

Cityheart are aware that the Covid-19 pandemic is a difficult and unexpected time for our students and that you will have lots of questions regarding the ever-evolving situation. We have put together the below which is a list of everything we are currently being asked, along with some other useful information.

Whilst the latest government and NHS information is changing, we are doing our best to stay up to date with the latest information available and making it available to you.

I / my flatmate is feeling unwell

Someone who has either of the following symptoms and who is living on their own should stay in their room for seven days from the time they first feel unwell.

Early symptoms include:

- A new continuous cough and/or
- A high temperature

If you are living with other people, for example within a shared cluster flat, everyone in that flat should stay at home for fourteen days from the time the first person showed symptoms. Staying at home means that you are NOT to leave your flat. This includes visits to reception, the common areas or going for a walk.

There is Government Guidance available at <http://tiny.cc/wua5lz> and you should follow it if either you or your flatmates have symptoms.

If you are feeling significantly worse, or you still have a high temperature after seven days, you should either telephone the NHS on 111 or follow the advice on the NHS Website. If you have the symptoms of COVID-19, we request that you email or phone reception and inform them. Please do not visit reception in person

I am feeling unwell and want to return home.

The Government guidance is very clear on this, you should only return home if you can do so **without** using public transport. Once you get home, the whole household should begin a period of household isolation for 14 days following the Government guidance. It is important to inform reception via email or telephone if you do leave your accommodation.

I have a long-term health condition

There are some people who may be at greater risk from COVID-19 (i.e. those with certain long-term conditions who are usually offered a free flu vaccination). These people have been advised to take additional 'social distancing' measures. The government has advised that the NHS will contact everyone who is at a greater risk. If you think you fall under this category then we suggest you contact your local GP to ensure you postal address and mobile number are up to date.

If you are not registered with a GP but fall into an at-risk group, please continue to check the NHS website for further advice.

I am self-isolating but I need to take regular medication and I am about to run out

Please ring your GP or pharmacist to ask for advice and arrange a delivery. If you do not have a GP, please ring 111. Parcels should be left at reception and the staff team will endeavour to ensure that this is delivered to you as soon as possible.

My flatmate is unwell and self-isolating – do I need to self-isolate too?

Yes - the current guidance from the UK government is that you should also stay at home for a period of fourteen days. This means that you are NOT to leave the flat for any reason. If you are well, you are also recommended to remain at least 2 metres (3 steps) away from anyone displaying symptoms, and take steps like washing cutlery, crockery, cookware and laundry separately.

My flatmate is coughing / complaining about having a fever and is not following advice to self-isolate/ stay away from us

Please remind them of the NHS advice. If this does not work, please also let us know and we will contact them in order to remind them of the official Government guidance and also their moral and social obligations. The police also now have additional powers to enforce these restrictions and we will not hesitate to involve them if necessary.

My flatmate is unwell - can I move flats

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.

I live in a cluster flat; do I need to self-isolate if a neighbour is unwell?

Yes, all members of a cluster flat must act as a 'household' – if someone in your flat begins to show symptoms then you must self-isolate as per the government guidelines.

I am/my flatmate is in isolation but there is urgent work in my flat that needs repairing

Please do continue to report maintenance issues via email as usual. We will ensure that appropriate action is taken to fix 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.

I am in self-isolation – how can I get my supermarket delivery / parcels?

Unfortunately, we will not be able to store any supermarket deliveries for you in our reception areas, due to the size and because we do not have any facilities to store

frozen or refrigerated foods. Please ask your flatmates or friends who are not in self-isolation if they can help with getting deliveries to your flat.

If pre-arranged and the delivery is made within office hours, we will be able to bring the delivery to the flat door. Please remember, you will need to email to agree this with the accommodation manager as our accommodation offices may be open at different times than what you are used to.

Are visitors still allowed to visit?

The latest Government guidance is that no one is allowed to leave their home to visit friends or family. As a consequence, no visitors at all are allowed on site.

What are you doing to clean communal areas?

Our communal cleaning will continue as normal and we have asked our cleaning providers to ensure extra care is taken where we think the majority of the student traffic is (lifts, stair wells, laundry).

Will you be cleaning rooms/flats if someone has the virus?

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. We ask that all students on site, increase their cleaning activity especially frequently touched surfaces within your flat.

Will you close the flat / whole building if someone has COVID19 or is self-isolating?

The government guidance does not recommend the closure of flats or whole buildings.

I want to cancel / move out early – do I still have to pay rent?

Whilst these are unprecedented circumstances, our existing cancellation policy continues to apply. Our partnership universities are continuing to run teaching online and our residents can continue to live in their student homes, where they can access high-speed broadband and support from our team members. We are aware that other accommodation providers are applying a similar approach.

Why are your teams not wearing masks?

The advice from the UK government is that masks are not recommended for the general public as they are not effective unless they are professional fitted masks for healthcare workers.

How do I know your team members or contractors do not have the disease?

All of our staff members and contractors onsite are asked to follow the same government guidelines as our students. If they are feeling unwell, or a member of their household is, then we expect them to self-isolate.

What happens if there is a fire / fire evacuation?

The immediate risk from a fire or suspected fire is much greater than catching or spreading the virus. We would need to prioritise evacuation and getting residents out of the building safely. However, once you are safely out of the building at the agreed fire assembly point, everyone should keep to the recommended social distance from others (2 metres).

Will the laundry be staying 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 and after use.

How do I collect my post?

We will be operating a reduced reception service solely in order to allow you to collect your post and parcels during this time. We would ask that you respect and adhere to the revised opening times. Please ensure that you implement social distancing when queuing for your parcels and ensure also that you maintain hand washing and other hygiene measures. It may be beneficial for you to arrange to meet any delivery drivers at a pre-agreed time if you are unable to adhere to these revised opening hours or want to access your deliveries at other times. If you have returned home or are planning to return home please arrange for your post to be redirected, as we are unable to keep and forward any mail received.

Parcel collection times will be signposted at the office or you can email the accommodation team to find out more.

What happens if I need to dispose of rubbish?

If you are feeling well, you can access the bins as you always have done and follow the social distancing guidance. If you are unwell and in self-isolation, you will need to double bag the rubbish, store the sealed rubbish double bagged for at least 72 hours and then call the onsite team who will come and collect the rubbish from outside your flat and dispose of it on your behalf.

Where can I find more information?

The government are constantly releasing new information and this can be found at <https://www.gov.uk/coronavirus>.

Cityheart 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 Cityheart home. We sincerely thank you for all your help, patience, cooperation and support during this very difficult time.