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At the time of writing in May 2021, government restrictions are slowly being eased in the UK and so at the moment the best advice we can give is outlined below but this is subject to change as we do not know what the situation will be in September 2021.

**If I am offered a room, accept the offer and then am unable to take up the offer of accommodation due to Coronavirus reasons, will I get a refund?**

We will look at the situation sympathetically and will consider refunding your deposit in full.

**Will I be able to quarantine in my room?**

We will not be able to house you any earlier than the start date of your contract but if you need to self-isolate when you enter the country and arrive in , you will be able to self-isolate in your bedroom.

**Can I have guests/visitors?**

Yes, you are allowed to have guests during the day but they are not permitted to stay overnight. However, this will be dependent on what part of the World they are visiting from and if they have to follow any quarantine restrictions.

Also, if your guests have any Covid-19 symptoms prior to their planned visit, they must not enter the building.

**Track and Trace**

We will be displaying a QR code for all residents, guests and visitors to use to track and trace to prevent the spread of Covid-19.

To use it you will require a mobile phone and the NHS Covid-19 App on your phone. We encourage everybody to use it.

**Can family and friends come along to help me move in?**

At the moment, it is likely friends and family can come along you to help you move in. There might be some social distancing rules in play so please follow the rules as you enter the building.

**What measures will you be taking to ensure social distancing?**

There will be signage around the building and all residents will be encouraged to follow the information provided in the building and, if there are occasions where somebody might be too close to you, we want you to feel confident to ask somebody to keep their distance.

To begin the year, there might be a one-way system introduced on the communal staircases so please follow the signs.

**Breakfast**

Breakfast will be served in a well-ventilated communal area. You will be invited to order your choice of breakfast and it will be brought to your seat. Seating will be arranged in such a way as to enable residents to socially distance.

**TV Room**

The TV room will be available for use but the capacity will be limited.

**Will you be providing hand sanitiser, face masks and cleaning products for residents?**

We will provide hand sanitiser in the communal areas of the building. We believe residents will be used to providing their own masks but masks will be available if you require one.

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We will provide you with anti-bacterial products for use in the kitchen.

Cleaners will be regularly cleaning all the communal areas such as showers and toilets and common touch points.

**What happens if I need to cancel my accommodation contract for Coronavirus-related reasons after I have moved in?**

It depends what the reason is. If it is directly health-related, we would look at the situation sympathetically. As the government guidelines are likely to change, we will be reviewing the situation regularly.

**What happens if I or other people in the building show Coronavirus symptoms?**

It is really important that the resident informs us of this and also contact the NHS Coronavirus Helpline 119. The resident must self-isolate. It will then be helpful if friends can liaise with that person to help them, if necessary with food deliveries, etc.

**What happens if other people in the building are diagnosed with Coronavirus?**

We will seek the appropriate guidance at the time and provide information to those in the building who need to be contacted. Again, we must be informed and the person must self-isolate?

In such situations, we will arrange for certain showers, toilets and kitchens to be available only to those who are having to self-isolate.

**If I have to self-isolate, how will I be able to get food provisions?**

Before you arrive, it will be a great idea to register for online shopping with a local supermarket as you might want to use them during the term anyway.

There are some contact details below:

Tesco <https://www.tesco.com>

Iceland <https://www.iceland.co.uk>

Sainsbury <https://www.sainsburys.co.uk>

**If I have to self-isolate, how can I use the kitchen, shower and toilet in the building?**

You will still be able to use the communal areas. You will just need to make sure that you enter the areas when nobody else is present, make sure you clean and sanitise the areas you have used and where possible open windows for ventilation.

If you have the symptoms and are not well, we will advise you as the best procedures at the time.

**Do I have to let you know when I am planning to move in?**

It will be helpful to know when you are planning to move in so we are prepared for your arrival.

**How will I be able to collect any parcels delivered to me?**

Parcels can be collected from our office/reception areas. If we are aware you are self-isolating, we will deliver your parcel to your room.

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**What do I do if have a maintenance issue?**

Please email us and we will then arrange a time for us to carry out the work. Our Maintenance staff will then need to work with you. If it is a repair in a kitchen, shower room or bedroom, it will be best if residents exit these areas whilst the repair is undertaken.

**Can I pay my rent by coming to the office?**

Whilst we would love to see you, please pay your rent online through the account you have with us. We want to avoid cash payments so would encourage online card payments for rent and if this not possible, we can provide you with our bank details to enable you to transfer your rent.

**What happens if I have a problem and I need to talk to a member of staff?**

You can still do this by coming to the office. The best way to do this is to call or email us and we can then arrange to meet whilst still following our social distancing guidelines.