

LSBU Halls of Residence Survey Results

Academic Year 2025-2026

Halls of Residence	McLaren House (32 responses)	Dante Road (24 responses)	David Bomberg House (18 responses)
Main Questions			
Overall Customer Service ¹	69% ↓8%	67% ↓3%	72% ↓6%
Would You Recommend ²	78%	61%	71%
Student Experience ³	53% ↓17%	63% ↑9%	61% ↓9%
Value for Money ²	56% ↓21%	75% =	61% ↑4%
Staff & Services¹			
Accommodation Office	74% ↑8%	76% ↑15%	67% =
Halls Management	59% ↓8%	71% ↓9%	94% ↑29%
Receptionists	72% ↓9%	88% ↓2%	100% ↑4%
Security Staff	72% ↑9%	87% ↑7%	78% ↓13%
Cleaning Staff	87% ↑3%	88% ↑5%	83% ↑1%
Maintenance Staff	72% ↑11%	63% ↓7%	61% ↓9%
RCAs	88% ↓5%	88% ↑10%	87% ↓4%
Thrive Wellbeing	85% ↓3%	95% ↑20%	84% ↓11%
Facilities¹			
Laundry	84% ↑45%	87% ↑37%	78% ↑4%
Common Room	83% ↑1%	84% ↑19%	76% ↓20%
Wi-Fi	47% ↓4%	91% ↑28%	72% ↑11%
Disciplinary & Behaviour			
Affected by misbehaviour ²	53% ↑8%	46% ↓17%	44% ↑14%
Halls Disciplinary Procedure ⁴	76% ↑15%	83% ↑9%	77% ↓9%
Approach to Anti-Social Behaviour ⁵	35% ↓4%	46% ↑7%	44% ↓15%

Data collected from Halls Departure Survey 2026

1 – Percentage of responses who answered 'Very Satisfied' or 'Satisfied'

2 – Percentage of responses who answered 'Yes'

3 – Percentage of responses who answered 'Exceeded Expectations' or 'Met Expectations'

4 – Percentage of responses who answered 'Effective' or 'Somewhat Effective'

5 – Percentage of responses who answered 'Adequate'

6 – Percentage of responses who answered 'Agree'

Halls of Residence	McLaren House (32 responses)	Dante Road (24 responses)	David Bomberg House (18 responses)
Areas of Improvement (Top 5 results)	(=1 st) Quality of Room Decoration (=1 st) Quality of Room Furniture (=3 rd) En-suite Bathroom (=3 rd) Cleanliness of Flatmates (=3 rd) Security Service	(1 st) Maintenance Service (=2 nd) Quality of Room Furniture (=2 nd) Security Service (=2 nd) Accommodation Office Service (5 th) Cleanliness of Flatmates	(=1 st) Quality of Room Decoration (=1 st) Quality of Room Furniture (=3 rd) En-suite Bathroom (=3 rd) Kitchen Facilities (=3 rd) Cleaning Service

Data collected from Halls Departure Survey 2026

Halls of Residence	McLaren House (63 responses)	Dante Road (44 responses)	David Bomberg House (31 responses)
Questions⁶ LSBU Halls provides a sense of belonging and community LSBU Halls feels like home LSBU Halls experience supports my mental health Staff have a good idea on the advice and support students need Staff look after the residents Staff are prepared to go the extra step to help residents Staff keep residents informed The university values its residents	86% 76% 84% 83% 87% 70% 94% 89%	80% 68% 80% 91% 84% 75% 95% 82%	94% 81% 87% 94% 87% 97% 87% 84%

Data collected from Mid-Year Survey 2026

- 1 – Percentage of responses who answered ‘Very Satisfied’ or ‘Satisfied’
- 2 – Percentage of responses who answered ‘Yes’
- 3 – Percentage of responses who answered ‘Exceeded Expectations’ or ‘Met Expectations’
- 4 – Percentage of responses who answered ‘Effective’ or ‘Somewhat Effective’
- 5 – Percentage of responses who answered ‘Adequate’
- 6 – Percentage of responses who answered ‘Agree’