



Your Hall Your Call

Recommendations and actions 2014

During Lent Term each year, the LSE Students' Union meets current residents to gather their views on the accommodation and services that they experience in halls.

The 2014 Your Hall Your Call event resulted in 18 recommendations on how to improve the services and facilities. These recommendations were passed on to the [Residences Management Team](#) who gave the following responses.

1. Where possible maintenance work is completed as quickly as possible to that minimum disruption is caused to residents.

Students are encouraged to report maintenance faults via the hall reception/ security and / or using the online maintenance forms, which are accessible via lse.ac.uk/currenthallresidents.

In order to enable us to deal swiftly and efficiently with maintenance issues, we also encourage residents to report a fault to the reception or the security officer.

We aim to carry out emergency repairs immediately and non-emergency repairs within one working day. If it is not possible to carry out works within these timeframes, staff will notify the student of the reason(s) for any delays. If the student is not satisfied with the repair, we ask that you follow our complaints procedure so that the situation can be reviewed by a manager. Hall staff also conduct room inspections at least once a term or when necessary to identify any faults that have not yet been reported by students.

2. Long term maintenance and disrepair issues reported in some halls such as Passfield Hall should be addressed.

Long term maintenance works are being addressed. We notify students of maintenance works either in advance of moving in, or as soon as the School becomes notified of the necessity for long term maintenance works. We also notify students of work outside the hall by third parties (current case with Passfield). To see the list of works being addressed at Passfield, visit: [Refurbishment and planned maintenance works in halls](#).

Any maintenance faults should be reported as outlined in 1. above.

3. Create a logging and tracking system for maintenance issues, similar to the existing IT tracking system. This would instantly reduce the uncertainty students experience in declaring maintenance issues and increase the efficiency of the whole process.

There is a logging and tracking system for maintenance issues. Students should log maintenance request using the online form, links to which can be found on the home page for current residents. Students will receive an email confirmation of their request. These are logged and tracked by our halls staff and students will be notified by them of any delay. As an example, see the [maintenance report form for Bankside House](#).

4. Students' needs should be prioritised above those of commercial customers and, thus, the majority of refurbishment works should take place during the holiday period so they do not impact on residents.

Students' needs are prioritised above those of commercial guests. We aim to carry out our refurbishment works over the summer period. However, our larger refurbishment works, which take longer than 12 weeks, will run into term time. We cannot avoid this, but we do everything we can to keep disruption to a minimum. If residents have any issues with noise, they should inform the reception team immediately. We do not carry out any refurbishment works during the Summer Term.

5. Older or more run down halls should be considered for refurbishment. If there is no capacity to do this then this should be communicated to residents.

We agree. We have refurbished showers and kitchen in Carr-Saunders and Rosebery Halls. In 2015/16 we hope to start the refurbishment of study rooms. Passfield Hall was renovated in 2007. We are currently refurbishing High Holborn and Butler's Wharf Residences.

6. Social spaces and common rooms in halls should be as inclusive as possible with a range of activities on offer to students. Pool tables and table football tables are very well received so where possible this facility should be extended to halls that do not currently have them.

We agree that social spaces and common rooms should be inclusive as possible with a range of activities on offer to students. This is a matter for the hall committees. However, pool tables and table football tend not to be inclusive and thought needs to be given to where they are situated. For example, in Butler's Wharf Residence over the summer the common room was refurbished and the pool table moved into a separate room on its own. Wardens and residences staff will work with the student body and we'll do our best to make it happen.

7. Hall committees should be formally set up as societies within the Students' Union structures. This will allow hall committees to make use of the SU banking and finance systems, treasurer training and committee members training, while it would make them more accountable. Additionally, the hall committees would be granted easier access to the mailing lists, accelerating the communication and organisation within halls. Finally, embedding the hall committees within the Student Union's structures would raise the profile of the committees and would make possible to acknowledge the hard work and success of halls committee members by including them in the STAR Awards.

This issue has been discussed at RUG over a number of years and there is no consensus. Hall committees have rejected the idea of being set up within the SU structure. The Director of Residential Services and Head of Residential Life will work with committees, wardens and the Students' Union on improving structures and joint working arrangements.

Communications are improving for example: This year's SU Community and Welfare Sabbatical Officer and Residential Life Officer are working together for nominations and elections. Together they are running joint training programme for new committee members which will give the committees the support they need.

Committees currently have access to the listserv mailing lists. Future communication in halls will be sent out via an online portal (STEMS) and we will work with committees and SU on the content and details.

8. The LSESU along with the residential life office should consider and assess ways of how to set up hall committees as societies.

The Head of Residential Life is happy to discuss the potential benefits of this proposal to understand how this structure would improve the committee role and goals.

RUG had already had a working group look at the structure of hall committees at other institutions and a lot of work had been done on this previously, which has resulted in a number of positive changes such as the development of a committee code of conduct and a handbook for new committee members.

9. Allow students with specific dietary requirements to opt out of catering if they are placed in catered halls.

The inclusive catering arrangements in Bankside House, Carr-Saunders, Passfield and Rosebery Halls were introduced after requests from students and RUG. Our chefs will cater for dietary requirements as best they can. Students with specific dietary requirements should discuss with the chef about how their requirements can be met. We will develop a protocol for opt outs where dietary requirements cannot be met on health grounds.

10. Make sure that the escalating procedure of reporting IT problems is clearly displayed and advertised in all halls.

We have put the escalating procedure onto the electronic notice boards in halls.

11. Maintain IT equipment in halls to a high standard and ensure the continued provision of communal printers and computers.

The Residences User Group discussed this issue at their meeting in Summer Term and noted the following progress:

- (i) Replacement of broken equipment has been completed.
- (ii) Consultation with students about provision of IT spaces had taken place.
- (iii) Research into use of spaces at other universities had taken place.
- (iv) Responses from (iii) would be analysed and recommendations made.
- (v) There are plans to put scanners into halls this academic year.
- (vi) Lab stats software was due to be in place at the start of Michaelmas Term. This would mean that information would be directly reported to IMT and would enable support staff to log on to each PC. It would also enable staff to read data on toner levels.

12. Improve the standard and speed of Wi-Fi.

There have been improvements over the last few months and now all LSE halls have Wi-Fi provision in all bedrooms and common areas. Any suggestions regarding Wi-Fi should be given directly to the Wi-Fi provider. For contact details, see: [Student Com wireless](#) [PDF]

13. Make sure that in halls in which the internet is handled by third parties there is a good communication and feedback process between the residents and the third party provider regarding the internet provisions.

Students are invited to let reception know if there are any concerns with the internet provision and their concerns will be passed on to the relevant department. Students will be assisted by student IT advisors within halls where possible. There may be occasions when students are advised to liaise with the third party provider directly for a quicker or more comprehensive response.

14. Each year provide a transparent account to students on how the rent prices are set and why an annual rent increases need to take place.

We agree. We provide the Residences User Group with an update in the Lent Term meeting. Representatives from the LSESU sit on the School's [Finance Committee](#) who consider rent increases and on the [Council](#) who approve them. We will work more closely with the sabbatical officers in budget preparations prior to RUG and committee meetings. We will also do more to demonstrate how our rents deliver value for money in relation to private providers and other educational establishments in the local area. We are also working to establish accommodation bursaries and welcome the opportunity to work with the Students' Union on how this can be done effectively.

15. Provide a transparent account to students on how the pricing of rooms is determined annually.

The relative prices of rooms (room types) were agreed by a working group which included representatives of the Students' Union. We do not normally change prices of individual rooms - we apply a per cent increase to the room types. We welcome any suggestions for how this is communicated.

16. Continue to increase the visibility and approachability of wardens and subwarden teams.

STEMS, an online induction portal was implemented in 2014/15. It is available to all students on arrival and covers ways in which students can access support with names, contact details and photos of all warden teams.

Wardens and subwardens are encouraged to become a part of the community they are responsible for - eg by eating in the dining hall where present, or attending hall committee events - in order to make themselves well known to the student body.

During training (September each year) there is a chance to share good practice with each other, and discuss ideas for bringing wardens/subwardens more in touch with students (eg coffee mornings). Regular meetings are held with all wardens and the Head of Residential Life.

17. Work to create more of a community for residents in King's Cross Urbanest who currently feel isolated or excluded from LSE. The Intercollegiate Hall Ambassador Scheme is

worth considering as it has been very successful where implemented in building a sense of community.

We were pleased to note that 73 per cent of students in urbanest King's Cross would recommend their hall to other LSE students (2013/14 [student satisfaction survey](#)).

In the run up to the start of 14/15 academic year, the School Resident has been active on social media, answering queries and getting his name and role known to students pre arrival. He has reported this has made an immediate difference, with many students recognising him on arrival as providing a link to LSE. He has also continued to liaise with the Student Hall Committee to make sure that students are aware of LSE activities and support services. Also see: [School resident's welcome to urbanest King's Cross](#)

The Residences Ambassador scheme was expanded for 14/15 to include urbanest King's Cross. Dedicated LSE representatives were available to help provide an LSE welcome to students arriving at urbanest King's Cross on arrivals day and throughout freshers' week, often taking groups of students down to LSESU and RAG events on campus. They also maintained an active presence on social media. Initial feedback has suggested this has been successful and ensured a great turnout at several freshers' week events, both at Urbanest and at LSE.

The extension of the Peer Supporter scheme to King's Cross this year has provided an additional link to LSE, and early reports suggest that several students have felt comfortable approaching the Peer Supporters with various issues.

18. Gain clarification for residents in King's Cross Urbanest as to when the café and roof terrace will be opening.

The roof terrace is now open for residents to enjoy. The cafe is also now open. Weekday hours are 7am-6pm, and weekend hours are slightly shorter.