

Residences Student Satisfaction Survey Results 2026
LSE Halls

Hall site	Rosebery Hall (152 responses)	Carr-Saunders Hall (76 responses)	Passfield Hall (109 responses)	Butler's Wharf Residence (154 responses)	Bankside House (259 responses)	High Holborn Residence (224 responses)	Robeson House (345 responses)	LSE Averages (1,319 responses)
Main Questions								
Would recommend	88%	85%	85%	76%	86%	81%	81%	84%
Offers value for money	84%	80%	83%	72%	81%	77%	79%	80%
Help achieve academic outcomes	80%	75%	76%	69%	78%	80%	76%	76%
Sense of belonging and community	83%	81%	80%	68%	82%	74%	77%	78%
Good events programme	80%	80%	81%	73%	84%	80%	83%	80%
Easy to use systems & processes	81%	78%	78%	73%	81%	80%	76%	79%
Catering	81%	78%	80%	N/A	85%	73%	N/A	79%
Staff								
Hall site	Rosebery Hall (152 responses)	Carr-Saunders Hall (76 responses)	Passfield Hall (109 responses)	Butler's Wharf Residence (154 responses)	Bankside House (259 responses)	High Holborn Residence (224 responses)	Robeson House (345 responses)	LSE Averages (1,319 responses)
Question								
Staff are knowledgeable	83%	77%	78%	79%	82%	86%	82%	81%
There is a good social life in halls	82%	80%	81%	73%	82%	73%	82%	79%
It's easy to inform staff of any issues or concerns	82%	81%	79%	78%	82%	85%	79%	81%
The facilities meet expectations	81%	77%	74%	72%	78%	75%	80%	77%
It's easy to resolve accommodation issues	79%	80%	76%	74%	81%	83%	72%	78%
It's easy to make friends and integrate with the community	82%	81%	79%	74%	81%	72%	79%	78%
Staff understand what is important in creating a positive living experience	82.2%	78.8%	77.5%	76.5%	79.6%	79.7%	79.8%	79%
Staff have a good idea of the advice and support students need	82.6%	78.2%	77.3%	76.0%	80.7%	81.3%	79.6%	79%
Staff look after students	84.0%	81.6%	80.2%	78.2%	83.3%	82.9%	81.2%	82%
Communications are clear and straightforward	83.9%	82.0%	81.5%	77.7%	83.2%	84.2%	80.4%	82%
Staff have ways to recognise where needs aren't being met and provide assistance	80.9%	75.5%	79.0%	74.3%	79.2%	79.4%	76.2%	78%
Students get any information they need, when they need it	83.3%	79.5%	81.5%	76.8%	83.5%	81.4%	78.7%	81%
Staff are prepared to go the extra step to help students	80.3%	74.9%	78.0%	71.4%	77.8%	79.7%	75.1%	77%
Staff play an active role in building a strong community	76.6%	74.3%	74.0%	70.0%	77.5%	76.1%	76.2%	75%
The social facilities and services here are very good	82.9%	79.1%	75.0%	70.3%	80.6%	73.4%	78.2%	77%
It's a pleasure living in accommodation	86.9%	82.9%	83.1%	77.4%	85.2%	82.3%	81.4%	83%
Staff make sure things happen when they say they would happen	82.2%	81.3%	81.2%	77.9%	82.1%	83.0%	76.8%	81%
Staff are friendly, willing to help and keep students informed	82.7%	81.4%	83.5%	80.8%	83.1%	85.6%	85.0%	83%
Staff care about the wellbeing of the students	84.0%	78.7%	83.2%	77.1%	82.2%	82.1%	81.6%	81%
Staff behave with fairness, integrity and honesty	83.4%	80.4%	82.0%	82.4%	83.3%	85.3%	84.6%	83%
The accommodation experience supports mental health	79.7%	76.4%	78.5%	73.5%	79.2%	79.8%	77.2%	78%
The University values its students as people rather than numbers	82.6%	82.8%	82.4%	77.3%	82.8%	83.4%	82.2%	82%
The accommodation feels like home	84.4%	81.7%	79.1%	79.1%	83.0%	80.5%	80.2%	81%
When students need advice and support, staff are friendly and helpful	82.8%	79.5%	81.6%	78.7%	81.7%	83.0%	83.3%	82%



Hall site	Lilian Knowles (159 responses)	Westminster Bridge (292 responses)	Sidney Webb House (159 responses)	Third Party Averages (1,899 responses)
Main Questions				
Would recommend	77%	81%	73%	77%
Offers value for money	77%	76%	73%	75%
Help achieve academic outcomes	68%	78%	70%	72%
Sense of belonging and community	63%	74%	65%	67%
Good events programme	69%	83%	75%	76%
Easy to use systems & processes	71%	81%	73%	75%

Hall site	Lilian Knowles (159 responses)	Westminster Bridge (292 responses)	Sidney Webb House (159 responses)	Third Party Averages (1,899 responses)
Question				
Staff are knowledgeable	71%	85%	84%	80%
There is a good social life in halls	68%	76%	70%	72%
It's easy to inform staff of any issues or concerns	72%	86%	82%	80%
The facilities meet expectations	71%	81%	74%	75%
It's easy to resolve accommodation issues	68%	83%	78%	76%
It's easy to make friends and integrate with the community	64%	72%	67%	68%

Staff understand what is important in creating a positive living experience	65.8%	82.6%	79.9%	76.1%
Staff have a good idea of the advice and support students need	68.6%	81.9%	80.7%	77.1%
Staff look after students	67.5%	82.3%	82.2%	77.3%
Communications are clear and straightforward	72.2%	84.8%	82.6%	79.9%
Staff have ways to recognise where needs aren't being met and provide assistance	65.3%	81.8%	78.5%	75.2%
Students get any information they need, when they need it	72.0%	83.5%	79.8%	78.4%

Staff are prepared to go the extra step to help students	62.2%	79.8%	77.8%	73.3%
Staff play an active role in building a strong community	62.3%	76.5%	71.4%	70.1%
The social facilities and services here are very good	65.7%	77.9%	72.7%	72.1%
It's a pleasure living in accommodation	73.4%	83.9%	76.8%	78.0%
Staff make sure things happen when they say they would happen	69.5%	81.6%	77.3%	76.1%
Staff are friendly, willing to help and keep students informed	67.1%	87.1%	85.7%	79.9%

Staff care about the wellbeing of the students	66.7%	82.6%	81.2%	76.8%
Staff behave with fairness, integrity and honesty	69.9%	83.9%	84.1%	79.3%
The accommodation experience supports mental health	66.6%	78.8%	78.1%	74.5%
The University values its students as people rather than numbers	66.4%	82.8%	81.4%	76.8%
The accommodation feels like home	72.1%	81.4%	76.3%	76.6%
When students need advice and support, staff are friendly and helpful	67.3%	84.4%	83.1%	78.3%