



# Find your home on campus

Whether you are a new student arriving for the first time or returning to residences, we know how important your new home is for your time at university.

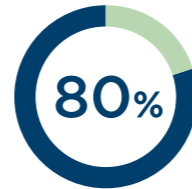
Over the years we have provided a home for more than 400,000 students and, ahead of the start of term, we have been working hard to ensure that everything is in place for you to have an enriching experience, secure in the knowledge that your accommodation is safe, affordable and, of course, COVID-19 Secure.

With more than two decades experience of operating student accommodation, we have put in place a range of measures – assured and certified by the British Safety Council – to give you peace of mind and one less thing to think about.

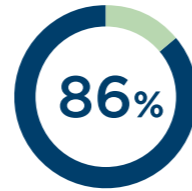
## How can you stay safe?

- Working with us to ensure everyone is COVID-19 Secure
- Following the guidelines on social distancing
- Regular health checks and reporting if you have symptoms
- Using a face covering, hand washing and using hand gel
- Cleaning shared areas, and ensuring high levels of hygiene
- Socialising on campus and with people from your flat

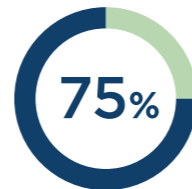
## Student expectations for 2020/21



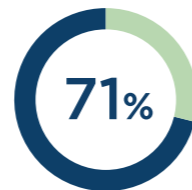
Living outside of their parental/guardian home during their studies  
(HEPI/UPP 2019)



Applicants continuing as planned despite COVID-19  
(UCAS 2020)



Expect increased hygiene on campus  
(HEPI 2020)



Expect social distancing measures  
(HEPI 2020)

## During lockdown



Students supported in UPP residences



Unique Student Experience activities delivered virtually



Blog views by students across 48 nationalities

## What can you expect?

- A warm welcome from our trained front of house teams who will be ready and waiting to help you – naturally at a safe social distance!
- A COVID-19 Secure check-in process – including parking arrangements, luggage drop-off and bookable key collection facilities
- A deep cleaned room ready for occupation
- Becoming part of a thriving university community in households from arrival
- Fast, reliable Wi-Fi so you can study online without interruption
- Extra wellbeing support provided by our trained teams and through our Residence Life programme and App
- Free, simple and proactive online mental health advice and training through our partnership with UNIHEADS
- Support if you need to quarantine or self-isolate
- Student Life Co-ordinators to support and advise you
- Increased cleaning, including frequent sanitisation of touch points
- Visual reminders throughout all buildings of how to maintain social distancing
- Cleaning kits and guidance for shared kitchens and bathrooms
- One-way systems and maximum use of outside space wherever possible
- Rotas and allocated storage space within every shared kitchen



## Our Welcome Model for 2020/21

Great student experience is about more than facilities and services. It's about welcoming you from day one, supporting you as you settle in and helping you to make the most of university life.

Our 'home@halls' welcome programme for the academic year 2020/21 is centred on six pillars that will ensure this happens:



### 1. WELCOME AND ORIENTATION

Welcoming you properly, introducing you to your new home and ensuring we maintain the excitement of going to university



### 2. LIFE SKILLS

Preparing you to live independently and healthily whilst co-habiting



### 3. BUILDING COMMUNITY

Building strong, resilient households and thriving communities and connecting students virtually



### 4. CELEBRATING CULTURE

Introducing and celebrating the UK, the city and an international university culture



### 5. HEALTH AND WELLBEING

Supporting you to stay physically and mentally healthy, combatting homesickness, isolation and stress



### 6. SAFE AND SECURE HOME

Ensuring you can access help and follow COVID-19 guidelines

## Our Commitment to You:

Whilst COVID-19 has and will continue to shape the way in which we all live, work and study, we are here to support you to achieve your ambitions whilst at university. Reflecting our four values of partnership, innovation, community and responsibility, we make the following commitments to you:

### PARTNERSHIP

- Use our two decades of operational expertise with 15 leading university partners to make sure your time in halls is both safe and exciting
- Work with the University to put plans in place should a local lockdown take place

### INNOVATION

- Use technology to help build a community of strong, thriving households and connecting people virtually
- Deliver a full programme of socially distanced and virtual events through our tailored Residence Life programme

### COMMUNITY

- Communicate regularly to let you know how to access help if you need it
- Work with the University to support you through any potential second wave or local lockdown

### RESPONSIBILITY

- Continue to follow the latest Government and Public Health England guidance to ensure you feel confident and supported in your new home
- Ensure ongoing risk assessments of our physical environment, supported by our Health, Safety and Environment team

### How will you meet people and stay in touch?

- Socially distanced group activities and events where advice allows
- 'home@halls' App
  - Daily activities, group events and building engaging communities - all delivered virtually
  - Instant access to help and information
  - Contactless check-in for visitors
  - Reporting symptoms or self-isolation
- Weekly 'What's On' emails and updates
- 'home@halls' website and student-led blog
- Instagram and Zoom live events

