

CORONAVIRUS FAQs

CLAREDALE HOUSE

If I am offered a room, accept the offer by paying a deposit and then am unable to take up the offer of accommodation due to Coronavirus reasons, will I lose my deposit?

We will look at the situation sympathetically and will consider refunding your deposit in full.

If my University changes its course dates at the beginning of the Academic Year, can I move in at a later date and not be charged rent until I move in?

You will be able to begin your accommodation with us on 3 dates at the beginning of the Academic Year. Either 12 September, 26 September or 10 October. Rent would be due from those dates and the contract would run until 12 June 2021. Please note, whatever start date you choose, you cannot move in before that date.

Will I be able to quarantine in my room?

We will not be able to house you any earlier than the start date of your contract but if you need to self-isolate when you enter the country and arrive in halls, you will be able to self-isolate in your bedroom and use the facilities in your flat but you will need to communicate and liaise with your flatmates.

Can I have guests/visitors?

I am sure you will understand, to minimise the risk of spreading the virus, we will be unable to let residents have visitors or guests entering the building at any time. We will of course review this if government guidelines change. This supersedes the terms in the licence agreement.

Can family and friends come along to help me move in?

We know that for many of you, your family and friends will want to come and help you move and settle in. However, we will need to limit the number of people who come with you to a maximum of 2. They will not be able to stay in the halls so will need to arrange alternative accommodation in London.

We will also want those with you to social distance from others in the building when coming and going from the building and to be aware of those around you in communal staircases and inside your flat.

What are you doing to get the building ready to make it Coronavirus-free before I move in?

The building will be deep cleaned prior to your arrival to ensure the building is Coronavirus-free. Our Caretaker will clean communal areas on a daily basis, such as the front gates, the entry system to the building and other touch points throughout the building such as front door handles and staircase railings. There will be hand sanitiser stations throughout the building.

What measures will you be taking to ensure social distancing?

There will be signage around the building and all residents will be encouraged to follow the information provided in the building and, if there are occasions where somebody might be too close to you, we want you to feel confident to ask somebody to keep their distance.

When coming and going from staircases, please ensure you let people come up or down without passing each other on the stairs. When coming and going from the building, please remember to social distance.

Will you be providing hand sanitiser, face masks and cleaning products for residents?

We will provide hand sanitiser in the communal areas of the building and masks will be available on arrival. Also, to start you off, we will also provide you with anti-bacterial products for the kitchen.

What happens if I need to cancel my accommodation contract for Coronavirus-related reasons after I have moved in?

It depends what the reason is. If it is directly health-related, we would look at the situation sympathetically. As the government guidelines are likely to change, we will be reviewing the situation regularly.

What happens if I or other people in the building/flat show Coronavirus symptoms?

It is really important that the resident informs us of this and also contacts the NHS Coronavirus Helpline 119. The resident must self-isolate. It will then be helpful if friends can liaise with that person to help them, if necessary with food deliveries, etc.

What happens if other people in the building/flat are diagnosed with Coronavirus?

We will seek guidance from Public Health England and we will then provide information to those in the building who need to be contacted. Again, we must be informed and the person must self-isolate?

If I have to self-isolate, how will I be able to get food provisions?

Before you arrive, it will be a great idea to register for online shopping with a local supermarket as you might want to use them during the term anyway.

There are some contact details below:

Tesco <https://www.tesco.com>

Iceland <https://www.iceland.co.uk>

Sainsbury <https://www.sainsburys.co.uk/>

If I have to self-isolate, how can I use the kitchen, shower and toilet in the building?

You will still be able to use the communal areas. You will just need to make sure that you enter the areas when nobody else is present and make sure you clean and sanitise the areas you have used.

If you have the symptoms and are not well, we will advise you as the best procedures at the time.

Do I have to let you know when I am planning to move in?

It will be helpful to know when you are planning to move in so we are prepared for your arrival.

How will I be able to collect any parcels delivered to me?

Parcels can be collected from our office. Residents will just need to be aware of social distancing guidelines.

What do I do if have a maintenance issue?

Please email us and we will then arrange a time for us to carry out the work. Our Maintenance staff will then need to work with you. If it is a repair in a kitchen, shower room or bedroom, it will be best if residents exit these areas whilst the repair is undertaken.

Can I pay my rent by coming to the office?

Whilst we would love to see you, please pay your rent online through the account you have with us. We want to avoid cash payments so would encourage online card payments for rent and if this not possible, we can provide you with our bank details to enable you to transfer your rent.

What happens if I have a problem and I need to talk to a member of staff?

You can still do this by coming to the office. The best way to do this is to call or email us and we can then arrange to meet whilst still following our social distancing guidelines.