



# Frequently Asked Questions

## COVID-19

25th September 2020



## Frequently Asked Questions

We know that like everyone, you will be concerned about the current COVID-19 (coronavirus) situation and we wanted to keep you reassured at this unsettling time.

The health and wellbeing of our residents and staff remains paramount and we have produced this document as a guide to help.

For all up to date information and advice, you can check the following websites,

- Government website at <http://www.gov.uk/coronavirus>
- NHS website at <https://www.nhs.uk/conditions/coronavirus-covid-19>
- NHS (Scotland) website, <https://www.nhsinform.scot/illnesses-and-conditions/infections-and-poisoning/coronavirus-covid-19>

Please remember that we are here to help you. If you are at all worried, we have our team onsite who can discuss any worries you might have. You can also email your dedicated scheme onsite if you have any queries.

### Important definitions

- **A 'household'** – Anyone that you live with on a regular basis. This includes anyone in the same cluster flat as you and anyone with which you share a studio. If you live in a cluster flat room you and your flatmates are defined as one household.
- **A 'support bubble'** – a person who live alone is able to join another 'household' and form a 'support bubble'. You cannot mix or change your support bubble.
- **'Social distancing'** – a minimum of 1 metre kept between you and other households. Ideally you will keep 2 metres apart.

<b>I have symptoms of Coronavirus, what do I do?</b>	<p>Please visit <a href="https://www.nhs.uk/conditions/coronavirus-covid-19/symptoms/">https://www.nhs.uk/conditions/coronavirus-covid-19/symptoms/</a></p> <p>If you have severe symptoms such as struggling to breath call 999 as an emergency.</p>
<b>What is the current government advice about Coronavirus?</b>	<p><u>ENGLAND ONLY</u></p> <p><a href="https://www.gov.uk/coronavirus">https://www.gov.uk/coronavirus</a></p> <p><u>SCOTLAND ONLY</u></p> <p><a href="https://www.gov.scot/coronavirus-covid-19/">https://www.gov.scot/coronavirus-covid-19/</a></p>
<b>Can I have friends in my room or the indoor common spaces?</b>	<p><i>*Please see definitions of 'household', 'support bubble' and 'social distancing' on page 1.*</i></p> <p><b>Due to current government guideline Student Castle are not permitting any large gatherings in resident rooms or any of the indoor common spaces.</b></p> <p>From Monday 14 September 2020 social gatherings of <u>six</u> or more are not allowed. That means if you live in a cluster flat of six or more no visitors will be permitted within your cluster flat.</p> <p>Visitors from outside your household are allowed in communal areas as long as the numbers do not exceed six and social distancing of at least 1m is maintained. For those living in studios, whilst visitors are permitted we encourage you to meet in social areas to assist with social distancing.</p>
<b>Who can I socialise with in the outdoor common spaces?</b>	<p>The same rules apply to indoor and outdoor meetings, therefore you are not permitted to meet in groups greater than <u>six</u> outdoors.</p>
<b>How can I use the social spaces?</b>	<p>Student Castle have implemented strict procedures for use of the common areas to ensure the resident's safety. You are now required to book a slot to use the gym (gyms are subject to reduced opening hours so that we can disinfect regularly for your safety). You can do this by calling or emailing reception. We have also opened study areas with new measures in place to ensure social distancing and so that we can disinfect the area after use. Please go to reception if you would like to use one of these areas.</p>

	<p>We are yet to reopen television rooms and games areas. As soon as we are able we will ensure these facilities are available to all our residents in the safest possible way.</p>
<p><b>Can I hire a bike?</b></p>	<p>Yes! Bike hire is back up and running at Student Castle on a first come, first served basis. We encourage you to get on a bike to get around. Go to reception to request a bike – don't forget to ask for a helmet too!</p>
<p><b>How can I check in safely in September?</b></p>	<p>Don't worry! We've been working on a safe way to check all our new residents in. This includes reducing the paperwork you have to sign on arrival, one way systems and sterilised keys. You will be emailed the check in procedure well before your check in date so you know exactly what to expect.</p>
<p><b>How do you help if I am self isolating or quarantining?</b></p>	<p>We are always on hand to help! There is a member of Student Castle staff on site 24 hours a day. This means we can assist you with any food deliveries (takeaways), grocery deliveries and also helping you get rid of your waste.</p> <p>We also want to support our residents' mental wellbeing. If you're struggling with your mental health give us a call and we will support you as best we can.</p>
<p><b>I'm in self-isolation – how can I get my supermarket delivery / parcels?</b></p>	<p>Supermarket deliveries can be delivered to reception if you are self-isolating. If you have to remain in your flat or studio staff will deliver your groceries to your flat or studio door. Please see our 'guide to helping self-isolating residents' for our full procedure. If you are not required to self-isolate then please ensure you are available to collect the supermarket delivery when it arrives. Parcels will be signed for as normal</p>
<p><b>Do you need to enter my room at any point?</b></p>	<p>At present we are only entering rooms for emergency and statutory maintenance. We have implemented a strict procedure in order to minimise any risk of infection that we will adhere to should we be required to enter your room for maintenance purposes. Unless it is an emergency, we will give you advance warning of our visit and the option to leave the room whilst the maintenance is going on. If you are self isolating with symptoms any statutory maintenance will be delayed until you are out of your quarantine period.</p>
<p><b>What are you doing to clean communal areas?</b></p>	<p>Student Castle have increased cleaning of any communal or shared spaces like corridors, lifts and social rooms. We have also stepped up cleaning of any frequently used 'touch points' like lift buttons, door handles, etc.</p>
<p><b>What happens in the event of a fire if I am self isolating or quarantining?</b></p>	<p>While the advice is to stay at home, the immediate risk from a fire or suspected fire is much greater than catching or spreading any virus. We would need to prioritize evacuation and getting residents out of the building safely. Please evacuate as normal if you hear a non-scheduled fire alarm.</p> <p>However, once you are safely out of the building at the agreed fire assembly point, people who have been self-isolating should keep the recommended distance from others (2 metres). All Scheme Managers are aware of this.</p>

<p><b>Arriving at Student Castle from abroad.</b></p>	<p>If you are arriving in the UK on or after 8<sup>th</sup> June 2020 you will be required to make your way to a ‘safe’ space to quarantine for 14 days, unless you have come from any country or territory specified as having a ‘travel corridor’ with the UK. Please see the link below for up to date information on ‘travel corridors’.  <a href="https://www.gov.uk/guidance/coronavirus-covid-19-travel-corridors">https://www.gov.uk/guidance/coronavirus-covid-19-travel-corridors</a>.</p> <p>If you are arriving at Student Castle from abroad, please ensure that staff are aware when you will arrive. You will need to go to reception to collect/update your key. Please ensure you are wearing a face covering.</p> <p>You are not permitted to leave your studio or cluster flat for 14 days (except for emergency medical reasons or in the event of a fire alarm). If you live in a cluster flat you are still permitted to use the shared kitchen but please wear a face covering and ensure that the kitchen is empty when you use it. Flatmates of anyone who is quarantining for 14 days, due to arriving in the UK from abroad, are not required to stay in the flat but we recommend that they strictly limit their contact with the newly arrived resident.</p> <p>SC staff will be on hand to assist you with grocery and food delivery and waste removal.</p> <p>Please see SC’s guide ‘Arriving in the UK from Abroad’ for full guidelines.</p>
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In response to questions we have received about possible property closures, we will not be closing any Student Castle properties, unless in the unlikely event we were instructed to do so as a Public Health measure. It is important that in these times of uncertainty, we continue to operate a safe and secure home for all our residents, this is our primary concern.

If you would like to extend your stay with us, please contact the Student Castle Residence at the following addresses:

- York                                      york@studentcastle.co.uk
- Edinburgh                                edinburgh@studentcastle.co.uk
- Bath                                        bath@studentcastle.co.uk
- Lincoln                                    lincoln@studentcastle.co.uk
- Cambridge                                cambridge@studentcastle.co.uk
- Durham                                    durham@studentcastle.co.uk

Here are some other questions you might have,

<p><b>What happens about my booking for 2020/21 academic year?</b></p>	<p>If university start dates are delayed by three weeks or more, then we will do all we can to help with this and will delay the start of your license/ tenancy agreement accordingly. This will only be applicable if you submit a written request and the university</p>
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	<p>has issued an official notice. Please see our <a href="#">COVID-19 Cancellation Policy</a> for further details.</p> <p>If you have chosen to leave university completely and do not plan to return in the academic year starting September 2020, please refer to our cancellation policy and your licence/ tenancy agreement.</p>
<b>Who can I speak to for more information about rent and licence agreements?</b>	<p>If you would like to contact someone with a query on anything above, please contact the local site team.</p>