

BRIEFING NOTE

Dear All,

With increased emphasis being placed on the importance of everyone conducting regular self-testing, there is the potential for your current tenants to receive a positive test result and/or be contacted by Track and Trace and advised to self-isolate. This is of even greater relevance in the Liverpool city region, with the area having been selected to receive enhanced support to tackle a rapid rise in COVID cases (more details available at Liverpool City Council official communications channel [Liverpool Express](#)).

This could result in tenants who will be forced to self-isolate in their current accommodation after the end date of their tenancy agreement. Please remember it is a legal requirement for anyone who tests positive or is contacted by Track and Trace to self-isolate for the appropriate number of days and that it is possible to be required to self-isolate, without having broken any government guidelines. They could also face heavy fines if they leave the property prior to the expiry of the self-isolation period. In those circumstances landlords and managing agents should treat their tenants in such a position with sensitivity and understanding.

It is therefore important you prepare for such an eventuality and put in place mitigating actions to try and avoid potential disputes.

LSH would recommend the following actions

- Contact all of your tenants and remind them of the importance of immediately informing you should they be advised of having to self-isolate. Also advise them of your end of tenancy procedures and any amendments you have made to take current circumstances into account, including the continued [restrictions on the number of households meeting indoors](#)
- Request confirmation if any student is unable to return to the property due to travel restrictions. If a student is unable to collect their possessions, either because they are self-isolating or are otherwise unable to travel, you should store their items for collection at a future date. If there are costs to you in carrying out this service, we understand students may be required to cover these costs but we would not expect you to make a profit from such a service
- LSH would strongly advise that landlords recognise there will be some students that will be unable to return to the property prior to the end of tenancy. Landlords and agents should engage constructively with these students, exploring options such as authorising an alternative person to remove belongings on their behalf or arranging a professional removal. Where this is not possible a landlord should source the cheapest form of storage which may

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be within the room/property. If a charge is to be levied then the student should receive prior advice

- Contact all of your tenants who have advised they wish to move in from early July to warn them of potential disruption in the event of any current tenant being required to self-isolate in the property
- Should you receive confirmation from any tenant of the need to self-isolate, obtain the date of the ending of the self-isolation period
- Immediately contact any tenant who was due to move into the property and advise them of the new date of occupation and explain the circumstances
- Where accommodation is required, try to facilitate alternative rooms but if none are available then refer to the [LSH Summer Lets](#)
- LSH would encourage early and constructive dialogue with your tenants to limit the potential for financial disadvantage
- Once the property has been vacated then thorough and additional cleaning services should be employed to ensure the property is safe for the next occupants to move in

Additional Community Support

As part of the aforementioned enhanced support for the Liverpool area, a mobile vaccine bus will be available at the following times and location:

- 19 & 20 June, 10am - 4pm
Old Terminus/Orient Hotel, Speke
- 4 July, 10am - 4pm
Toxteth Town Hall
- 10 July, 10am - 4pm
ASDA Smithdown Rd

Following the news that as of 15 June, those aged 23 and above (with hopes by the end of the week to extend this to all those aged 18 and above) are now eligible for vaccines, this will mean that the vast majority of University students in Liverpool will be able to get vaccinated.