

## Mailshot date (22/05/2020)

Good Morning,

Last night (21 May) the Government updated advice on the ability of students to return to their accommodation and collect belongings. This message reprints the Government advice with additional comments from LSH in red.

'While all of us should continue to stay at home as much as possible, the government's [COVID-19 recovery strategy](#) sets out a cautious roadmap to ease existing measures in a safe and measured way.

In line with the strategy, we are advising students who left their student accommodation and now wish to travel back to recover their belongings that they may do so as long as they follow the precautions laid out in [staying safe outside your home](#).

We encourage you to enable your students to collect their belongings from your accommodation in England in a way that minimises the risk of coronavirus infection.

You may find it helpful to consult guidance contained in the government's recovery strategy and on:

- [staying safe outside your home](#)
- [working safely during coronavirus](#)
- [staying alert and safe](#)

We recommend you contact students with belongings to collect. You need to advise them on the procedure they should follow to allow them to make their collection in a safe and managed way, that protects their health and that of the university and other staff.

*(LSH would strongly advise that the process of a student returning is structured to comply with Covid-Secure procedures. **It will be important that students and/or parents contact their accommodation provider or landlord first to make any collection arrangements and it may be useful for providers taking the lead in that process to offer advice to deter significant numbers of students and/or parents just "turning up" to collect things.** Your guidance should contain:*

- *the link to or wording of the Government advice [staying safe outside your home](#)*
- *to consider their home country's guidance and advise you where this differs (for instance advice from governments outside of England may not permit travel)*
- *to advise you if they or anyone in their current home are self-isolating or with symptoms and therefore unable to travel*
- *to advise you if anyone in their student property or unit of accommodation is self-isolating or with symptoms and it is therefore unsafe to enter*
- *to liaise with their co-occupants to ensure they return separately (and safely) and only bring a maximum of one other person with them*
- *to remind them of the end date of the tenancy or the date under your early release scheme*
- *your end of tenancy procedure (including cleaning and the safe return of keys)*

This includes people involved in the collection process washing their hands often using soap and water and drying them thoroughly. Where available, people should use sanitiser, especially when entering a building and after contact with surfaces. It is important people avoid touching their face. It would also be reasonable to suggest that surfaces are cleaned after the student has removed their belongings.

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 or the early release scheme. Landlords 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 be within the room/property. If a charge is to be levied then the student should receive prior advice).*

Students still resident in student accommodation who wish to make a one-off [move to an alternative residence](#) may do so providing they take precautions in line with the principles in [staying safe outside your home](#) and with other published guidance, such as on [travel](#) and [social distancing](#).

You should take steps to ensure these students inform you of their intention to leave their student accommodation.

*(LSH would strongly advise PBSA providers in particular, also refer to the guidance from The National Code <https://www.nationalcode.org/news/information-and-advice-on-coronavirus-in-student-accommodation-for-housing-suppliers> and CUBO, the College and University Business Officers [https://www.cubo.ac.uk/page/Student\\_Belongings](https://www.cubo.ac.uk/page/Student_Belongings))*

[Advice to students on moving or collecting belongings](#) is also available on the media blog.'

This advice is subject to amendment depending on any changes in circumstances. LSH will seek to keep you informed of up to date guidance in as timely a manner as possible but please keep checking other information sources. In due course we will provide information and guidance on the moving out / moving in period to try and ensure this is carried out as safely as possible.

Kind Regards & Keep Safe

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