



Frequently Asked Questions

COVID-19

10 February 2021

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' or 'extended household'** – a person who lives 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.

I have symptoms of Coronavirus, what do I do?	<p>Please visit https://www.nhs.uk/conditions/coronavirus-covid-19/symptoms/</p> <p>If you have severe symptoms such as struggling to breath call 999 as an emergency.</p>
What is the current government advice about Coronavirus?	<p><u>ENGLAND ONLY</u></p> <p>https://www.gov.uk/coronavirus</p> <p><u>SCOTLAND ONLY</u></p> <p>https://www.gov.scot/coronavirus-covid-19/</p>
What are the current restrictions in my area?	<p>England</p> <p>As of 5 January 2021 England is in a national lockdown. An update will be given by the government on 22 February 2021. Face to face teaching will not recommence before 8 March 2021, except for certain subjects. You must stay at home except for essential reasons.</p> <p>The reasons you are allowed to leave your home can be found here:</p> <p>www.gov.uk/guidance/national-lockdown-stay-at-home#summary-what-you-can-and-cannot-do-during-the-national-lockdown</p> <p>Scotland</p> <p>As of 5 January 2021 Scotland is in a national lockdown, expected to last 28 February 2021. You must stay at home except for essential reasons.</p> <p>The list of reasons you can leave your home in Scotland can be found here.</p> <p>https://www.gov.scot/publications/coronavirus-covid-19-stay-at-home-guidance/</p>
Do I have to wear a mask?	<p>Unless you are medically exempt, we ask that you where a mask when in communal areas and at reception. Student Castle reserves the right to not serve you if you are not wearing a mask.</p>

<p>Can I have friends in my room or the indoor common spaces?</p>	<p><i>*Please see definitions of 'household', 'support bubble' and 'social distancing' on page 1.*</i></p> <p>England</p> <p>No, our common areas will be closed and you cannot meet with anyone indoors from outside your household or support bubble. Further details can be found at the link below.</p> <p>www.gov.uk/guidance/national-lockdown-stay-at-home#summary-what-you-can-and-cannot-do-during-the-national-lockdown</p> <p>Scotland</p> <p>No, our common areas will be closed and you cannot meet with anyone indoors from outside your household or support bubble. Further details can be found here www.gov.scot/publications/coronavirus-covid-19-stay-at-home-guidance/</p>
<p>Who can I socialise with in the outdoor common spaces?</p>	<p>In England;</p> <p>You can only meet one other person outside your household or support bubble to exercise. You must maintain social distancing.</p> <p>In Scotland:</p> <p>you can meet up to 1 other person outside but from for sport, exercise or social interaction. You must maintain social distancing.</p>
<p>How can I use the social spaces?</p>	<p>England</p> <p>As of 5 January 2021, all gyms will close during the national lockdown.</p> <p>Scotland</p> <p>As of 5 January 2021, all gyms will close during the national lockdown.</p>

<p>Can I use the Laundry?</p>	<p>Yes, the laundry will remain open, but please ensure you wear a mask, maintain social distancing and use at quieter times. You can check how busy the laundry is at this link https://www.circuit.co.uk/circuit-view/</p>
<p>What is happening the start of Semester 2?</p>	<p>For those of you still on site then they will remain open, although there may be reduced staffing levels.</p> <p>England</p> <p>Students following the below courses should return to university and be tested twice upon arrival or self isolate for 10 days;</p> <p>Medicine & dentistry - Subjects allied to medicine/health - Veterinary science - Education (initial teacher training) - Social work</p> <p>You may also return if you have physical or mental wellbeing needs or are unable to study productively where you are currently residing.</p> <p>All other students, if they are able, should remain where they are until at least 8 March 2021. Teaching will go online. Please contact your university for further details.</p> <p>If you do have to return to Testing will be available to all students on their return to university, and you should get tested as soon as you can when you return to campus or access university facilities. Testing everyone will be a key tool to reduce the risk of transmission and outbreaks of COVID-19 at the start of term. If you do not get tested when this is offered by your university, you should self-isolate for 10 days, to reduce the risk of transmission between home and university.</p> <p>For further details please see this link www.gov.uk/guidance/national-lockdown-stay-at-home#universities</p> <p>Scotland</p> <p>There will be a mix of online and face to face teaching, For further details contact your university or see link below.</p> <p>https://www.gov.scot/publications/coronavirus-covid-19-universities-colleges-and-student-accommodation-providers/</p>

<p>Can I hire a bike?</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>*Not Brighton or Lincoln</p>
<p>How can I check in safely if I haven't arrived yet?</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>How do you help if I am self-isolating or quarantining?</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>I'm in self-isolation – how can I get my supermarket delivery / parcels?</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>Do you need to enter my room at any point?</p>	<p>We may need to enter your room for emergency and statutory maintenance, however we will always give you at least 24 hours notice (except in an emergency) and all staff will wear the required PPE. If possible, we request that during the maintenance you leave your room in order to help with social distancing.</p>
<p>Can I book a room clean?</p>	<p>During the national lockdown, all room cleans will be suspended.</p>
<p>What are you doing to clean communal areas?</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>What happens in the event of a fire if I am self-isolating or quarantining?</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>Arriving at Student Castle from abroad.</p>	<p>England</p> <p>Before you embark on your journey to the UK, you must present a negative Covid-19 test, taken within the previous 72 hours.</p> <p>From Monday 15 February 2021, if you are arriving in England from a country on the banned list then you must purchase a hotel quarantine package and self isolate there for 10 days. You will be tested on Day 2 and Day 8 of your quarantine.</p> <p>If you are arriving in the UK from any country not on the banned list, you will be required to make your way to a ‘safe’ space to quarantine for 10 days. You may be able to end your self isolation under the <i>Test to Release</i> scheme. See further details here. https://www.gov.uk/uk-border-control/ending-self-isolation-early-through-test-to-release NB this is only available in England.</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 10 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 10 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> <p>Scotland</p> <p>Before you embark on your journey to the UK, you must present a negative Covid-19 test, taken within the previous 72 hours.</p> <p>From Monday 15 February, anyone arriving in Scotland you must purchase a hotel quarantine package and self isolate there for 10 days. You will be tested on Day 2 and Day 8 of your quarantine.</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.



Here are some other questions you might have,

Who can I speak to for more information about rent and licence agreements?	If you would like to contact someone with a query on anything above, please contact the local site team.
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