

Host.

Where students are at home.

Frequently Asked Questions

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 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.
What happens if there is another wave?	If there is another 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 follow NHS advice. Please let your site team know so we can support you if required.
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>

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.
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://nopic.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