

COVID-19 Update

4th June 2020

As the impact of COVID-19 (Coronavirus) continues to develop worldwide, Ashcourt Student Accommodation have implemented a number of precautionary measures to prioritise the safety and wellbeing of our employees and tenants, while minimising any contribution to the further spread of the virus.

At present, we would reiterate, as a landlord, Ashcourt are still able to fulfil all contractual obligations under the tenancy agreement therefore our existing and upcoming tenancies remain in place.

For those of you concerned about how the current restrictions may have an impact on your ability to move into your 2020/2021 accommodation, the Government guidance issued on 21st May 2020 states:

"If you are still resident in student accommodation and wish to make a one-off move to an alternative residence, you may do so providing you take precautions in line with the principles in Annex A of the government's COVID-19 recovery strategy and in other published guidance, such as on travel and social distancing."

In terms of preparing for the upcoming tenancies, Ashcourt Student Accommodation have taken steps in line with government guidance to ensure the key collection and move in process is as safe as possible. These steps include the following:

- All properties will undergo a deep clean by third party professional cleaning company prior to the tenancies commencing
- Alterations to the office which will include a sanitiser station upon entry, protective screens, limited to 2 visitors at a time policy and 2 metre social distanced floor markings
- Key collection will be by appointment only to ensure visits can be staggered and social distance can be maintained at all times
- Keys and key cards will be fully sanitised before handover
- All staff required to work in the properties have undergone training and been issued with appropriate PPE. The work areas will be fully sanitised after works have been completed
- Covid-19 risk assessments in place for all staff and subcontractors required to complete works within the properties

In addition to the above list, whilst living with us our tenants have access to the Student Swipe Mobile App, which enables them to report maintenance issues, make rent payments and view tenancy documents all from the convenience of their smart phone, with no interaction with Ashcourt employees. The Student Swipe Property Management system means we are fully equipped for remote working and can deliver our property management service to our tenants online.

We recognise that current times are unsettling for all parties, and although much of what is happening remains firmly out of our control, rest assured that Ashcourt Student Accommodation are doing all we can to limit the impact which this has on our current and upcoming tenants.

As with a lot of UK universities, Hull University have stated in an update on 27th May 2020 that the majority of first semester lectures will be delivered online. Ashcourt are therefore in talks with our IT and internet provider, to update our systems to ensure the best, fastest and most stable internet is provided throughout our accommodation. What's more, we offer a 1 to 1 support between our tenants and the IT specialists which manage and maintain the internet for our properties. The support phone line is also monitored out of office hours, making sure that should you encounter an internet issue, your issues can be dealt with around the clock.

We can also confirm our summer storage service remains in place for our 2020/2021 tenants.

If you have any questions or would like to make us aware of special requirements ahead of your 2020/2021 tenancy commencing, please contact our dedicated accommodation team on the below details:

Phone: 01482 244 240

Email: info@ashcourt.com

Opening hours are 09:00 – 17:30 on working days (Monday – Friday)