

Semester Three (Covid-19) Student FAQ's

I am not able to cover the rent due to my financial situation

If you have been affected financially due to covid-19, and are experiencing difficulties in paying your rent, we are able to offer you a payment plan or agree a deferred payment for your remaining rent. This can be spread over monthly payments provided all rent is paid within 12-months or deferred for a 3-month period. Please speak to your onsite team to arrange.

Can I be released from my semester 3 obligations?

The terms and conditions of our Tenancy Early Release have been agreed in line with government advice, if you have not already been released, this means you are not eligible. Any student who wishes to be released at this stage would need to qualify under our normal cancellation policy.

The gym, common spaces are closed - can I receive a discount?

In response to Covid 19, all communal spaces have had to be closed due to infection control. We are only enforcing this during the lockdown period for the safety of our students and staff and to adhere to government guidelines. As soon as the lockdown restrictions begin to lift and it is safe to re-open these areas, we will do so in line with government advice. We are not be able to offer a rent discount for this.

Can I pay less as I am staying next year?

We are unable to offer any discounts, however we may be able to assist you by allowing you to leave your belongings in your room during the summer period. Please ask your onsite team about our summer storage options.

Can I pay less due to the reduction in the use of gas, electricity, and water bills?

All our buildings are still operating and open to our residents, we are unable to offer any discounts.

I am not currently living on site - can I just pay to the date I stayed?

You are legal obligated to pay the full term of the contract. As we have not requested students to leave and our buildings remain open and operational. We will not be able to cancel your tenancy agreement or refund you for any period where you have not stayed at site if you have not been deemed eligible.

I am on a 44-week contract due to end in July. If I cannot collect my room items to check out, will they remain in room?

We are allowing students up to 10 days after the end of the lockdown restrictions are lifted for students to retrieve items from rooms, clear, clean, and return keys. The UK Government guidance changed on the 21st May allowing students to return and collect their belongings if traveling in England. If you are unable to return 10 days post lockdown, you will need to arrange for someone else to collect your items or contact our partners at Pinglocker to clear, clean and deliver your items to your home. If you are staying onsite next year, the onsite team can advise you of onsite summer storage (no charges apply).

This may involve social distancing measures and you will need to liaise with your flat mates to ensure a rota is in place for your safe return.

Can I arrange a shipping company to collect my room items during weekends or out of office hours? If there are no members of staff at site, how can we give them my room access?

If this can be arranged during the reception opening times, a member of the onsite team can facilitate this for you. Please speak to your onsite team directly to confirm arrangements.

Can my friend pack up my room items and leave boxes/suitcases at reception? The shipping company will not collect from my room (not using Pinglocker).

Yes, we will require you to send permission to us in writing to the onsite team via email.

I want to book for summer or extend my current tenancy, can I?

If you would like or need to extend your booking beyond your tenancy end date, we can accommodate this, please contact your onsite team by email or phone to make arrangements. We will facilitate summer bookings wherever possible, please contact the onsite team directly to find out what is available for you.