

## Estates and Facilities Services Residential Service RS in numbers September 2022

### Rooms



Cambridge	1609
Chelmsford	511
Private Rented Sector	1592

### Online Induction



**84%** of tenants completed the online induction prior to arrival in September 2022

### Tenants



61% female  
39% male



80 % UK/EU  
20% International



89 % Undergraduate  
11 % Postgraduate

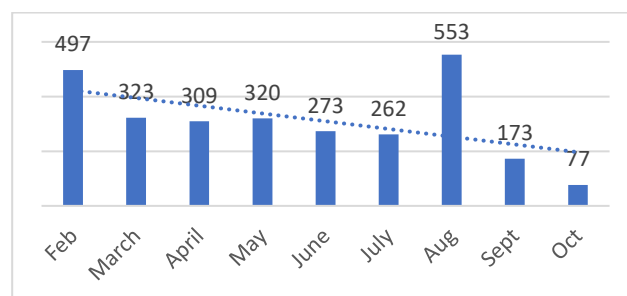
### Hours worked



4440 hours worked by summer staff to prepare rooms and welcome our new student arrivals

### Applications for accommodation

(Cambridge and Chelmsford)



### Arrivals surveys



**538 responses**

81% happy with their overall experience

88% happy with the booking process

87% happy with the information they received before they arrived

84% happy with the first impression of their accommodation

85 % happy with the customer service they received from the Residential Service

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## **Refurbishment**



**£1,460,000 spent on refurbishing  
student accommodation  
between Summer 2021-Summer  
2022**