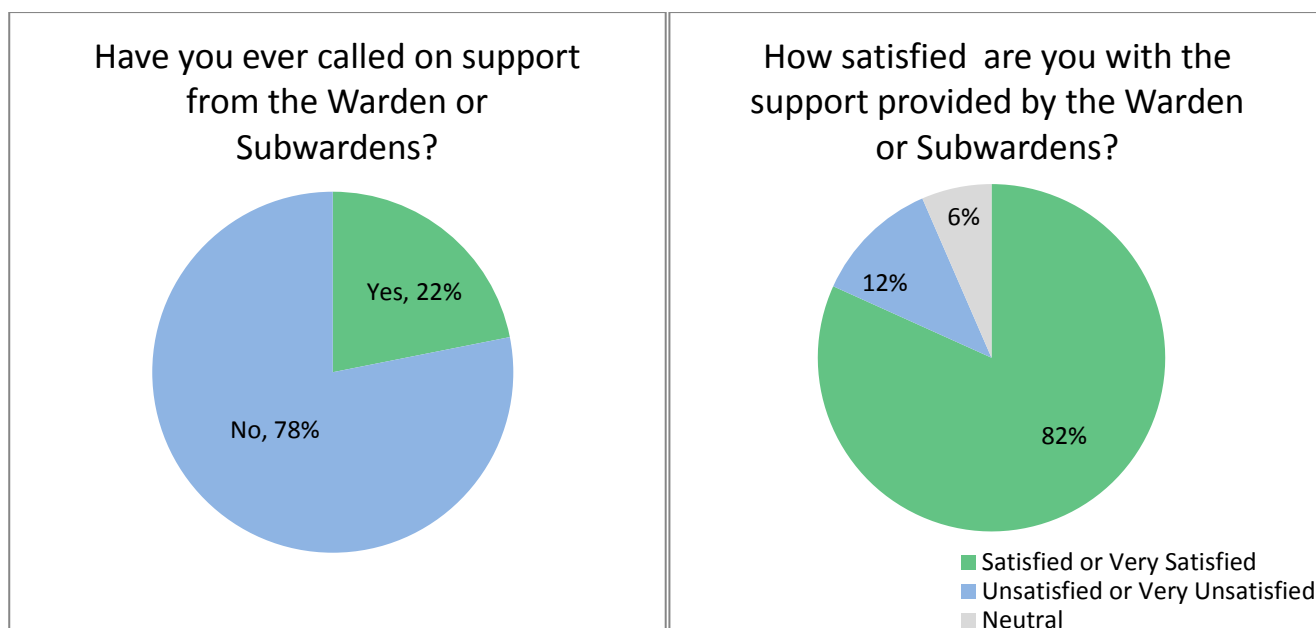
The following chart illustrates students’ considerations of the importance of and their satisfaction with Front of House services.



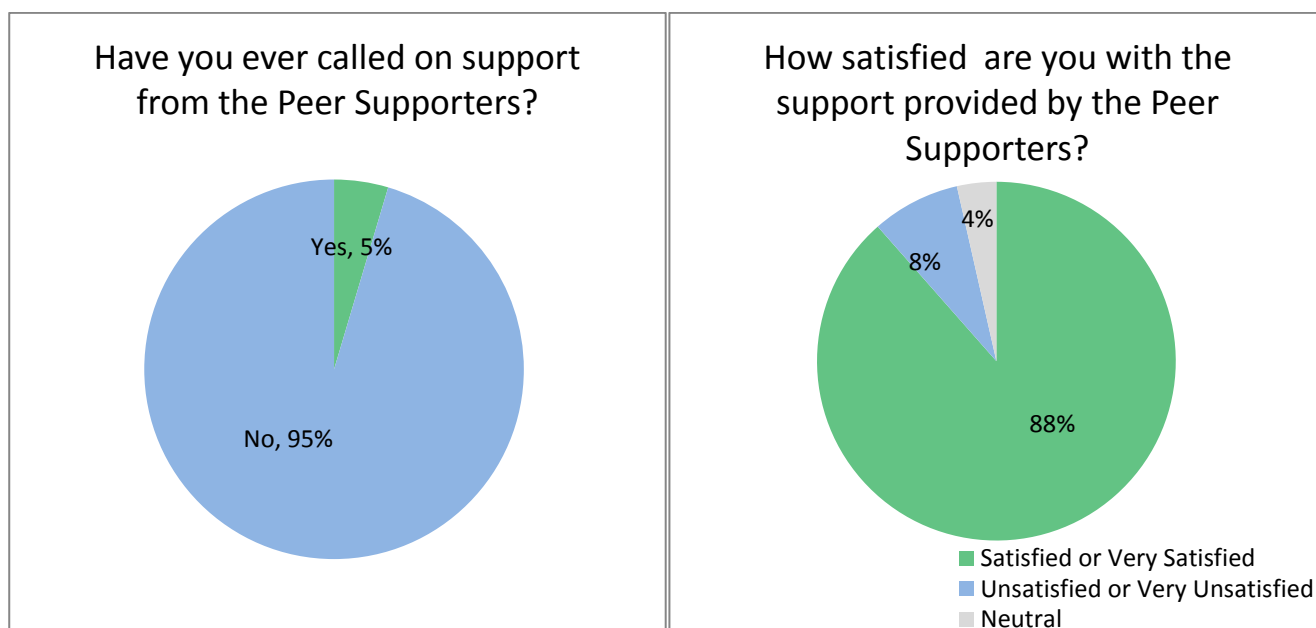
We asked residents to tell us how we could improve hall reception services. A selection of their comments can be found in the [Further Comments and Suggestions section](#).

Pastoral Support

78% of respondents have never called on support from the Warden team. This is much higher than last year, likely due to the changes in question structure². Of those who did call on their support, 82% were satisfied or very satisfied.



95% of respondents have never called on support from the Peer Supporters. Of those who did call on support, 88% were satisfied or very satisfied.

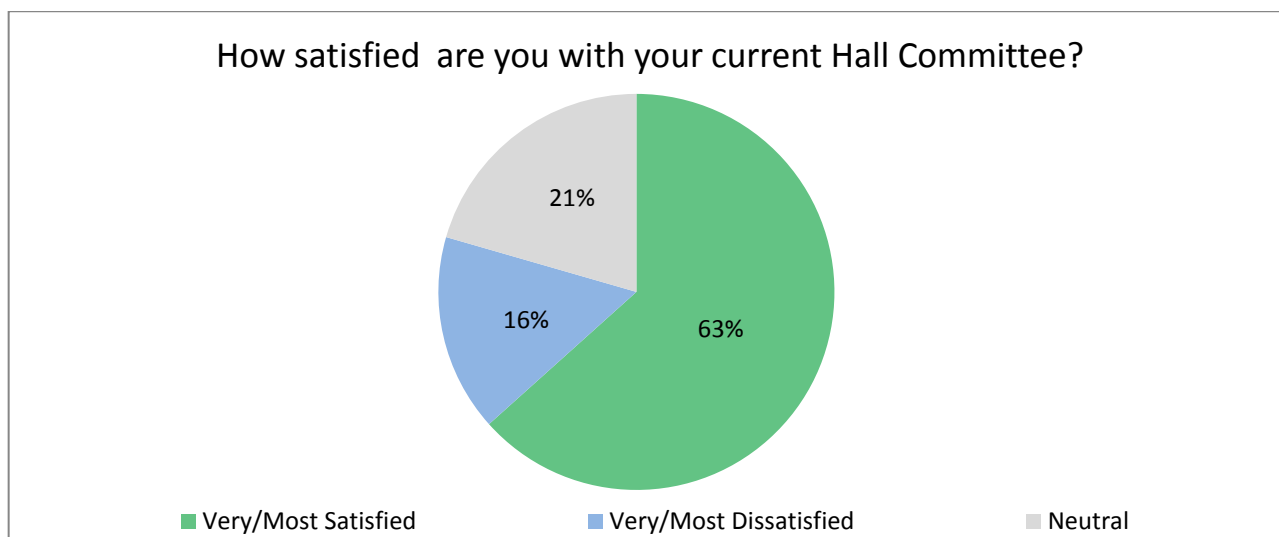


We asked residents to tell us how we could improve the provision of support for students in halls. A selection of their comments can be found in the [Further Comments and Suggestions section](#).

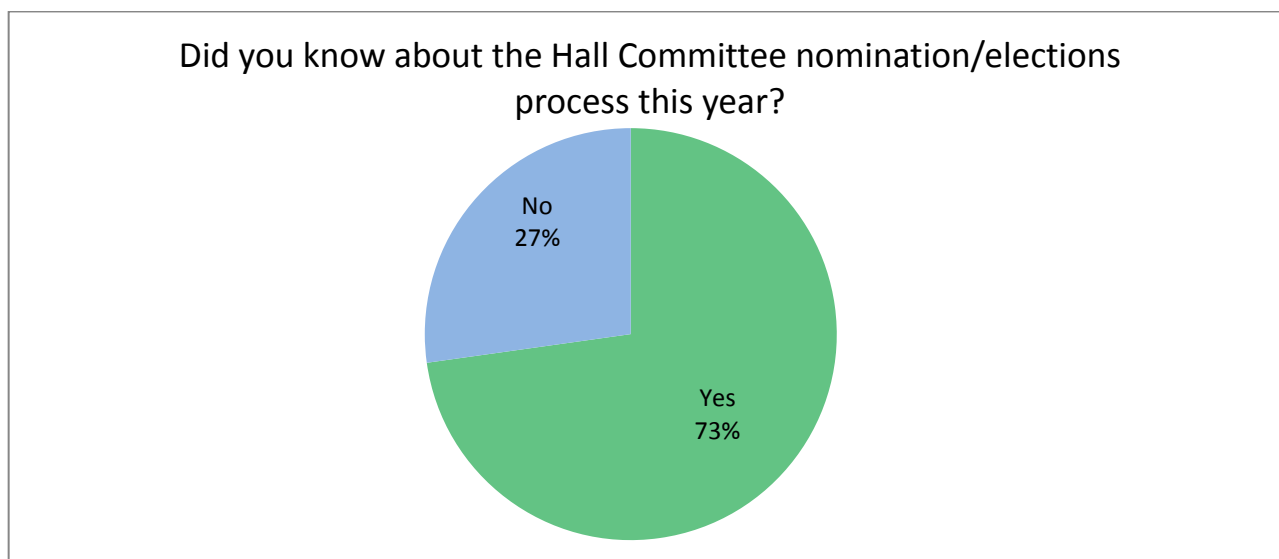
² In 2013/2014 the question was "How would you rate the support from your warden/subwarden team" with the options being 1, 2, 3, 4, 5 and I've never called on this support. It is likely that many people last year would have rated the support, despite never having actively sought it out. We surmise that students felt supported just by knowing they were there, even if they didn't use their support directly.

Hall Committee

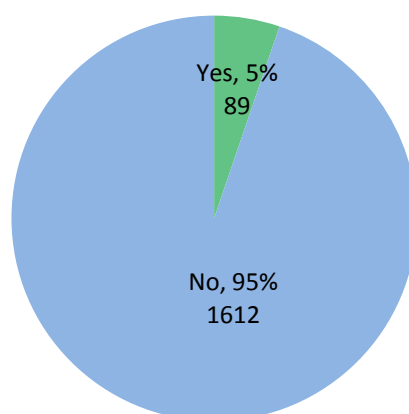
The student hall committee is an elected group of residents who plan events and decide how to use the common room fee. They are responsible for the Orientation activities within the hall. Their role contributes significantly to the overall student experience and social development of residents. Because of this it is important that we have a well-functioning and satisfactory committee and that each year the nominations and elections are lively and competitive. Below are the responses to various questions addressing these topics.



The majority (63%) of residents are 'Very' or 'Most' satisfied with their current committee. However 16% of residents were 'Very' or 'Most' dissatisfied. We asked residents to tell us about their experiences with their current committee. A selection of their comments can be found in the [Further Comments and Suggestions section](#).



Did you nominate yourself for a position on the Committee this year?

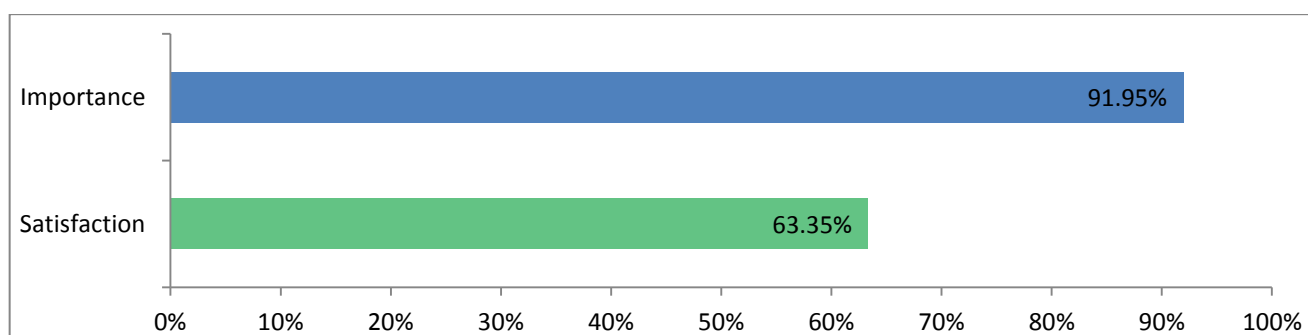


It is concerning to see that, despite 73% of residents being aware of the committee nominations and elections process, only 5% actually nominated themselves for a position. This shows that we need to improve our communications about the role of the committee and encourage more residents to get involved in this process. This will create a more competitive process and ensure the most suitable candidates obtain the roles.

We asked residents how the nomination / election process could be improved so that they would have known more about it and/or felt able to nominate themselves for a position. A selection of their comments can be found in the [Further Comments and Suggestions section](#).

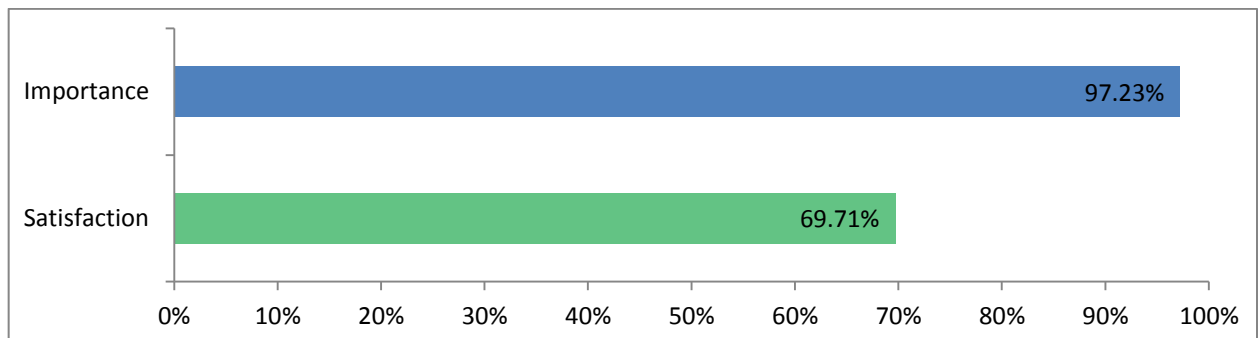
Maintenance Services

92% of respondents said that maintenance was quite or very important to them, though only 63% of them said they were quite or very satisfied with the services provided. Satisfaction has improved between 2013/2014 and 2014/2015. In 2013/2014 satisfaction with maintenance services was 52%.



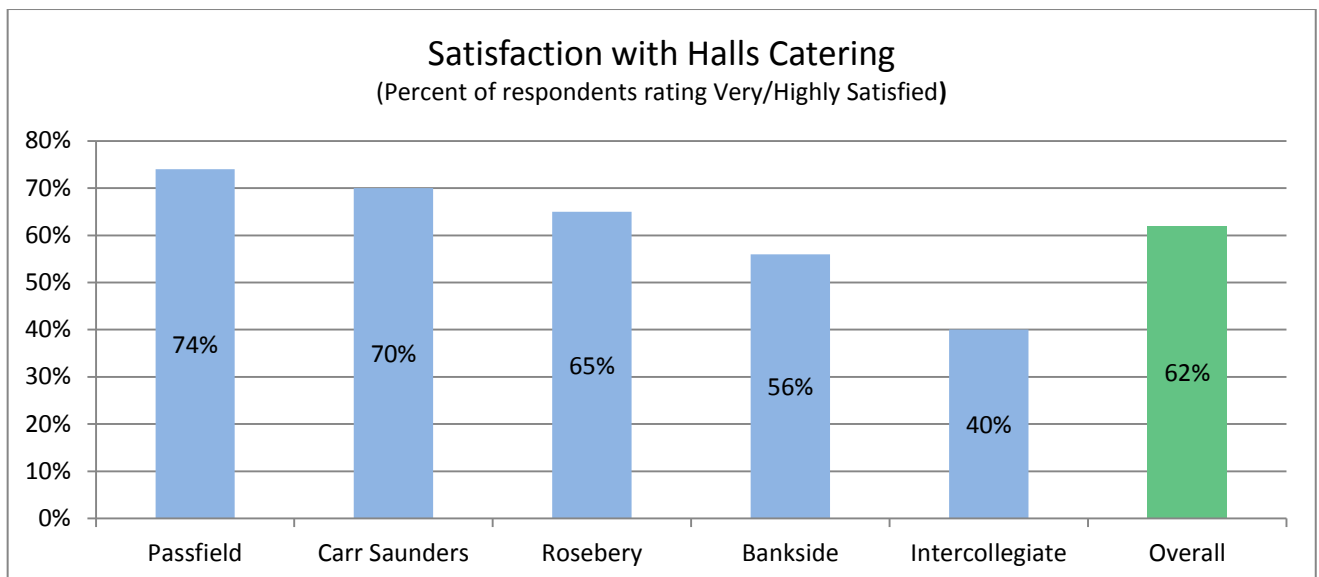
Housekeeping Services

With 97% of respondents rating housekeeping as 'quite' or 'very' important, housekeeping was one of the highest rated categories for importance (next after bedroom facilities, bathroom facilities and Wi-Fi). Satisfaction levels in 2014/2015 have increased from 2013/2014 results (58% to 70%).



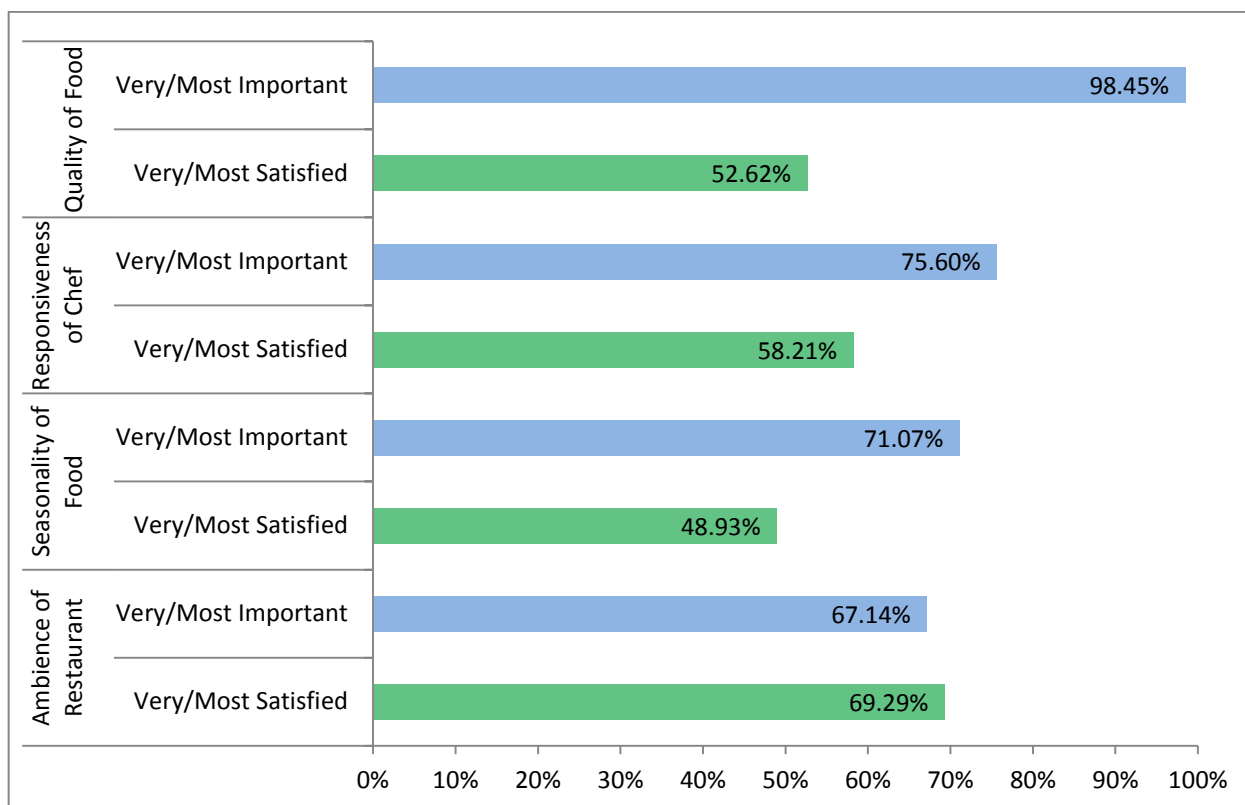
Catering Services

Last year's survey identified that hall catering was an area for future improvement. In 2013/2014 the overall satisfaction with catering was very low at 37% rating very/most satisfied (or 50% if intercollegiate results were excluded). This year, the results have improved and now 62% of respondents are very/most satisfied (rising to 66% if intercollegiate halls are excluded).



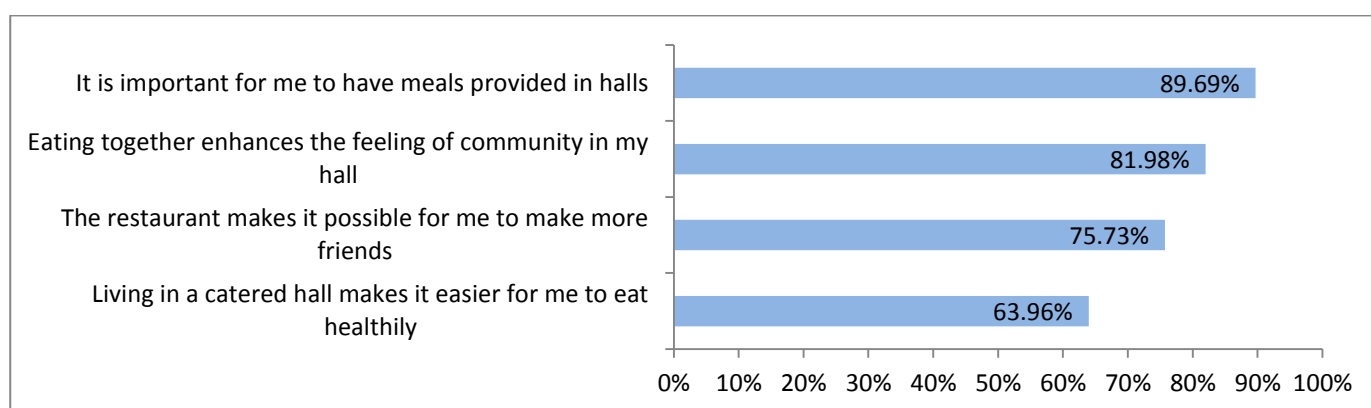
Feedback from last year was instrumental in helping us improve catering services in halls. Two notable changes as a result of the 2013/2014 survey are that we have expanded the number of meals offered per week and changed soup to be an additional course rather than an alternative to a starter. To build on this success we expanded the questions relating to catering services for 2014/2015.

The below chart allows us to see the most important factors for residents in catered halls. We can see that our biggest success is creating a positive ambience in the restaurants, where satisfaction ratings exceed importance ratings. We can also see that seasonality is an important consideration for residents, and we should aim to reflect this in our menus over the coming year.



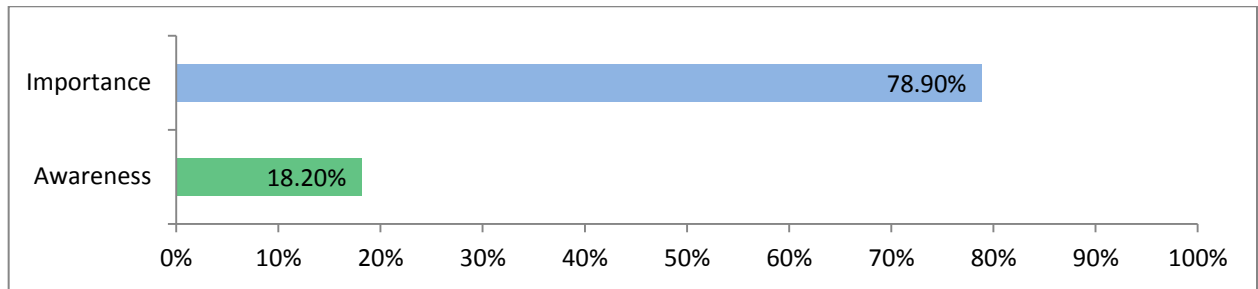
We asked residents to tell us what we could do to improve the catering services at their hall. A selection of their comments can be found in the [Further Comments and Suggestions section](#).

We were also interested in knowing what role catering played in the overall halls experience. The chart below shows the level of agreement with the following statements (number of respondents answering 'strongly agree' or 'slightly agree'). We now have evidence showing that living in a catered hall plays an important part in the health and social wellbeing of residents.



A major achievement by Catering Services during academic year 2014/2015 was obtaining the Food for Life Catering Mark (an independent endorsement that food providers are taking steps to improve the food they serve, using fresh ingredients which are free from trans fats, harmful additives and GM, and better for animal welfare). We were interested to know whether residents were aware of and/or interested in this achievement.

The results below show that the majority of residents feel that this is an important achievement, but that more needs to be done to enhance awareness of the quality of the catering.

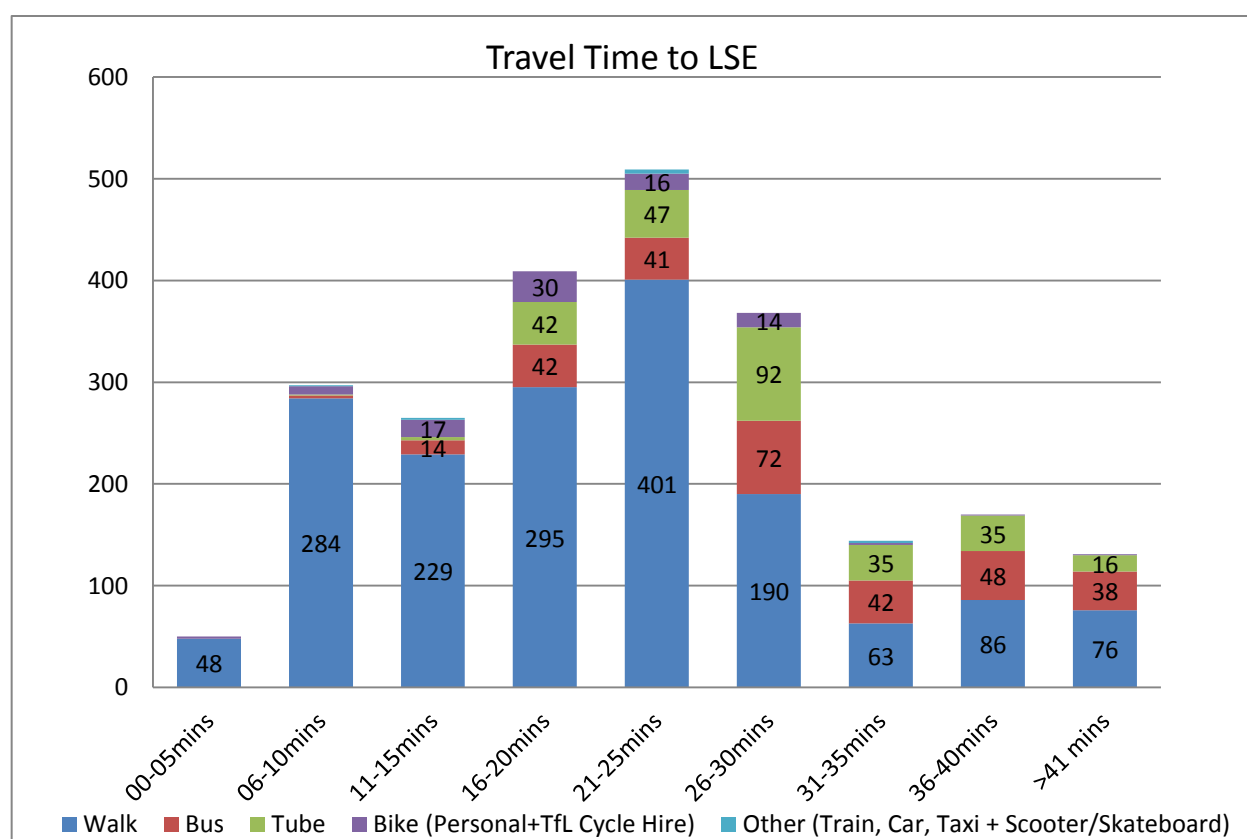
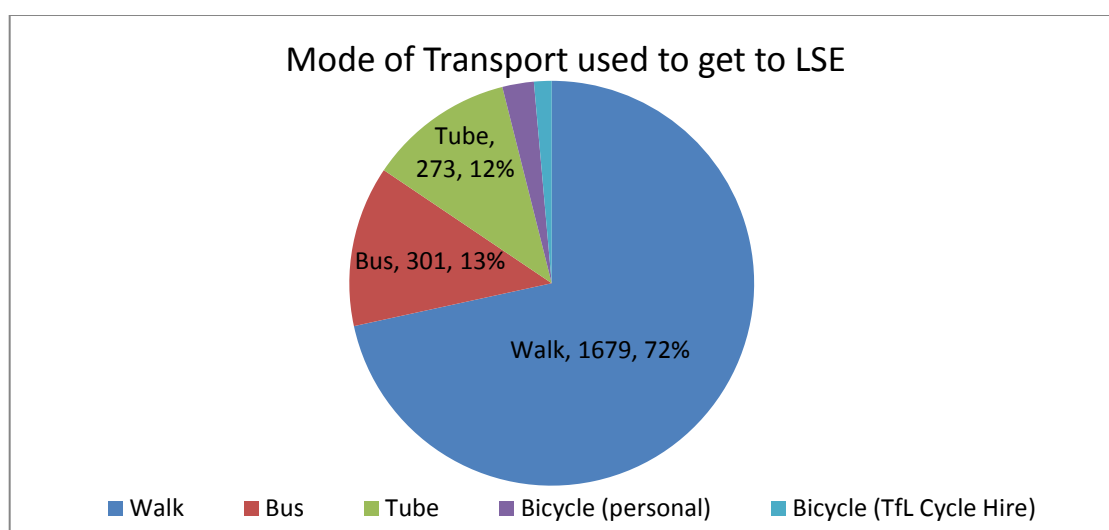


Our Service to You – Places

Location and transportation

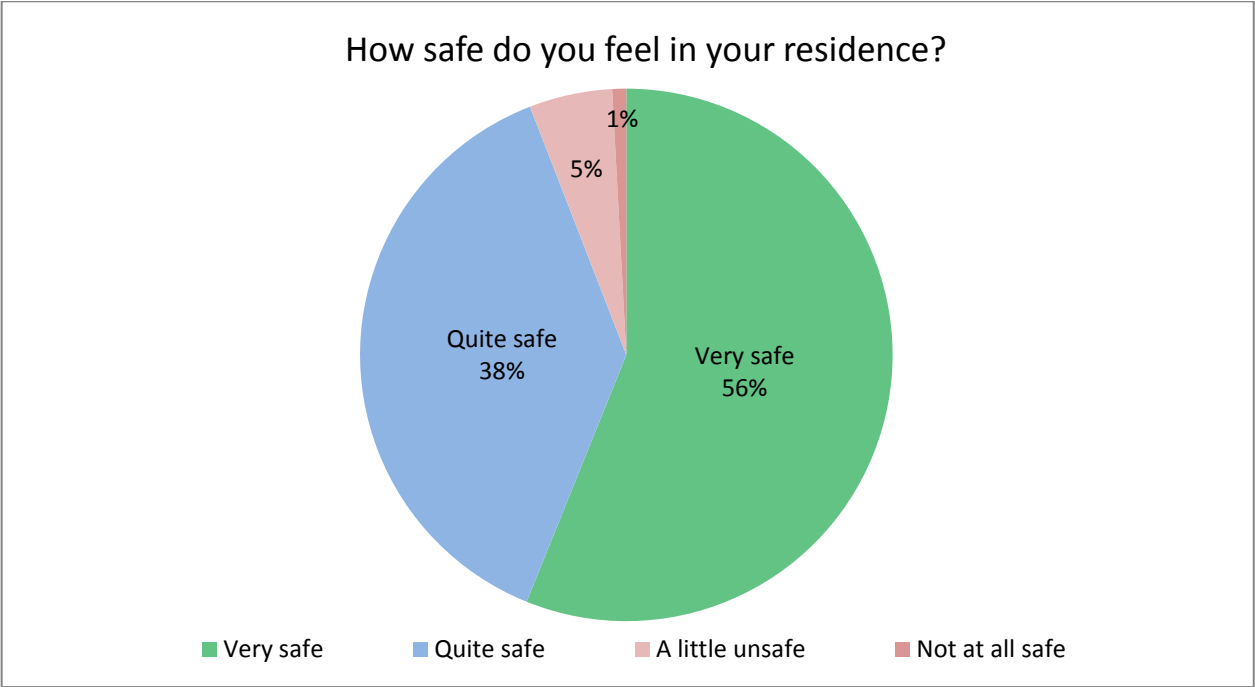
Almost three-quarters of all respondents (72%) prefer walking to LSE. The next most popular way of getting to LSE is on the bus (13%) followed by the tube (12%). 81% of respondents reported travel times of 30 minutes or less to LSE campus.

This is extremely positive and suggests ease of access to LSE campus from the central London location of LSE halls.



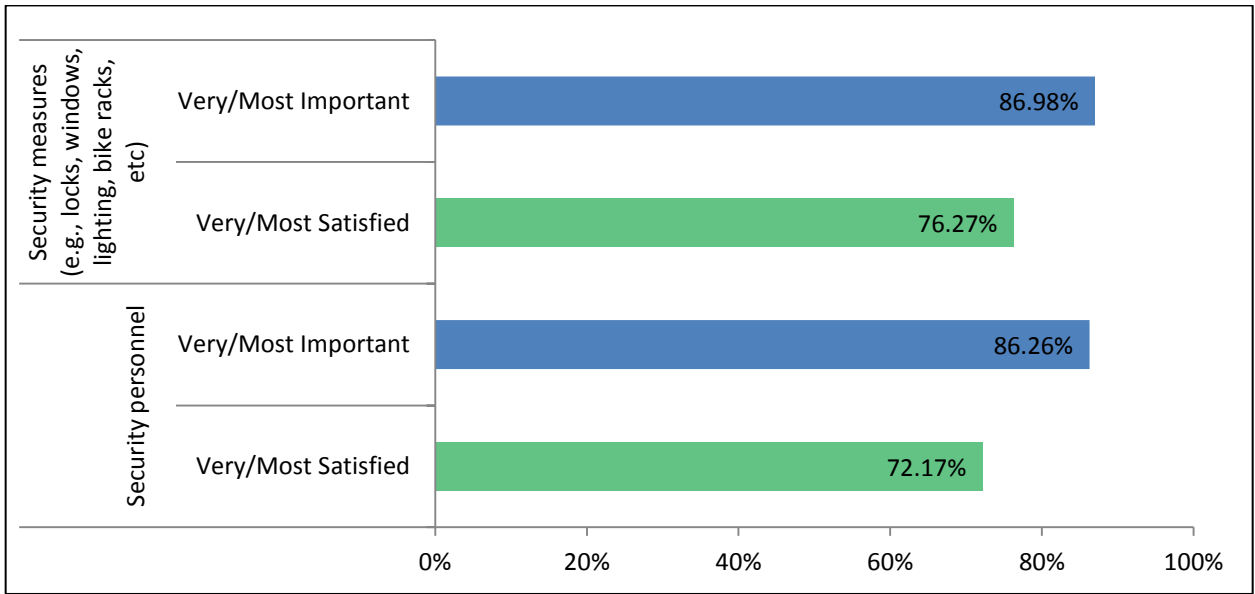
Security

94% of respondents told us that they felt safe or very safe in their residence. This suggests that our central London hall locations are in safe areas.



Anyone answering ‘A little unsafe’ or ‘Not at all safe’ was asked to tell us how we could help them feel more safe. A selection of their comments can be found in the [Further Comments and Suggestions section](#).

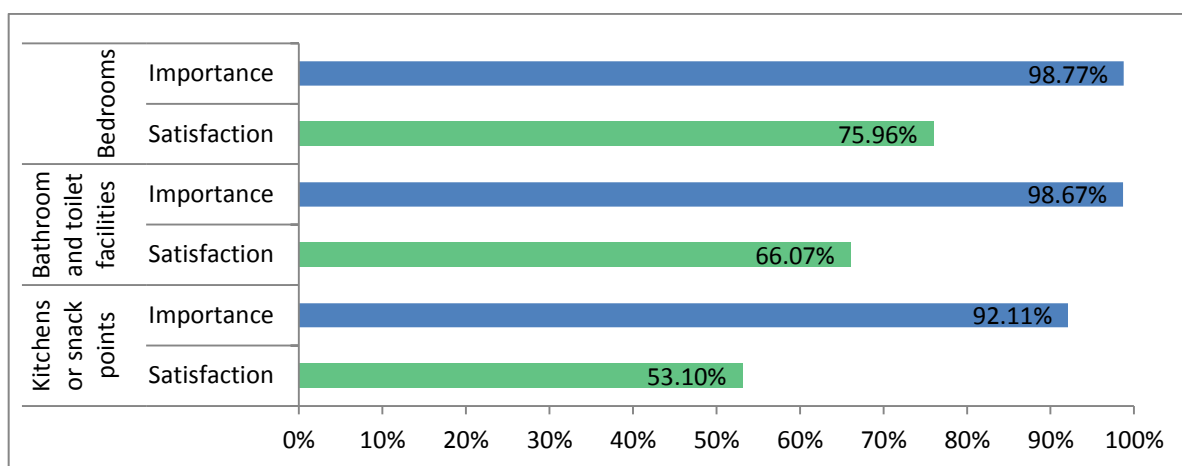
The satisfaction ratings for security personnel and security measures (e.g., locks, windows, lighting, bike racks, etc.) have improved by more than 15%, however the satisfaction still falls short of residents’ importance ratings.



Facilities

Areas within flats/corridors

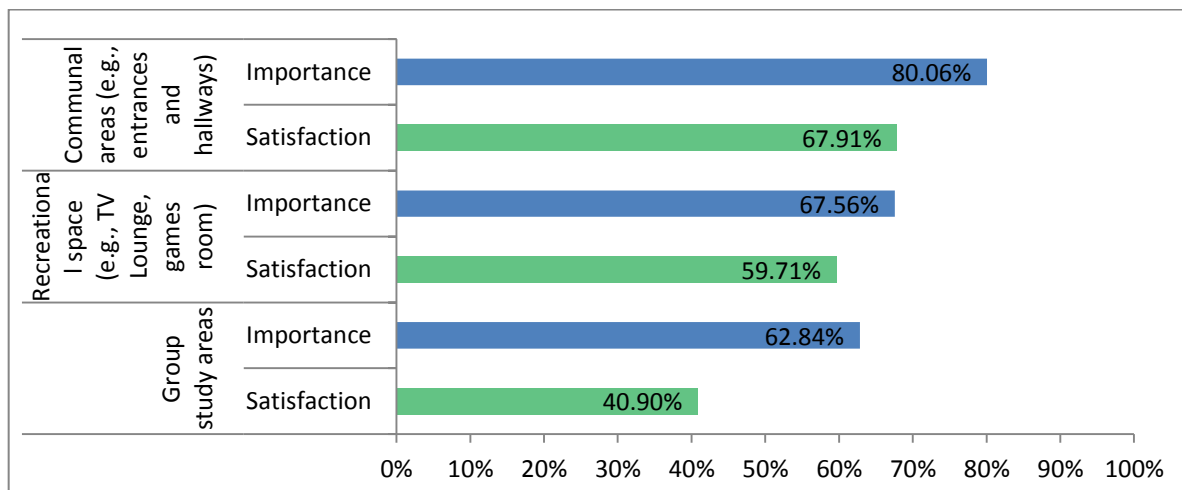
The importance ratings for Bedroom and Bathroom facilities have increased dramatically this year (by around 22%), though satisfaction ratings have also improved (by around 17%). Satisfaction ratings for Kitchens and Snack Points have increased by around 10% since last year, however importance ratings have increased by 26%.



Communal Areas

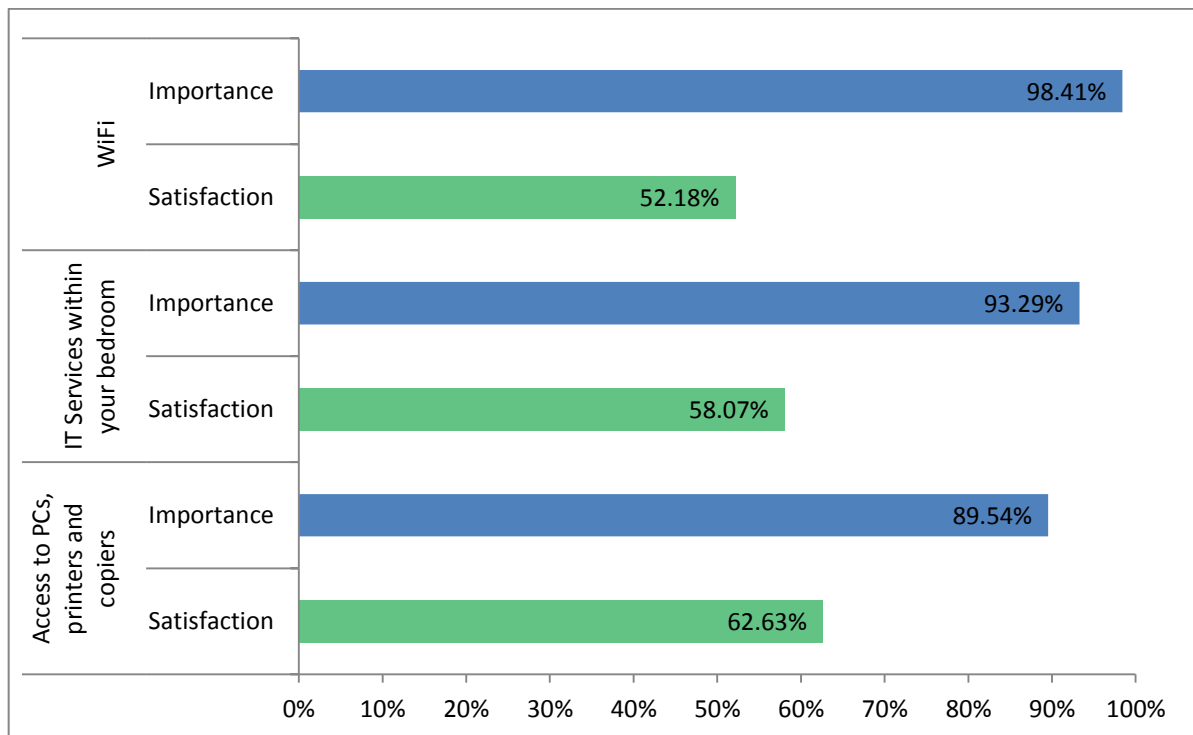
In comparison to other facilities in halls (e.g. kitchens) residents ranked the importance of having various communal areas in their residence as relatively low (though importance ratings this year have gone up compared to 2013/2014).

Satisfaction ratings have increased for all three categories of communal areas (by an average of 10%), however, the difference between Importance and Satisfaction is much higher than last year (38.9% compared to last year's 0.46%). This shows that, while we are making noticeable improvements to communal facilities, residents' expectations of their halls experience are also increasing.



IT Facilities

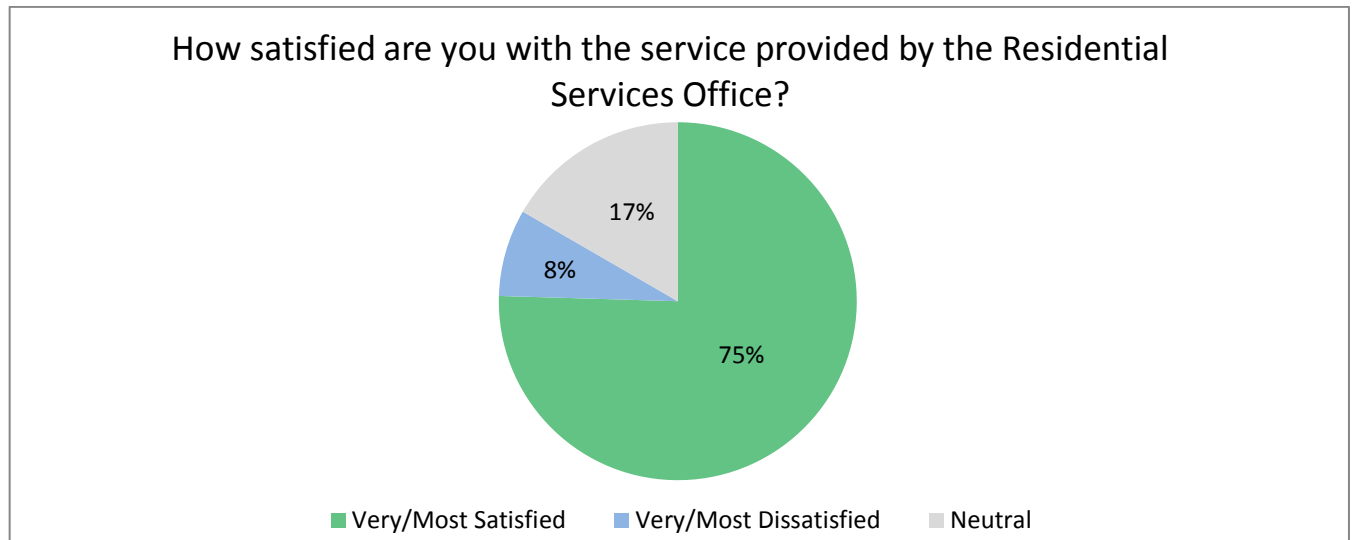
The results show that IT facilities are a very important aspect of a student's life in halls. 98.41% of residents rated Wi-Fi as 'Fairly Important' or 'Very Important.' Aside from bedrooms and bathroom and toilet facilities this is the highest importance score of anything in the survey. However, satisfaction ratings do not match the importance ratings for any of the below categories. Improving all aspects of IT provision in halls should be a priority over the coming year.



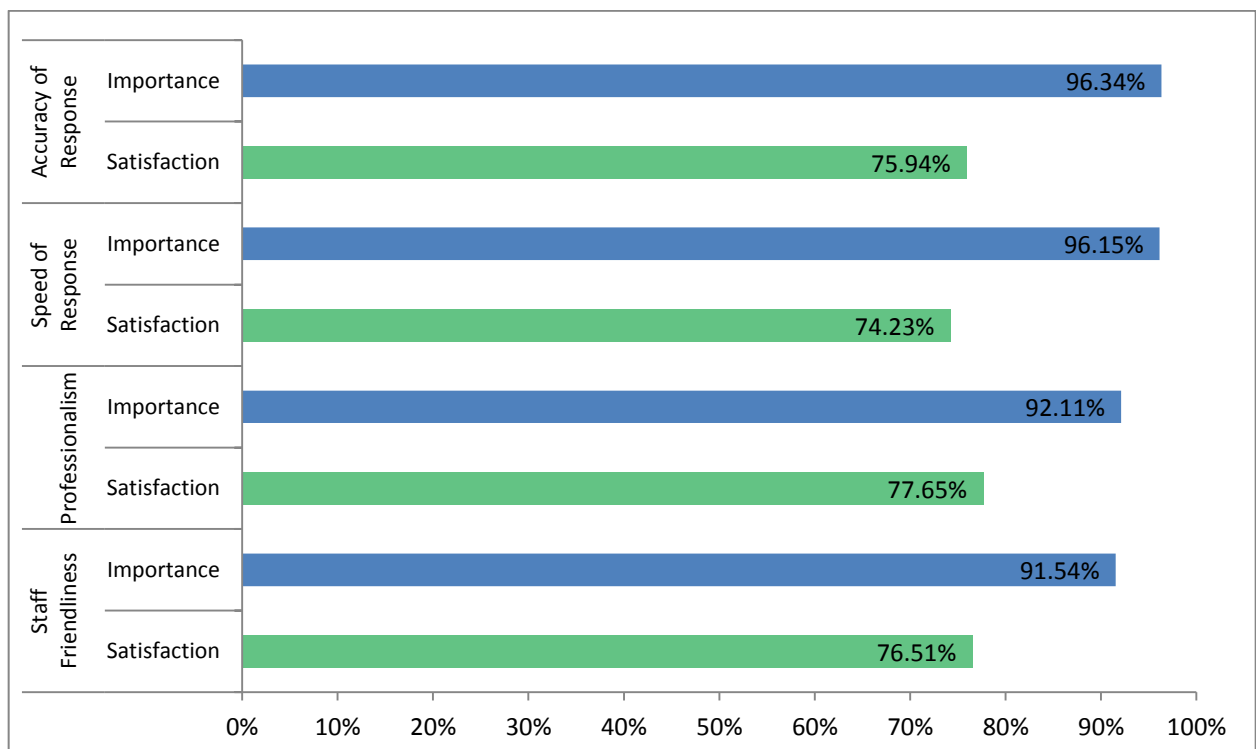
Our Communication with You

Residential Services Office

The Residential Services Office (RSO) is delivering a high level of customer satisfaction. Overall, 75% of respondents told us they were 'Very' or 'Most' satisfied with the service they received in person, via email or on the phone.

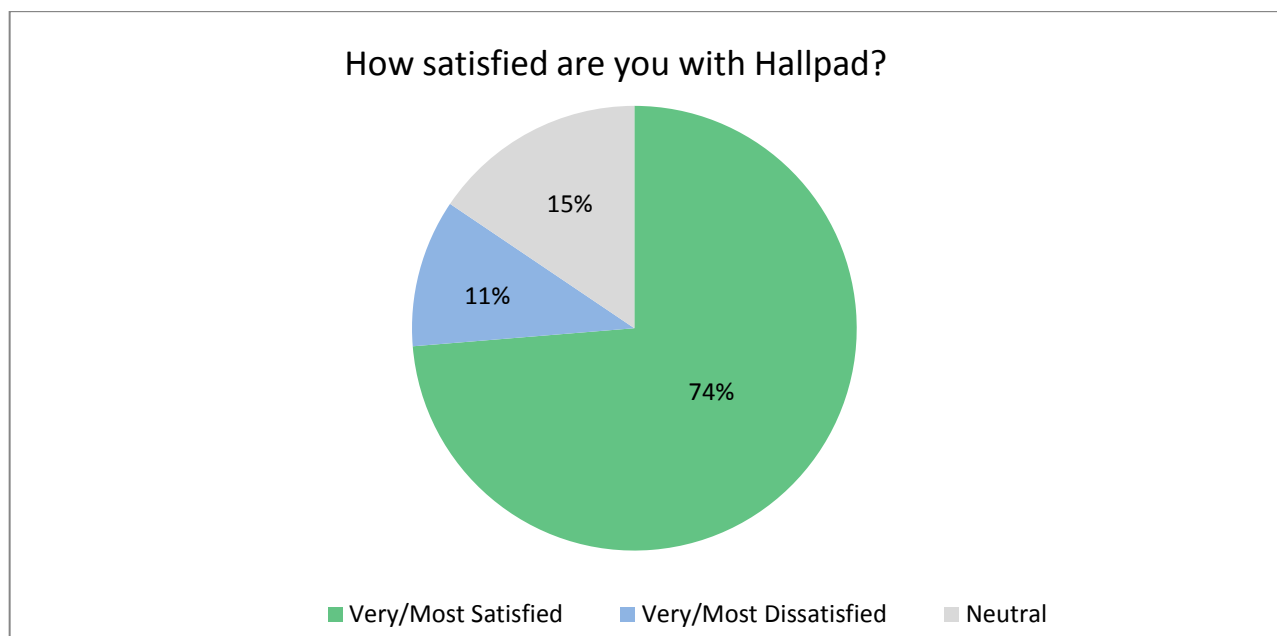


Between 2013/2014 and 2014/2015 satisfaction levels in all four areas of the service provided by the RSO have improved, by an average of 15%. However, importance ratings have also increased, by an average of 22%. This again shows that, whilst we are improving what we offer, students' expectations are also rising.



Hallpad

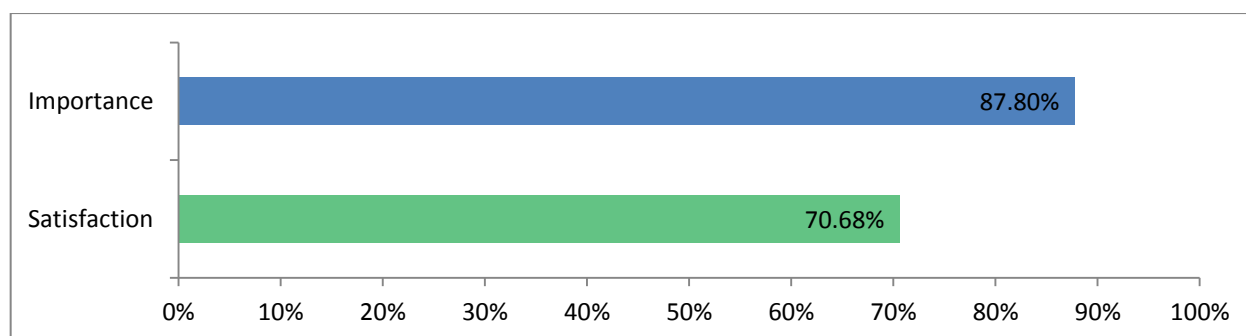
The main system that the RSO uses to manage applications and allocations is Hallpad. We asked residents their views on this system. The majority of students reported being 'Very' or 'Most' satisfied.



We asked residents to tell us if there was anything about LSE student accommodation, the process of applying to halls or the hall itself that you would have liked to have known earlier? A selection of their comments can be found in the [Further Comments and Suggestions section](#).

On-arrival Information

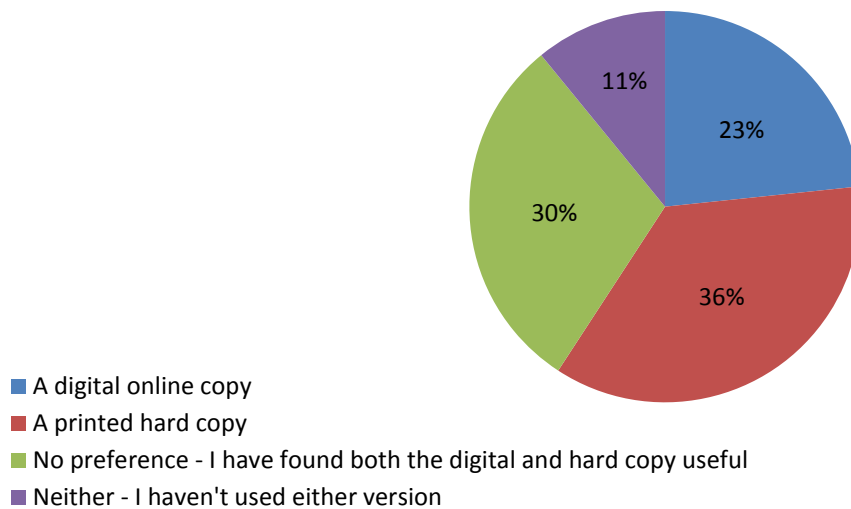
The importance of information provided when residents first move in to halls is rated very highly – 88% of residents believe this to be 'quite' or 'very' important. 71% of respondents are 'quite' or 'very' satisfied with the information they received on arrival to halls.



Student Halls Handbook

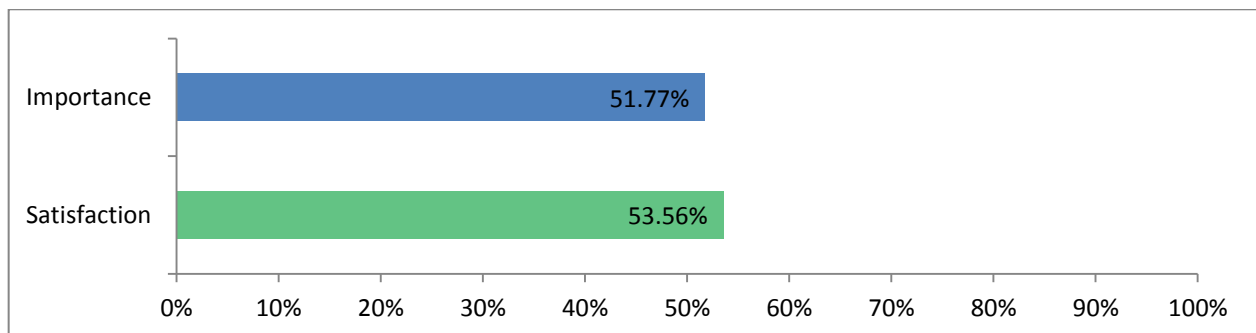
The results show that students have a split opinion on the format of the Student Halls Handbook.

Which Version of the Student Halls Handbook do you prefer?



In-Hall Communication

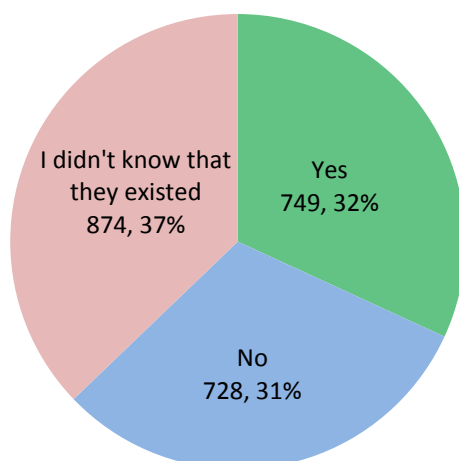
We asked residents how important they thought in-hall communication was e.g. via noticeboards and plasma screens. It did not score very highly - only 52% of respondents said this type of communication was 'quite' or 'very' important. However, compared to previous years this has increased by 15%. 54% told us they were 'quite' or 'very' satisfied with this communication. This shows we are exceeding expectations in this area.



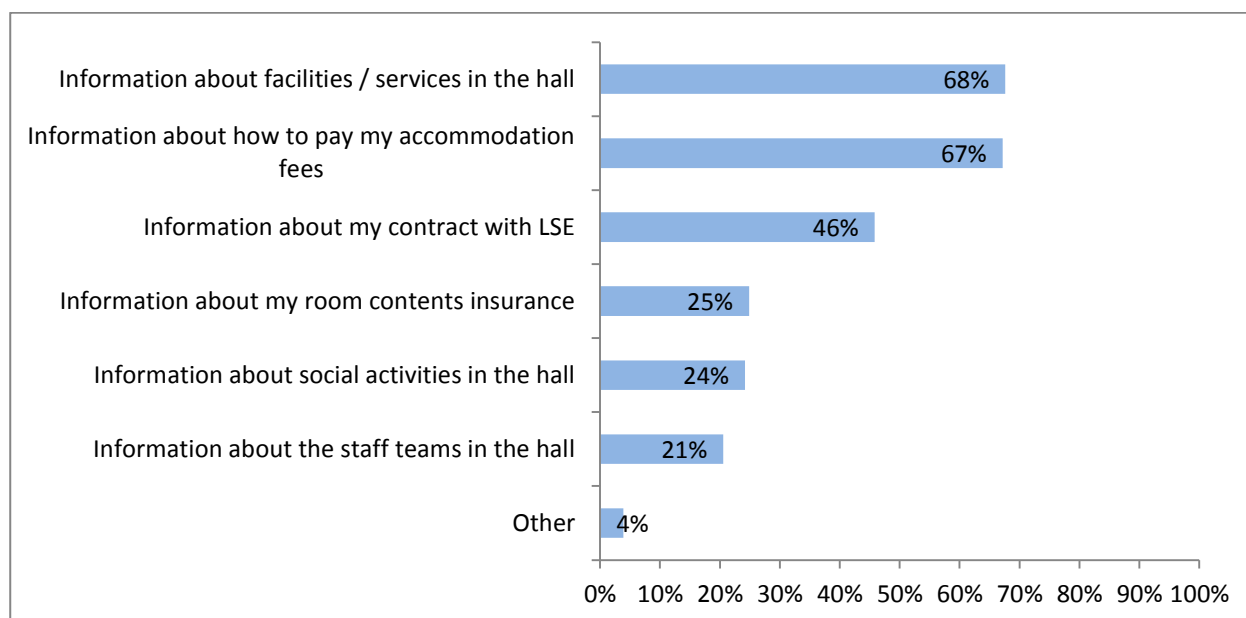
Webpages

Only 32% of residents report to having used our Information for Current Hall Residents webpages (lse.ac.uk/currenthallresidents). This has fallen from 49% in year 2013/2014. A large number of respondents claim not to know about their existence at all (37%). Improving students' knowledge about and use of these pages should be a target for 2015/2016.

Have you ever used the webpages for current residents? (lse.ac.uk/currenthallresidents)

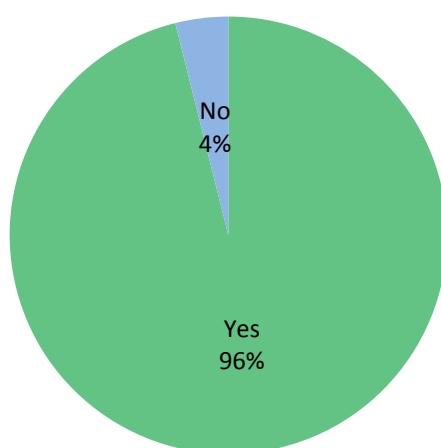


We asked those who had used the webpages what information they'd been looking for. We found that the most commonly sought information was details about facilities and services within the hall, and information on how to pay accommodation fees. Items referenced in the 'Other' category included looking for information on planned refurbishment work and how to report maintenance problems, room transfer policy, local area information and how to set up internet access in halls.



When asked if they found what they were looking for the last time they visited lse.ac.uk/currenthallresidents, 96% told us they had (up from 94% last year). This shows that our webpages are a good source of information, but are currently underused.

On your last visit to lse.ac.uk/currenthallresidents did you find what you were looking for?



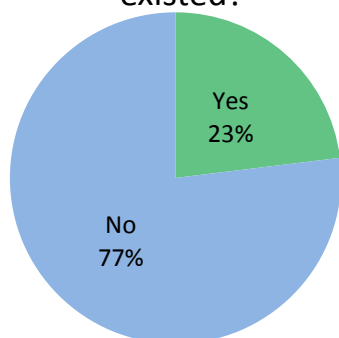
We asked residents to tell us if there was anything they would like to see or do online that wasn't currently available. A selection of their comments can be found in the [Further Comments and Suggestions section](#).

Social Media

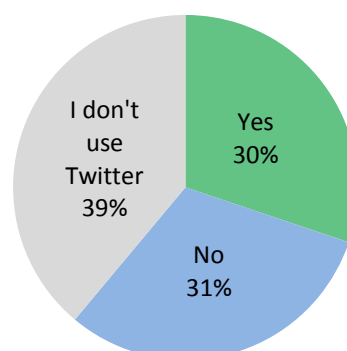
Residential Life operates a Twitter feed designed to update current hall residents about what's happening within halls, wellbeing services inside and outside LSE, and events and services available to them. As of July 2015 it has 624 followers. In order to gain a better insight into the suitability of Twitter as a means to communicate with residents, and to find out more about what residents wanted from this Twitter feed a section of the survey was dedicated to this topic.

Results show that we need to increase awareness of the Twitter feed as only 23% of respondents claimed to know of its existence. Of those, only 30% said they'd chosen to follow it. 39% said they couldn't follow @LSEResLife because they didn't have a Twitter account.

Did you already know that the @LSEResLife Twitter feed existed?



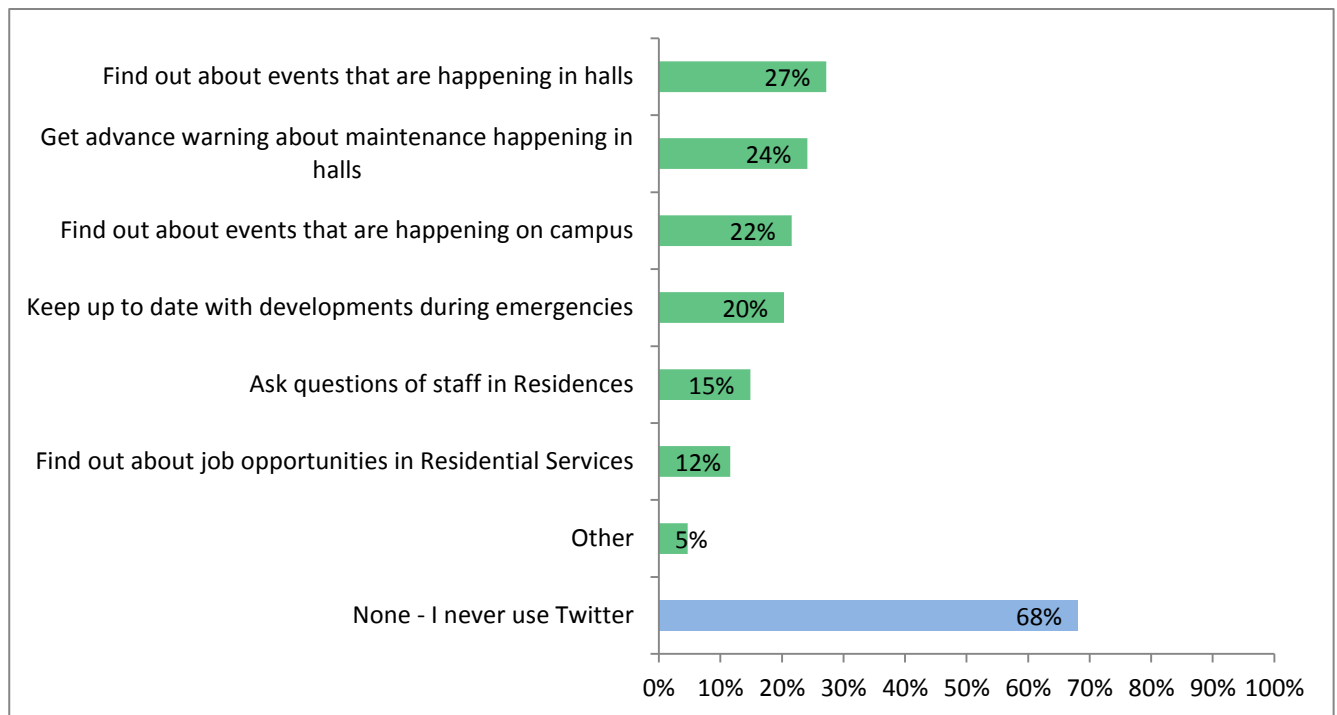
Do you follow @LSEResLife on Twitter?



To find out what updates would be well received by residents, we asked which of the following they would use the @LSEResLife Twitter feed for. The majority of respondents told us that they wouldn't use Twitter to find out

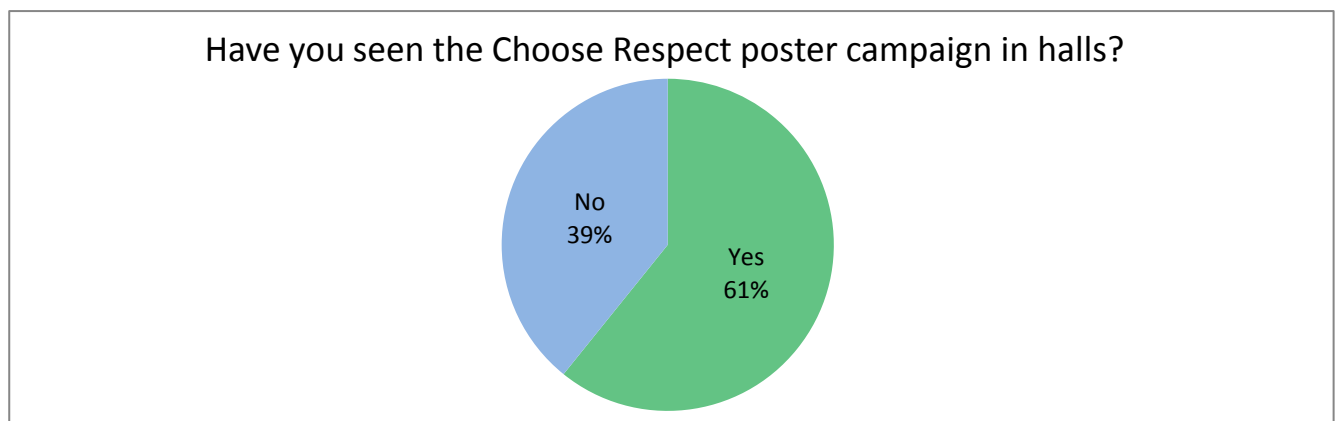
Student Accommodation Satisfaction Survey 2014/2015 Report [Click here to return to contents](#)

about any of these topics. Items referenced in the 'Other' category included local area information, give feedback and suggestions to halls, and find out more about green initiatives.

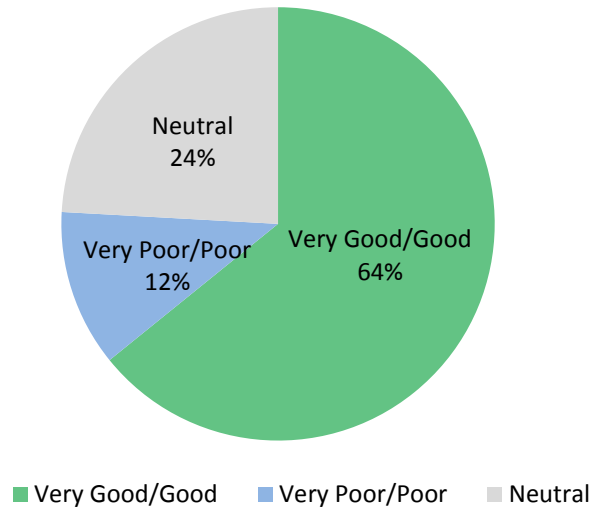


Choose Respect

During year 2014/2015 a poster campaign on the topic of Choose Respect was launched in all halls. This is a series of posters tackling issues from cleanliness in communal areas, flatmate conflict and resolution, quiet hours, looking out for the wellbeing of yourself and others, and many more. We asked residents whether they were aware of this campaign, and what they thought of it.



Overall, how would you grade the Choose Respect campaign?



We asked residents to tell us what they thought of the Choose Respect poster campaign, particularly regarding the themes the posters address, and how thought provoking / engaging the posters were. A selection of their comments can be found in the [Further Comments and Suggestions section](#).

Recommendations

Throughout this report certain areas have been identified for improvement over the coming year. Below is a summary.

- Develop our partnerships with other accommodation providers to ensure that the provision for facilities, services and support is consistent across halls, even where the site is not managed by LSE. See '[Overview](#)' section for more information.
- Improve our communications about the role of the committee and encourage more residents to get involved in this process. See '[Hall Committee](#)' section for more information.
- Improving all aspects of IT provision in halls should be a priority over the coming year. See '[IT Facilities](#)' section for more information.
- Improving students' knowledge about and use of the Information for Current Residents webpages should be a target for 2015/2016. See '[Webpages](#)' section for more information.
- Increase awareness of the Twitter feed. See '[Social Media](#)' section for more information.

Special Recognition

As well as using the results from the survey to improve any areas of service students were unhappy with, we also wanted to take the opportunity to acknowledge any members of staff who had positively contributed to their time in halls. 532 residents (23%) decided to nominate someone for their involvement in their positive halls experience. This information has been passed to managers at each site so that they can acknowledge or reward these staff members as appropriate.

Further Comments and Suggestions

Below is a selection of free text comments across a range of topics gathered by the survey.

Overall Satisfaction

Do you think your residence offers good value for money?

The inside is modern and new but the design of the rooms is not good for communication and socialisation of the students.

Too expensive I guess but it's London.

Distance to LSE, very far.

Four people are sharing one toilet.

Although the location is great, the facilities aren't amazing for the amount of money we pay. My kitchen doesn't have any windows and thus is always very hot in there.

LSE has given me a brilliant room in a brilliant location, but around £9,000 a year is an immense amount of money for a student and completely eats up all but the biggest maintenance loans and bursaries.

Catered food cannot be opted out from.

Despite an excellent location, I still think the residence fee is too expensive for me.

Despite paying for the price of catering, I don't receive any food during the holiday periods. This meant that during the Christmas break I had to return home because I could not afford to stay in London on the money I receive (with the additional expense of paying for evening meals)

Facilities in my flat are not great and there's no catering.

I love the place as in the neighbourhood (that part is good value for my money), but it's the laundry. Laundry should be free.

I would say adequate value for money, but not good. Although, I realise I'm paying more for the location than the residence itself.

It is extremely far away and the cost of travel adds up.

No breakfast provided.

Rent went up by £20 this year but there were no improvements to the hall.
All extras must be paid for e.g. Printing
Sometimes I would like to eat outside the hall for dinner but I feel like I would be wasting my money since I have already paid for dinner at Rosebery. There should be a coupon system which enables you to get some money back if you don't eat in the hall.
The internet connection has been slow.
The location is good but it lacks in number of bathrooms and showers,
The room itself is not cleaned by staff
The vacuum cleaners available to borrow are old, always full and are too weak in suction power to properly clean the carpets.

Would you recommend your residence?

A student who must choose an LSE hall really has no way of knowing how good their experience is, as a lot of it depends on the character of the other hall residents!
Depends entirely on the person
Difficult to settle in because there are too many people
I would only recommend for location
I would recommend looking for more reasonably priced residences first. However, if predictability is key I would recommend an LSE residence
I would recommend these halls for convenience as the location is amazing, but for the social aspect, which many expect when being a first year at uni, it is not as good as other halls.
Internet doesn't work properly
It is too far from LSE so you have to get up rather early.
Long elevator wait, poor bathroom facilities, too many undergraduates.
Many unexpected issues such as noise and construction. The staff are lovely though.
Not enough light in the room.

Not if they want to sleep well. I don't know why but in my Hall, the doors are extremely noisy.
Not much going on in neighbourhood
Residents unwilling to attend social events
The bike racks are badly designed and not protected from the elements
The social experience is not worth the extra money
The walk is too far from LSE.
The water facilities are often out of order.
There are cheaper options
While for Zone 1 the price may not be bad, it is worth paying a little more per week for a much nicer living situation farther out.
You have to sign guests in, in which they are allowed to stay only for up to 3 nights. And you can't leave your guests alone at all even if you need to go to the grocery store to pick up food for dinner.

Are you enjoying your stay in residences?

As a place to sleep to sleep at night, it is exactly what I need. As a community, it feels more like a hotel than a student residence. It is impersonal and I think more could be done to encourage students to get to know the people living around them. This could be as simple as having people's names on their door or having semi-regular floor get togethers.
Fire alarms go off ALL the time.
Flat is facing the street side and this causes a lot of noise.
I am having difficulty making friends because people are not all from the same school
I am sharing with people who always slam their doors even late at night and those who fail to recycle and clean after themselves.
I do not think the flats are organized in a way that supports community or a healthy, social environment. Since each room has a door that closes and locks automatically, residents do not have the option to leave their doors open, inviting a more social space. The closed doors in the kitchens have a similar problem, though I understand that is for fire safety.
I don't know enough people who live here!

I feel there is not a presence for international students. I really hope people could be more inclusive, considerate and friendly.
I think there are not enough daytime activities or enough of an effort for people to socialise outside of already existing groups.
It's too far from the subway.
Music students are always practicing and it's very distracting when I want to work.
Lack of social integration and events.
Living in intercollegiate halls has made it very difficult for me to make friends here as everyone knew each other by the time I moved in since Kings/UCL start earlier.
Not cosy enough.
Not enough room space in the fridge.
Not social- perhaps a better system of deciding flat composition is required? Being that I have absolutely nothing in common with all bar one flat mate.
Some residents make so much noise during the night so it is sometimes difficult to sleep well.
The rooms are so cold since the heater does not work automatically.
The fire alarm goes off too often.
The kitchen area is too small for six people and it gets way too hot.
To share kitchen is sometimes difficult because of someone who makes it dirty.

Front of House Services

If you could make ONE change to your hall reception services, what would it be?

A better selection of free magazines
A drink dispenser
A more lenient or more convenient guest policy.
A notebook for requesting maintenance services

An available list of all Front House staff members so it would be possible to call them by name.
An increased number of ways to report problems such as leaking taps and so on. This may be through placing more suggestion books throughout the hall.
Change the night personnel or have them change their attitude towards residents and their job.
Deliver post to your room
First aid knowledge
For them to smile more.
Free sweets on the counter
Full time staff should be hired instead of hiring security staff as counter staff.
Handle maintenance problems faster
Improve the reception to provide space to receive guests rather than have them stand inside the reception (which can get crowded) or outside (which is bad for when it is cold)
It's brilliant, it's perfect as it is.
Lower the desk, barrier that separates reception from residents.
Make it so that you could text them questions.
Manager could respond more quickly to emails
More open hours, there are some gaps when it's closed and cannot get parcels.
Nothing, it's great, they even have sweets
Please stop writing us a lot of emails every day.

Pastoral Support

How could the provision of support for students in halls by Wardens, Subwardens, Peer Supporters and other role-holders be improved?

Raise greater awareness about the support systems available
Everything seems to be well in order at the moment and I can't really ask for much more support

They did an excellent job. However I am not sure if that much personnel is necessary in postgrad halls.
Our flat could have a telephone that has speed dials to easily access not just the Wardens and Subwardens but also the nearest medical facility and other emergency contacts that we may want to feed into it. It is often cumbersome to track down a number from the internet and then dial it in cases of emergencies. The flat phone would make the list of the important contacts highly accessible.
We don't know what the job description of a warden actually is. We don't know what we should call them for. It should be made more clear and transparent.
Maybe find a way to make it more accessible, so people don't have to do as much to seek it out
Warden and Subwardens should dine more with the students
Actual advertisement of any peer supporters from the start of term (arguably when in high demand), I only saw a poster with them on maybe in 8th week.
Hold some kind of office hours/meet and greet session once a week or month so that students knew they were available for that slot of time to drop by with questions.
Perhaps have regular floor meetings to discuss any problems people are having
They should mediate between students, rather than bluntly imposing rules
They could hold a better induction meeting for all the residents and introduce themselves at this event. So everyone is aware of who is who instead of emails as it would make it more personal
At the beginning of each there, there needs to be mandatory hall meetings to lay out the rules of the kitchen, rules of use of common space, and establish a sense of community.
I'm very happy with the support given from the Wardens, subwardens and other role-holders in my hall. I did not know we had access to peer supporters so I think this should be highlighted.
Let it be known where they can be found physically at certain times, as opposed to just by email or phone.
Peer supporters should be of different nationalities, to cater to the largely international student population
Our wardens and subwardens do a great job - they are very helpful in person and do very well with monitoring and responding to requests/complaints through social media.
Presenting more information about their functions and responsibilities to students.
Possibly responding to requests more quickly.

I had no idea that these people exist so maybe making sure that everyone knows about them and how to contact them.

Getting peer supporters living in halls in all cases and having them part of the committee.

Current Hall Committee

What is your experience of your current Hall Committee?

The committee we had at freshers' week were very friendly and helpful. Felt very much at home after a few weeks thanks to their events and effort!

Actually I haven't heard much of the hall committee and their activities.

All about drinking and clubbing absolutely un-inclusive nonsense.

Who are they?

Very motivated and involved in everything to do with halls life. Exceptionally approachable and pleasant to be around. Put on a lot of great events and try very hard.

Very good with support and events etc. Only negative is they seem very disorganised

Very approachable bunch of people. They have engaged with the wider community and been efficient with their responses to resident suggestions.

Unsatisfactory. They arranged events at first, and quickly slacked off later, with no events over Christmas or New Year. Or even when they do, they don't advertise the event widely, sometimes only happy with posting it on Facebook three hours ahead of the event. I have a feeling that this resulted in that students not being close-knit and well-connected this year as a result.

They organize get-together events in the common room, which I think is nice. Unfortunately I rarely manage to attend them because I usually have other things to do.

Very complacent. Except for the president it seems more of a club of friends who only care about hanging out with each other and not worrying about the common resident.

They make a huge effort to accommodate residents' interests and try to organise events accessible to everyone.

They tend not to organise activities that include international students

They held some really amazing events, for example visiting Shard, xmas party and NYE party.

They have successfully organised many events, including classes and parties celebrating significant dates. I have attended several and found them to be well organised and a good way to meet people.
They tried to organise different activities which cater different interests. This is great :-) However I felt that they could have done more in promoting these activities instead of relying on Facebook page alone. Not everyone check their Facebook every day!
The do not really serve the interests of the Hall as a whole but a small group of individuals within the hall.
I feel much less money (or even no money at all, in my opinion) should be spent on alcohol, as that concerns not every student equally and also is not necessary, I think. Everybody can buy alcohol themselves if they want to, but I don't see why it should be funded by the university
They are very friendly, approachable, full of ideas so they organise a lot of cool things, reliable, trustable. I am very happy with all of the work that they do.
They are quite friendly and approachable. Perhaps a little disorganised - things seem to be done at the last minute. They're clearly trying to accommodate those who want to socialise without saturating themselves in cheap alcohol.
They are useful and enthusiastic. However, they spend a lot of money on alcohol.
They are cliquey and do not represent the hall as a whole.

Hall Committee Nomination and Election Process

How could the nomination / election process be improved so that you would have known more about it and/or felt able to nominate yourself for a position?

1. Do not close the ballot earlier than was stated to all residents / 2. Take steps to prevent negative campaigning and harassment by candidates / 3. Publish results / 4. Have votes independently counted
A better communication of what the roles would actual involve - perhaps through the then committee members reaching out
A notification email should be sent to all residents
Advertise better incentives for gaining the position.
Advertised along with orientation materials from LSE Residential Life
Allow online voting
Allow voting period to be run for longer - it increases turnout and carries little to no cost.

Be informed about it as soon as I get an accommodation offer
Clarity on duties and responsibilities. Since it happens just when most students move in, most of the students feel they won't have the time etc., but if it communicated better, more students will participate.
As a general course student, I was unable to run for a committee position. However, I was well informed about the process.
Committee election should represent the type of students. For halls half of the resident are postgrads, there should be two set of committees for undergrads and postgrads.
Did not need improvements. Many students were not interested because it is so early in the year, but that's okay.
Do it later in the term
I think that it is wrong that second year students can stand for election to the committee, exploiting their connections within the university and the hall to ensure that they are re-elected and able to stay in the hall for another year. Committee positions should be restricted to first year students who are best placed to understand and represent the needs of their peer group.
Don't organize it at the very beginning of the school year. Give people at least couple weeks to get to know each other so that they can elect people who they believe can better represent them
Extend the period of nomination again if there is only one candidate per seat.
I think that the low uptake in those nominating is because no one is sure of time commitment--so maybe the email addresses of past committee members could be made available for anyone who wants info on the roles
Have an election evening where they introduce themselves. Or combining voting with a social event (e.g. having physical polls, and a cocktail hour in the same area)
I already knew a lot about it via Facebook/ social media; however perhaps more emails for people who are not on Facebook would be useful.
I feel it's held really early at the start of the term and it might need sometime for some of us to settle in and get to know each other. I can understand the need the need for a committee early on in the start but maybe delaying the process could help.
I felt that it was quite hard to decide who to vote for as I still did not know the candidates very well

Catering Services

Please tell us your impressions of the catering services at your hall

Although the staff is not always very friendly, they do offer good and timely services.
Amazing
At first it was brilliant, over time the food became less and less appealing
Awful vegetarian food. Incredibly repetitive, bland dishes.
Balanced and rich diet
Big quantity but low quality
Catering staff are quite rude towards the start of term however became more friendly towards lent term.
Catering tends to be very good. There have been very few occasions where I have not liked anything available that evening. Brunch on Saturdays is the highlight of my week! Staff are very friendly
Decent food and excellent service.
Decent food but unfriendly staff
Don't really like the food, but there's always a wide variety which is good
Every aspect of the catering is fantastic!
Extremely positive - while the vegetarian option is often a single one, it has consistently been well-prepared and good food.
Fairly good considering large amount of people needed to be catered for. The staff are always very friendly and patient
Generally quite tasty and quite healthy, not stingy portions. I always leave dinner feeling full.
Good salad, dessert, drinks choices but the main course is often not great
Great food with an impressive amount each day, especially with the offers of salad and desert.
Hit and miss - on some days everything is great, on other days nothing is.

I'm a Muslim so it's saddening that I'm only able to eat the vegetarian and fish options because the halal option is frozen food which is not very sumptuous.

Satisfied, good quality and portion size with a good range of choice. Friendly staff.

Very good, there is plenty of variety on a daily basis and the staff are more than friendly and willing to help.

What could we do to improve the catering services at your hall?

A better late dinner service that doesn't require you to request a later dinner the day beforehand.

A greater variety of vegetables

A more formal procedure to inform residential staff of student allergies/dietary requirements in order to ensure that information is consistently available to them, rather than an ad-hoc arrangement.

Ability to get takeaway dry options - I can take rice and mince, but when I'm rushing around in the evening it would be much easier if there was a sandwich/snack option that I could pick instead.

Allow people to have second helpings if there is leftover food

Back home, once a week or so, our halls would provide us with credits that could be spent at local restaurants, it was a great way to add variety and explore the local community!

Vary the meals a bit more

The spaghetti Bolognese is quite nice. Could we have more of that?

The current services are fine

service time should be longer

Separate meats, fishes, chicken from the sauces so that we can add them only if we want it.

Reduce the portions! The waste is unbelievable.

Put up clearly notices about the rules (what you are allowed to take, how much of each you can take etc.)

Post the dinners up on the Facebook page or the Reception so that students know which food is available, which will then avoid waste as people will not come downstairs if there is nothing to their taste.

Perhaps introduce one more veggie choice every day

Perhaps extend dinner to be slightly later? The current system of late dinner boxes is useful though.

Open a deli service at lunch time.
Online form where we can vote on whether we liked that evenings food or not
No major improvements needed.
More vegetarian options. Meat-eaters currently have 3 choices every evening -meat, fish or veggie whilst pescatarians have 2 choices, fish or veggie. It's not fair that vegetarians only have one choice even though vegetarian meals are cheaper to prepare, more environmentally friendly and can be eaten by everyone (even non-vegetarians don't need meat at every sitting).
When we request late dinner it would be good to get not just the main meal but also fruit, desert etc. It would also be useful to have the menu the day before if possible so that the late dinner can be requested accordingly.

Security

Please tell us why you don't feel safe in and around your hall, and how we could help you feel more safe.

A few incidents of theft have been reported around the area
A laptop got stolen from my kitchen and there were no cameras to detect this!
Add more security guards (at least two), and provide curtains for kitchen window
Because of the location, it's too quiet around my hall.
I do not think LSE can do anything about the safety of the surrounding area.
I feel safe in the hall but not in the area around it
I think generally just increase the security safety in the reception because currently the receptionist is also the security guard and occasionally the night time guard dozes off.
I would prefer if the front entrance and area leading to the entrance were better lit.
It is quite dark around my hall, maybe some more lights would help
It would be nice to have a smoking area within the grounds of the hall, as it can be very scary to go out at night.
Security staff are not armed
Some old drunkards try to enter the hall

The area is generally alright but at night it can be quite intimidating, especially when alone and travelling from and to the bus station. Also, the area in front of the entrance is accessible to the general public and there is always the possibility of someone who is not in the hall entering without permission. It would be good if security was tighter, or if access could be restricted for the area immediately in proximity of the entrance to the hall.

The neighbourhood is a little sketchy, but I have never felt as if I was in danger.

The open courtyard space by the trash bins makes it a bit hard to feel comfortable at night; I wish it was closed off.

There are often a lot of people standing outside the main entrance smoking and talking and this can be intimidating.

There should be cameras and security alarm system that students should have access to

There were two accidents around SW this year, and I believe SW has done its best to assure the safety. My personal advice is not to go back too late.

Too many people tail-gating.

Washing machines are also used by men.

When walking through the streets next to the hall, I never really feel safe because the streets are rather dark and strange people are walking there especially at night. However, it is ok and I can live with that.

Residential Services Office

Is there anything about LSE student accommodation, the process of applying to halls or the hall itself that you would have liked to have known earlier?

A bit more anecdotal information from students about living in the halls - although I remember there were a few quotes here and there about what it was like.

A comparison mechanism between different halls, in terms of weekly tariffs, meals provided, proximity to school and various other parameters would really help one make a decision based on what factor is important to him/her. Some may prefer the availability of meals, whereas the other may prefer walking distance to school etc. A table or a platform to view these halls against one another would be a huge help, especially for students not residing in London.

All the information on the website was helpful

An indication of what the rate of the room we are assigned to will be. Even if this is going to be unconditional, it would be still nice to know it right after our allocation to a hall has been confirmed.

Distance to nearby sports hall and parks would be very informative and useful
How many people share the toilets and how they are set out. Also, how many people are sharing your kitchen
I did not get my room number. It would have been great to make friends before coming to the hall through social media if I especially knew what floor I was in.
I didn't receive my room number until arrival even though I was told via email that I should know earlier. As I was registering for various things, it would have helped to have known my exact address earlier.
I would have liked to be able to visit all the halls on the offer holders day before I applied for accommodation as only High Holborn and Bankside were open for viewing and they were both out of my price range
I would have liked to have known more about the different contract lengths
I would have liked to know earlier about the instalment scheme. I had no idea it existed and found out very late, by chance, and I felt don't know why you would keep this information
I would have liked to know that the hall had a supply of cookery for re-use before I had gone out and purchased my own.
I would have liked to know what would happen if I refused a first offer and the likelihood of being placed on a list for a preferred place.
Information regarding the committee process.
It could have been made more clear if a hall is catered how many meals a week that means you get. As an American, a catered hall means that you would have lunch and dinner and could have as much food as you wanted, but it was an adjustment coming here with only one meal a day and one serving of food
It seems that many students have been with the impression that it is absolutely no possible to leave before the contract finishes. So it might be in place to have clearer communication about the procedure of early leaver form, so that people understand that it is possible indeed.
It would be nice to hand some information handouts for students travelling from abroad.
Need more students there at the time of tours so I can speak to them to know what social life is like and what the food is like exactly.
No, I think I was well informed
Strongly disliked how a deposit had to be paid before knowing which room and rate we would be offered as this offer wasn't made until after the deadline for requesting our deposit back had passed.
The persons or at least the nationality of persons you will live with the whole year.

Hallpad

Please tell us what you think about Hallpad

A little bit confusing at first, once get used to it it becomes easier. Was quite hard to find allocated room prior to arrival

Easy to use, but not a great deal of support provided in how to use it beforehand, meaning first use could be daunting.

Happy with the system. Confirmation of room number at an earlier time would have been nicer

Have it connected to LSE for you, so that the password and username remains the same.

I have little use for Hallpad and when I do, I've usually forgotten my password.

I think it is relatively straightforward and easy to use.

It does what it needs to do.

it is awful the system is confusing

It is efficient and helpful.

It is not very user friendly. The design is also very old-fashioned. The improvements in those two fields would help.

It makes you choose 6 different halls, including 3 non-LSE halls, without actually asking you whether you want to apply to any other halls. Maybe I just wanted to apply to one or two halls

It should provide more support for family applicants.

It's a little hard to navigate sometimes

It's an effective system although it was not made clear that you can apply to the same hall more than once for different types of rooms.

It's been a great experience to use Hallpad for me personally. I have no complaints. Would be even better if Hallpad could be integrated within LSE For You. It's just one portal less to manage (in terms of profile, passwords etc.).

Overall it was good. Was not familiar at the beginning but it was easy to understand. I would say user friendly enough. However I would say that the template it is quite boring. Put some pictures or more interesting font / colours please!

Quite a clear platform for applying but I think information about the halls should be integrated into the website.
Really easy to use, clear instructions and a great way of paying accommodation.
Slightly awkward to use, but it gets the job done.
The hallpad is a great platform to apply for accommodation and pay the fees. It is pretty easy to use and straightforward.
Very intuitive and easy to use system

Webpages

Please tell us about anything that you would like to see or do online that isn't currently available

360 view of the room sometimes incomplete and/or doesn't represent the current situation.
An easy way to compare characteristics of different residences
Comparison with other residences.
Front of house staff contact, I only found wardens/subwardens. The breakdown of responsibilities is unclear to me.
I am happy with this online service
I found everything I needed online
I remember there was a sort of confusion regarding the catering hours. In the lse.ac.uk/accommodation it is said that catering would be breakfast. But on the lse.ac.uk/currenthallresidents it is said catering is dinner. I just discovered when I actually came to the Hall
I think they are pretty much everything we need in the website. It's just that it's much easier and clear when you call the staff and ask them.
I would expand the page on general information about my area. For instance, information on the nearest dry-cleaning shop, usual rush hours, dangers, must-sees, et.
Maintenance reporting
More higher quality pictures of the rooms and facilities, so that one can get a better impression before the application or arrival.

More information about areas surrounding the hall. More information on green initiatives.
More information on how the room arrangement is. For instance, I was unaware that my flatmates would be both male and female.
More pictures from the residences would be good including more student views.
More pictures of different types of rooms
More pictures of the contents of the room like bathrooms.
Nothing much. Just more clearer structure/layout of the overall website. I had difficulty in finding when exactly I had to pay for my accommodation fees.
Nothing. I was able to find everything. Maybe student reviews of each hall?
Perhaps a floor plan drawing would have been good.
There isn't much information available on the halls. Studentroom.com has more info.
Would be great if Hall Committees could have their own section on the website.

Choose Respect

Please tell us what you think of the Choose Respect poster campaign, particularly regarding the themes the posters address, and how thought provoking / engaging the posters are.

A good campaign to remind people to be sensitive to the varying differences between hall mates
'Choose Respect' doesn't get to the heart of the issue. All the posters have large fonts stating the same theme, when there are differences in what the campaign is trying to get at. For instance, respecting other members of the flat, respecting other cultures, keeping music low at night etc. These main purposes should be the large font. The similar words for the large fonts numbs viewers to what the campaign is all about. Hardly anyone will really stop to take a look at the fine print, when the main font and message is so vague.
Could address certain interfaith themes.
Good initiative. Has to balance the fine line between creating an atmosphere conducive to making people comfortable within their peers and not sounding too preachy.
I briefly notice them when I'm at the elevators. Some of them got me thinking (e.g. Just because you can't see my challenges, doesn't mean I don't have any.)

I haven't actually understood what this campaign is about
I haven't read all of them in detail, but just from seeing them in the hallways (as surely most people experience them), I was put off that they visually equated playing loud music / littering to race issues and homophobia - homophobic/racist behaviour is surely worse than someone throwing a piece of gum on the ground. As a LGBT student, I also think not being attacked for my sexuality is my right and not just a matter of someone's 'choice' to respect me. Writing out the issues on the posters would also help confront people - at the moment, it's very ambiguous, so if you don't want to deal with it, you don't. Overall, I'm very much in favour if a campaign like this, though, and was glad to see it existed.
I like the diversity in the posters. And all the messages are applicable
I never really read them, maybe the tagline can be more engaging.
I still think emailing is the best method. Too many posters around the hall and make it hard to pay attention.
I think the themes and the messages are important and some of the posters were thought provoking, others less so but on the whole they were engaging.
I thought they were sufficiently thought-provoking
It is not enough to increase responsibility.
It seems pretty simplistic to me, but I've heard people making fun of the posters
No thoughts really. I see them but it's not that they provoke much - pretty basic, coexisting kind of stuff. Not sure how much of an effect they really have, to be honest.
Nobody cares
Some of these issues were ones I was complaining about to the Warden about my experience in my own flat, or issues I was facing with flatmates. I was glad to see I was not alone thinking these were disruptive and wrong! I think it's a great campaign to spread awareness to residents who many not have learned that these behaviours are wrong while living with others!
They are pretty standard and common sense. I think it is important that the posters are there, but I don't think there is anything thought provoking in there. It is exactly what you would expect from such a campaign
They were a good reminder about etiquette, though not always very visible
Thought provoking but questionable ability to change behaviour
Very creative and engaging.

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