

Host.

Where students are at home.

Frequently Asked Questions

11th September 2020.

Coronavirus – Frequently asked Questions

The COVID-19 (Coronavirus) crisis is an unprecedented event and we are all trying our best to plan ahead.

Host are working to ensure that our dedicated on-site team's and residents are well informed and equipped to deal with any issues that may occur. We would like to assure you that our aim is to provide a level of service wherever possible, ensuring that you are comfortable in your home.

We have received many questions from students joining us this term and thought that we would bring these together in a single Frequently Asked Questions document, which is set out below.

As I am sure that you can appreciate, this is an evolving situation and we will therefore be updating this document as necessary. Don't worry, you won't miss any additions as we will send these out to each of our residents via the StarRez Portal.

Please remember that you can view the latest health advice at:

<https://www.nhs.uk/conditions/coronavirus-covid-19/>

Health Concerns about you and your flatmates?	
Question	Answer
Will I need to social distance in my flat?	Each flat is being treated as a Household and so you will be able to mix with your fellow flatmates. Host will be following government guidance subject to local/national alerts.
Will I be required to wear a facemask?	It is not currently a requirement for residents to wear a facemask, however we are recommending that all residents follow this social guidance. All visitors on behalf of Host are required to wear masks as well as site staff.
I would like to have a small welcome party in the common room, is this allowed?	Current Government advice states that differing households are allowed to meet, for social reasons, indoors. However, the common room will be restricted to the amount of people using it at any one time, and this coupled with the possibility of a number of "households" attending means that the risk would be just too high. Therefore, Host will not be permitting any form of welcome party in common areas.
Can students from different households e.g. Flats mix in the common room?	Current Government advice states that differing households are allowed to meet, for social reasons indoors. However, the common room will be restricted to the amount of people using it at any one time, and this coupled with the possibility of a number of "households" attending means that again, the risk is just too high. Therefore, students from different flats are not able to mix in the common room.
I want a friend to visit and stay for a few nights, is this allowed?	Due to Government Guidance changes on 11 th September 2020, we are sorry to say that Guests will not be permitted for visits or overnight stays.
What happens if there is a second wave?	If there is a second wave, or if there is a local lockdown, residents will be expected to follow Government guidance and remain within their accommodation. Our on-site staff will be able to assist with any support required.
What if I develop symptoms?	If you develop symptoms you will be required to self-isolate and advise the NHS to arrange for either a home swab test or to attend a drive through testing centre. You will also need to advise reception so that they can provide support for you.
I am worried, what support is available to me?	<p>Your site team are there to help with any issues relating to your accommodation as well as being able to sign post any services you may require.</p> <p>In addition, Host are working with Student Minds who have setup a new programme called Student Space to help students through Covid-19 and the start of university.</p> <p>The programme will provide:</p>

	<ul style="list-style-type: none"> • Access to dedicated support services for students, by phone or text • Information and tools to help students through the challenges of coronavirus • Helping students find support available at their place of study <p>Student Space has been carefully designed to make the best use of the resources available. It aims to supplement and support, not replace, existing services and they do not intend to offer types of therapeutic support already provided by universities, colleges and the NHS who are currently working hard to support students.</p>
<p>If somebody has to quarantine in my flat after arriving from abroad with no symptoms, how do we all share the communal kitchen?</p>	<p>If they are travelling from a country on the quarantine list, then they would have to self-isolate for 14 days. All residents in the flat would be forming a “new household” so during the isolation period they would just need to observe social distancing and ensure no kitchen equipment is shared with the person during the quarantine period.</p>
<p>My flatmate is unwell, and I want to move flats</p>	<p>The current guidance from the UK government is that you should also stay at home (self-isolate) for fourteen days to prevent spreading the disease further. Therefore, unfortunately we would be unable to accommodate this request.</p> <p>However, if you are well, you are recommended to remain at least 2 metres away from anyone displaying symptoms, and take steps like washing cutlery, crockery, cookware and laundry separately.</p> <p>There is a guide on the GOV.UK website for people staying at home with symptoms that you may find helpful/reassuring.</p>
<p>I am/my flatmate is in isolation but there’s urgent work in my room / flat that needs repairing</p>	<p>While the advice is to stay at home, please do continue to report issues via our Portal, email to the main reception inbox or by telephone, especially if the repair is serious.</p> <p>We will ensure that appropriate action is taken to remedy the issue as soon as possible. Please note that if you are in isolation, we may ask you to take photos of the issue so that we can assess how urgent the repair is and discuss with you whether it is something that can wait until you/your flatmate is out of the isolation period.</p>

General Queries	
Question	Answer
Will you be cleaning rooms/flats if someone has the virus?	<p>As far as cleaning within flats and rooms is concerned, we are not able to enter residents' own homes, and the expectation is that residents will keep their flats and kitchens clean using your usual household cleaners and bleach. When cleaning you should use products, like detergents and bleach, as these will be very effective at getting rid of the virus on surfaces. Clean frequently touched surfaces such as door handles, remote controls and tabletops. This is particularly important if you have a vulnerable person in the house.</p> <p>We do however recognise our responsibility to clean any communal or shared spaces like corridors, reception, lifts and other shared access areas.</p>
Will you close the flat / whole building if someone has COVID-19 or is self-isolating	The government guidance does not recommend the closure of flats or whole buildings.
I need to wash my clothes. Will the laundry be open?	We will be keeping the laundry open for as long as possible. If you are well, please use the laundry yourself following the social distancing guidance where possible. We would recommend that you clean the 'touch points' such as buttons before use.
Where can I find more information?	The Host website is constantly being updated with the latest advice please visit our Coronavirus Guidance page.

All the staff at Host are working tirelessly to ensure that our dedicated on-site teams and residents are well informed and equipped to deal with any issues that may occur. We would like to assure you that our ongoing aim is to provide the best level of service possible whilst trying to ensure that you are comfortable in your home. We continue to monitor the government guidance and will review our position accordingly.

We sincerely thank you for all for your patience, cooperation and support.

Helplines:

<https://studentspace.org.uk/>

Support services during Coronavirus

<https://www.nhs.uk/conditions/stress-anxiety-depression/>

Advice if you are feeling stressed, anxious or depressed, or just want to feel happier

<https://www.nhs.uk/oneyou/every-mind-matters/>

Advice about Coronavirus and mental wellbeing

<https://www.mind.org.uk/>

Promotes the needs of those with mental health issues

<https://nopanic.org.uk/>

Support for sufferers of panic attacks and OCD

<https://www.ocduk.org/>

Run by people with OCD, for people with OCD

<https://papyrus-uk.org/>

Young suicidal prevention society

<https://www.samaritans.org/>

Confidential support for distress and despair

<http://www.sane.org.uk/>

Support for people affected by mental illness

<https://youngminds.org.uk/>

Information on young person mental health

<https://www.thecalmzone.net/>

Male suicide prevention

<https://www.anxietyuk.org.uk/>

Support for anxiety issues