



Key figures

Overall ACE Financials:

2019/20 Turnover £87.2M budget

2019/20 Labour budget = £18.7M

Overall ACE Headcount

The number is very fluctuant throughout the year. 850 staff (595FTE) on UOE payroll increasing by approximately 150 fixed term staff during commercial / summer operations.

In addition 60 Arcadia Nurseries staff employed within UOEAL (a wholly owned subsidiary of the University).

Plus circa 25 wardens and 235 Resident Assistants

Student accommodation:

Over **11,500** bed spaces spread throughout the city, set to grow by a further 2,500 by 2026/27 with 935 already in the pipeline.

Annual maintenance budget of £2.3m.

Client representation in major capital investment on new build developments and refurbishments.

Catering:

Services to 2000 students within catered halls, becoming Scotland's largest hotel each summer. Internal delivered catering service to over 140 building and extensive commercial catering for conferences, meeting and events within both University buildings and the wider city. 22 Retail catering operations over multiple University sites with a further 7 new openings planned for over the next 6 years.

Commercial:

Year Round Hotels

- 185 rooms year round – 4* and 3* Hotels and Serviced Apartments
- We operate in the same market as all other Edinburgh Hotels and strive for our market share of leisure, corporate and group travellers as well as internal university bookers
- Income: £3.8m
- Operating Profit: 2m – 44%



Seasonal Accommodation:

During May – September, Pollock Halls becomes Scotland’s biggest hotel:

- 2320 beds in Pollock
- 1712 beds with our self-catered flats
- We work closely with key clients including the Royal Edinburgh Military Tattoo, Pleasance and Edinburgh International Festival to provide accommodation for performers.
- Income: £7.3m

Conference and Events:

- 15 venues
- Over 70 meeting rooms
- Year round venues at Pollock Halls and McEwan Hall
- We provide event management support to University event organisers
- Income: £3.7m

Student Allocations:

- Responsible for allocating accommodation to over 10,000 students
- Effective planning and management of accommodation stock to minimise void rooms
- Delivery of open days and other recruitment activity
- Ensuring we deliver a great student experience during every interaction