



Anglia Ruskin
University

Estates & Facilities Services
Residential Service

Progress review and forward look

January 2019

Introduction

The previous Residential Service Review and Forward Look was published in January 2017. Since this time there have been numerous changes affecting the service, including refurbishment projects in our portfolio in Cambridge and Chelmsford and the opening of further new private sector purpose built student accommodation (PBSA) schemes in Cambridge.



Milestones review

The 2017 Residential Service Review and Forward Look set key objectives:

1) The Student Village refurbishment

We have an ongoing programme of complete flat upgrades including lighting, flooring, bathrooms, bedrooms and kitchens. The first 50 bedrooms were completed in summer 2018.

2) New accommodation for Chelmsford

The objective to increase our portfolio by around 300 rooms remains. Pre-tender dialogue is underway to form a strong procurement process with the aim to deliver these new bedrooms for the 2021-22 academic year.

3) Portfolio review

For Chelmsford our review confirms the need for additional beds, largely to meet the demand of our new Medical School as it grows. In Cambridge, our review resulted in a reduction in bed spaces with the aim of reducing the amount of less desirable stock and in anticipation of a decrease in student numbers. We ceased a number of our partner agreements: 5 houses (20 beds) in 2017, and The Forum (111 beds) and 2 houses (14 rooms) in the summer of 2018. The House in Multiple Occupation (HMO) regulations have also changed, resulting in the loss of a few bedrooms in our houses on Collier Road to ensure compliance.

4) 10 year refurbishment plan

£1.8m was spent on new kitchens and bathrooms in Cambridge and the ongoing Student Village refurbishment programme in Chelmsford in summer 2018.

5) StarRez development

In summer 2017 the online induction was launched. Evolutionary improvements and developments are always on-going including the launch of "Portal X" (tablet and smartphone compatible) in the near future.

6) Staff review

The service saw the retirement of the Cambridge Deputy Residential Service Manager which allowed a re-structure to make one cross campus Deputy Residential Service Manager. Further changes to our structure has resulted in all managers becoming cross-campus to ensure cohesive multi-site management. We have seen a small amount of staff turnover.

7) Peterborough Campus

We continue to monitor demand for accommodation and work with private providers to provide our students with beds. Our Tenancy Support Team assist students in all areas relating to private sector accommodation and are in attendance at Open Days and when required throughout the year.

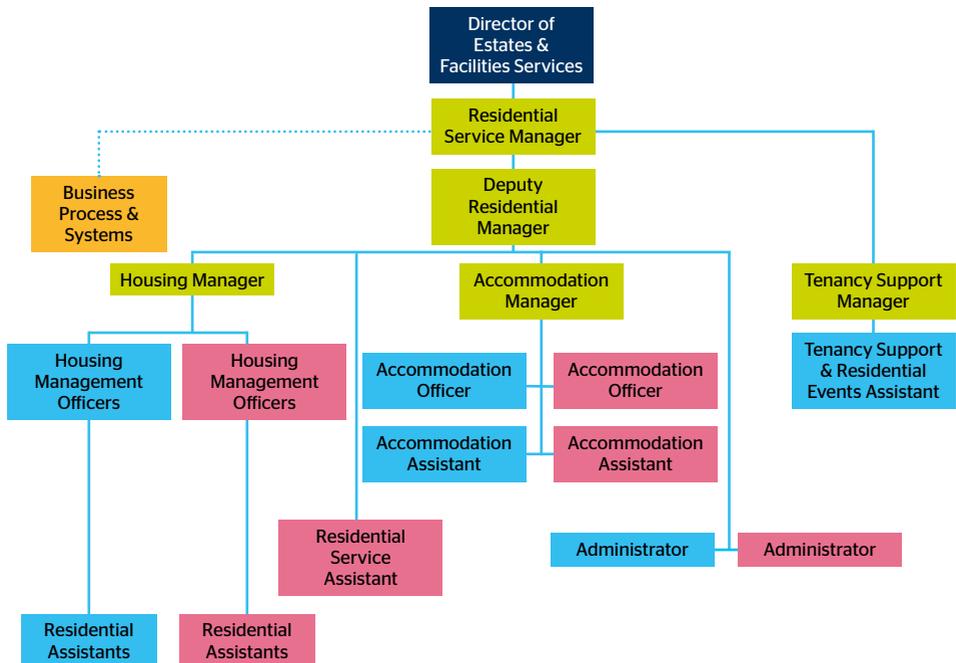
The team

19 staff (16 full time, 3 part time) located in Cambridge and Chelmsford.

21 out-of-hours Residential Assistants (trained student staff).

Ad-hoc student staff to assist the Tenancy Support team and arrival activities.

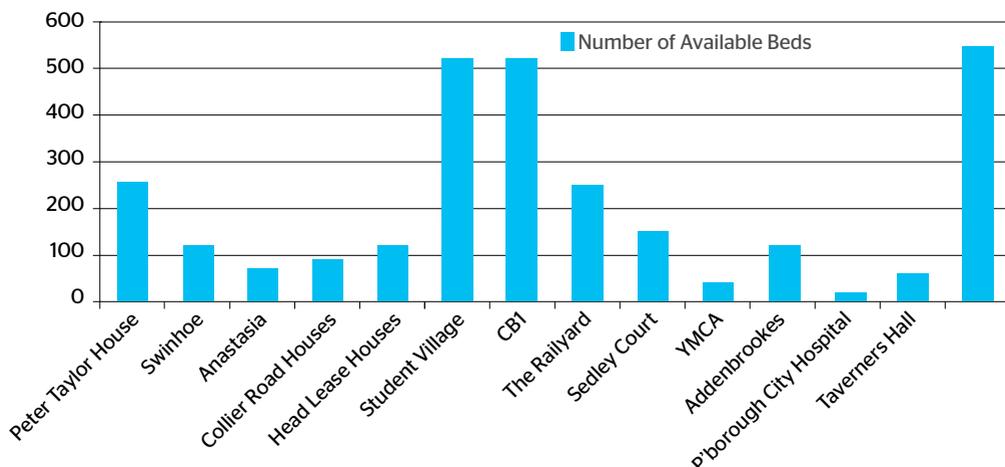
Outreach service provided in Peterborough from Cambridge with attendance when required.



Our Portfolio

In September 2018 we had 2280 bed spaces in Cambridge and Chelmsford. 1162 (51%) are owned or head leased by us. 1118 beds are through PBSA nomination agreements or less formal referral agreements.

Portfolio 2017-18 (2517 rooms)



Total number of rooms: 2017/18 2517 rooms, 2018/19 2280 rooms

University managed	Nomination	Referral
Peter Taylor House	CB1	Peterborough City Hospital
Swinhoe	The Railyard	Taverners Hall (Peterborough)
Anastasia	Sedley Court	
Collier Road Houses	YMCA	
Head Lease Houses	The Forum	
Student Village (Chelmsford)	Addenbrookes	

Income and expenditure

Our income and expenditure budget is circa £6.5m (2018/19), with an additional nomination liability of £4.9m.

Our main income sources are: student lets, summer bookings and term time short-term lets (including student and commercial trade), car parking and laundry commission.

Our expenditure includes: rents and leases, operational costs such as repairs, refurbishment and cleaning costs.

Staff costs represent approximately 12% of income (as per CUBO Performance indices 2018) which is a competitive figure when compared to sector averages.

Service area reviews

Accommodation Team (Application and allocations)

September 2018: The team processed 2036 online applications (1589 in Cambridge and 447 in Chelmsford)

The team continue to develop StarRez for efficient and effective use for our own and partner accommodation and manage the bookings for residential conferences, summer schools and short stay lets. Summer 2018 saw 6 weeks of activity including clients from Brains Eden, a French language school, and Cambridge United football club.

Main future aim: Balance demand and supply. Challenge: To ensure enough rooms and achieve full occupancy in a constantly changing Higher Education environment and changing student demographic.

Housing Management Team (Day to day management of our accommodation)

The team manage 1162 bedspaces including 20 leased houses, 17 owned houses on Collier Road and 4 halls of residence.

A new cross-campus Housing Manager and a new Cambridge-based Housing Management Officer have started since the 2017 review, bringing experience from London Universities, private student accommodation and the hospitality sectors.

StarRez is being used for recording student incidents, correspondence to tenants, inventories and inspections.

Work is ongoing to develop consistent procedures that work across Chelmsford and Cambridge campuses, including reviewing our summer processes to achieve more effective, efficient working and improve customer experience.

Our 10 year refurbishment plans continue as stated above.

For 2018 we have added an additional 8 rooms (1 flat) in Peter Taylor House to our existing short stay offering in Anastasia.

Our team have managed the hand back of some of our head leased houses and the turnarounds for our short-term lets.

The team continue to work on our publications to ensure UUK SAC compliance.

Tenancy Support Team (Tenant events & private renting support)



Events

We continue to work in partnership with Student Services, Team Rhino, the International Office and the Students' Union in our events planning, which allows us to achieve the most cost effective and attractive events.

We will review our activities to ensure they are appealing and accessible for our tenants. Engagement in our activities is similar year on year and we aim to increase engagement going forwards where possible.

Private housing support

We support all students requiring accommodation throughout their studies and plan to continue to employ House Hunters to cover peak periods, following our new recruitment format of assessment mornings. The size of the House Hunting team will be reviewed based on ARU portfolio availability and applicant numbers.

In 2019 we are rebranding the Housing Fair to become the 'Get Ready to Rent Event' and moving to an off campus location in Kelsey Kerridge.

We will need to closely monitor both the Cambridge and Chelmsford private rental markets. We need to remain competitive in Cambridge as a surplus could occur; the city now has 7 large purpose built private halls of residence, along with many smaller schemes and shared house options. In Chelmsford the options for students are limited with no purpose built private accommodation and a small student rental market, with a corporate plan aiming for an increase in student numbers, we have to ensure enough accommodation for our Chelmsford students.

Looking forward

We're in a period of significant change following the departure of the Vice Chancellor, and the retirement of the Director of Estates. There will no doubt be further evolution of the corporate strategy in the near future. In the interim, our priorities can be summarised as:

- Balancing the supply and demand equation, including increasing the available Chelmsford portfolio, with a view to accommodating more medical school students (including for subsequent years of study). We also need to work to deliver accommodation options for those attending forthcoming conferences, including the 2020 Science Festival
- Adding flexibility to meet evolving and emerging customer needs. As well as offering a range of short term options we will need to be engaged with corporate initiatives to offer 2 year degrees, as well as options for residential degree apprentice students.
- We need to continue to prioritising refurbishment and investment spend to ensure maximum impact improvements and ongoing statutory compliance.
- Supporting the student journey with short term priorities to enhance house hunting services, and develop relationships with new accommodation providers.

Any questions? Please ask

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