

Support for our students

Covid-19 (Coronavirus) update to our students

We fully understand that there is a lot of uncertainty surrounding Covid-19 at the moment and here at Host, we have been working hard to keep all of our students and employees informed and updated as well as ensuring our properties remain a safe place for you to live during these difficult times.

We are following Government and health authority guidelines and will continue to do everything we can to support you whilst you are living in a Host building. We wish to reassure you that in these uncertain times your accommodation remains available for you to continue your studies online and live in a secure environment. However, we do understand that some of you may have already moved out of your accommodation and returned to your family home and have raised subsequent queries about your accommodation contract.

These are unprecedented times and Host has been discussing the evolving situation with both universities and our various building owners and we are pleased to be able to advise that the following option is now offered to you:

If you have already moved out of your accommodation:

On condition that you notify us, of your wish to be released by **5pm on Friday 10th April 2020** Host will agree to release you from your accommodation from 1st May 2020 providing you do the following:

- Email your relevant accommodation office reception before **5pm on 10th April 2020** advising that you have returned home and wish to be released from your tenancy agreement from 1st May 2020. Email addresses for each of our receptions can be found at <https://host-students.com/contact/>
- Ensure that you then return the attached and completed release form before **30th April 2020**
- You will need to settle in full any amounts you owe to Host. Where you have chosen to pay by instalments, this may include a small payment of rent to cover your rent up to the 30th April 2020 – this amount will be confirmed to you following receipt of your initial email requesting to be released
- If you have booked a room for 2020-21 and are due a refund, you can elect to have the money owed to you applied as a credit towards the rent due for your 2020/21 booking
- If you have paid for your rent in advance at the start of the year and require a refund, you will need to provide details of how we can reimburse you from 1st May 2020 onwards. Please provide your bank details on the attached request form
- Your room/flat must have been emptied of all belongings, rubbish and cleaned thoroughly.
- You must return your keys to the reception team. These can be posted to our reception and you will need to have ensured that you have provided your name and room number so that we can attribute the receipt of these keys to your account. They must arrive before **30th April 2020**. You may want to consider using a recorded delivery option as post services may be disrupted at this time and you will therefore have obtained a dated proof of delivery.

- Please ensure that you arrange for mail forwarding to your new address as we will not be able to store this for you or provide a forwarding service.

If we do not hear from you before 5pm on Friday 10th April 2020 we will assume that you are still living with Host. Unfortunately, we will not be able to release you after this time.

If you are still living at Host and wish to move out of your accommodation:

The latest advice from the Department of Education states:

“The Government’s advice is that students remaining at university in England should now stay where they are and not attempt to travel. If you are living in student halls, or private rented accommodation, you should remain there and stay indoors while current restrictions are in force. As the Prime Minister said, staying put and remaining indoors is a crucial step now to slow the rate of transmission of COVID-19, to protect the NHS from being overwhelmed, and save the lives of fellow citizens. The government published advice on staying at home here: <https://www.gov.uk/government/publications/full-guidance-on-staying-at-home-and-away-from-others> “

The message is clear – if you are still living in your Host accommodation you must remain in your accommodation.

The full letter issued by the Department for Education was circulated to all our residents via the portal on 27th March 2020 and a copy of this can be found on Host’s website.

If you are remaining in your Host room:

Whilst some facilities in our accommodation may have been closed in line with Government guidelines, our laundries will remain open provided it continues to be safe to do so. Our on-site teams will continue to offer you support via phone, email or via the portal and you will of course be able to continue your studies online using the high-speed internet provision available in all of our buildings.

If you are worried about where to live at the end of your tenancy, again please contact your on-site management team who will be able to discuss options with you for extending your stay with us.

We ask that those in residence follow the Government instruction with regards remaining in your home and observe the hygiene and social distancing advice we circulated previously to all of our residents.

Our staff may not always be available to help you immediately as they are dealing with more questions than normal and so we ask for your understanding and patience during this time.

We will endeavour to return any authorised rent refunds within 28 days from the 1st May 2020 although delays may be experienced during this exceedingly busy period.

We appreciate that these are difficult and worrying times for all of us and we hope that by providing the above options to you, Host has in some small way, provided some reassurance to you all.

Surrender of Tenancy due to Covid-19

Name:

Room:

Scheme name:

Please tick to indicate the items that you are returning

Bedroom Door Key (if applicable)	<input type="checkbox"/>
Fob/Swipe Card	<input type="checkbox"/>

By handing in my keys:

I accept that:

- This action constitutes a voluntary surrender of my tenancy from 1st May 2020.
- I will not be able to return to the room after 1st May 2020 for any reason.
- This action does not remove my liability for all rents due up to 30th April 2020. I confirm that my rent account has been paid in full.

I confirm that:

- Any outstanding invoices to Host have been settled in full.
- My accommodation (including the communal areas) has been left in a **clean and acceptable condition** with all belongings and rubbish removed. I understand that costs for disposal of any items left will be deducted from any refund due to me.

I have booked a room for 2020/21 and would like any money owed to me to be applied as credit towards my rent due for this booking rather than issued as a refund
(please tick the box to confirm this)

Please note that this form must be received along with all the above conditions completed before 5pm on 30th April 2020. Any requests received after this time will not be accepted. This form can be emailed to your scheme reception or posted with your keys. You may want to consider using a recorded delivery option as post services may be disrupted at this time and you will therefore obtain a dated proof of delivery.

Date:

Signature:

Contact telephone number:

Contact email address:

Contact address:

Please provide us with the following information to allow us to return any money owed to you should we need to refund you via bank transfer. We will endeavour to return any authorised rent refunds within 28 days from the 1st May 2020 although delays may be experienced during this exceedingly busy period.

Name of bank account holder:

Sort Code:

Bank account number:

OFFICE USE ONLY

**Keys/Fob
Returned:**

Y N

Received by:

Date:

Key/Fob Stored:

Refund Due: £

Date refund submitted: