

COVID 19 - Student FAQ's

AXO Student Living takes its responsibilities to students, staff, visitors and the local community, extremely seriously. The wellbeing, health and safety of our community has been central to our planning. This document provides students with important information on the current outbreak.

What extra steps will be taken to keep AXO's accommodation safe?

- Posters and signage are installed to remind people of the need to maintain social distancing.
- Hand sanitizer is provided at each block entrance and lift lobbies and entrances on additional landings
- All communal areas are cleaned regularly by the housekeeping team and increased attention is being paid to items that are frequently touched by people such as handles and handrails. Lifts etc.
- Students are encouraged to follow distancing guidelines and wash hands when returning to their flat.
- Guidance will be in place for safe use of reception, mail collection, and laundry facilities.
- Where possible AXO will have one-way systems in place so students can move around the sites safely. Where we have lifts and stairwells we ask students to use the lifts for upward travel only and use the stairs to exit the buildings.

Will housekeeping services be provided in flats?

- Yes, regular housekeeping is in place and students will be made aware of their cleaning days. You will be encouraged to observe social distancing whilst the housekeeper is in the communal areas.
- You can help by tying and bagging rubbish and disposing of it in the main bin areas provided at each property. We encourage all students to keep good hygiene in kitchens and let us know if you have any concerns.

Will I need to self-isolate on arrival at AXO accommodation?

AXO is aware that some students from overseas will need to undertake a period of self-isolation on arrival in the UK and all we ask is that you register this with us on arrival at the site. However, we appreciate that during any lockdown periods there may be travel restrictions imposed that may delay your arrival at our locations. If this is the case please contact us to let us know.

For rules on self-isolation and what you can and can't do please visit <https://www.gov.uk/coronavirus>



AXO have produced a Self-Isolation Guidance Sheet for students which is displayed at all of our buildings. If you would like a copy of this, please let us know.

How many students will be in my flat and will we have to distance?

Our flats vary in size from studios right up to 13-bed flats. Each flat will be treated as a household and therefore you will be able to mix with flatmates.

AXO will be following the government guidelines dependent on the current alert level. Guidance on visitors to AXO accommodation and mixing within communal areas outside the household will be communicated as they are updated.

As a community, residents will be expected to follow the applicable guidelines from the government. As the alert level and official advice change, AXO will provide updates to all residents via a range of channels including distanced face to face patrols.

How will conduct be managed in AXO accommodation?

Whilst we expect the community to take care of each other and their own safety we will take the matter seriously and intervene to support students who are concerned about behaviors.

Students responsibilities are formalised in the accommodation contract and the AXO team will be on hand to offer support for any concerns.

Students who break the rules on self-isolation may be reported to the Police, their University or agents.

Will I need to wear a mask or face covering in the communal areas of my flat? Do I have to provide my own face mask?

You will be expected to follow government guidelines, for example on public transport. However, as the flat is your residence, household rules will apply. If you wish to wear a mask or face covering this will be respected. However, when you are walking around your accommodation, coming to reception etc. you are required to wear a face mask. You are required to provide your own face mask, although AXO can provide you with one if you need it.

When will I arrive in AXO accommodation?

The exact date of arrival will depend on your contract length and this will be communicated to you either directly by AXO or by our partner agencies such as OnCampus or London Nest.

All students arriving at our sites will be required to contact us and book an arrivals appointment. This is to ensure we can check you in and maintain social distancing.

What will arrivals be like? Will there be anyone to help me move my belongings?

The current position is that staff will not be able to help you with your luggage but will provide you with directions to your room

It is important that you arrive in your planned slot as this will help manage a safe flow of people through the buildings.

What social activities will there be?

The complimentary AXO Life social programme including competitions and offers will still be in place although some activities may be adjusted, we are planning to increase face to face social opportunities as restrictions are adjusted.

What social areas will be open?

We will be guided by current government guidance on this matter but aim to keep as many of our gyms, cinema's and social lounges open for as long as possible, unless we are required by law to close them or have to limit the number of students who can use them at any one time.

I don't get on with my flatmates, can I move rooms?

As we expect AXO accommodation to be full, it is very unlikely that we will be able to offer room swaps. People in a flat will be considered to be a household under current government guidelines, which will preclude room moves unless on serious safety or health and safety grounds. However, please feel free to speak to us about any concerns you may have.

Can friends come to my flat?

Students will be asked to follow government guidelines which are rapidly changing, this will include rules on numbers of households mixing. During any Lockdown periods students will not be permitted to visit other flats in the buildings and external guests will not be permitted either. The only exception to this is if you are in a studio and are in a support bubble.

What if I develop symptoms? Will I get support to self-isolate?

In line with current guidance you will be required to self-isolate in your room and will not be permitted to use the communal kitchen within the flat and if you test positive. Your flatmates will also be required to self-isolate as a household but can use the kitchen unless they also test positive. The accommodation team will provide help and support including delivering post and food deliveries to your room. We are not able to do your shopping or laundry for you. We will also notify your University to ensure you are put in touch with the Wellbeing & Support services teams.

It is essential that all new students register with their university medical practice on arrival.

Do I need to inform someone if I have symptoms?

Yes, please contact the accommodation team as soon as possible if you have symptoms. You will also need to report into your University covid reporting system, which will ensure that everyone who needs to know about your condition is informed and can take necessary actions.

Under current guidance this will mean that the whole flat is required to self-isolate.

What if my flatmate has symptoms but doesn't self-isolate?

The AXO accommodation team will be your first point of contact. We hope that all members of the community will be responsible and, in many cases, the symptoms will not be Covid-19 related. However, it is important to follow guidance and arrange a test to reassure yourself and flatmates.

To order a home test kit please visit the NHS Website - <https://www.gov.uk/get-coronavirus-test> If you have concerns that a fellow resident is not following advice, we can support conversations and resolve informally wherever possible.

What if I have symptoms and my room requires maintenance?

Emergency maintenance (that which affects safety) will still need to be dealt with and procedures put in place based on the individual circumstance. However, if you are symptomatic, non-essential maintenance may have to wait.

Maintenance requests can be report via email or over the phone – please do not come to reception.

Can friends or family from home visit me and stay overnight?

Although occasional visitors are usually permitted under your contract, this is superseded by current government guidelines. AXO will keep you updated on any changes to the Guest Policy.

Can I leave if I feel unsafe? Will I still have to pay my rent?

The AXO accommodation team will do everything reasonable to help you feel safe and ensure the community follows guidelines. Your contract includes the grounds on which you may or may not be released from the agreement but ordinarily you will remain liable for all charges due under the terms of your tenancy agreement with AXO.

Food, medication and essential supplies

Accessing food and essential supplies

If you are self-isolating, government guidelines state “you can only leave your accommodation in limited circumstances. These include where you need access to basic necessities like food and medicines”.

There is a choice of large supermarkets who offer a delivery service such as Morrison’s, Tesco and Sainsbury’s, however these slots are limited and may not be available for new customers.

You can also get support from the [NHS Volunteer Responders programme](#) by calling [+44 808 196 3646](#) and ask for help with food, prescriptions and essential items.

Shopping online

You can purchase many essential items such as duvets, pillows and cutlery from the same online supermarkets mentioned earlier or through online stores such as Amazon, Wayfair and Argos. Just check when the delivery date is, many will have next day delivery, if you prefer.

Before shopping online, have a look at these safety tips:

- Research food stores and restaurants online to make sure they’re legitimate.
- Make sure the website is secure.
- Know your rights and the company’s returns policy.
- Keep software and virus protection up-to-date and use strong passwords for online accounts.
- Don’t use public Wi-Fi. Your standard data connection is more secure.
- Pay using a credit card. You will have more protection. Alternatively, online services like PayPal mean scammers will not be able to get hold of your bank details.

During quarantine, the AXO accommodation team can help you:

- Delivering your home delivery groceries, post etc. to your bedroom door.
- By informing housemates of the need to self-isolate.
- By keeping in contact with you throughout self-isolation via regular phone calls
- By signposting you to university services e.g. wellbeing, academic support.
- By collecting your waste from your bedroom and disposing of this for you provided you have double bagged it and left it outside of your bedroom door. But remember to email us to let us know it is there and ready to be collected.