



Frequently Asked Questions

COVID-19

16 July 2021



Frequently Asked Questions

We know that like everyone, you will be concerned about the current COVID-19 (coronavirus) situation, and we wanted to keep you reassured at this unsettling time.

The health and wellbeing of our residents and staff remains paramount and we have produced this document as a guide to help.

For all up to date information and advice, you can check the following websites,

- Government website at <http://www.gov.uk/coronavirus>
- NHS website at <https://www.nhs.uk/conditions/coronavirus-covid-19>
- NHS (Scotland) website, <https://www.nhsinform.scot/illnesses-and-conditions/infections-and-poisoning/coronavirus-covid-19>

Please remember that we are here to help you. If you are at all worried, we have our team onsite who can discuss any worries you might have. You can also email your dedicated scheme onsite if you have any queries.

Important definitions

- **A 'household'** – Anyone that you live with on a regular basis. This includes anyone in the same cluster flat as you and anyone with which you share a studio. If you live in a cluster flat room, you and your flat mates are defined as one household.
- **'Social distancing'** – a minimum of 1 metre kept between you and other households in Scotland
- **Fully Vaccinated** - means that you have had your final dose of an approved vaccine at least 14 days before the date you arrive in UK

<p>I have symptoms of Coronavirus, what do I do?</p>	<p>Please visit https://www.nhs.uk/conditions/coronavirus-covid-19/symptoms/</p> <p>If you have severe symptoms such as struggling to breath, call 999 as an emergency.</p>
<p>What is the current government advice about Coronavirus?</p>	<p><u>ENGLAND ONLY</u></p> <p>https://www.gov.uk/coronavirus</p> <p><u>SCOTLAND ONLY</u></p> <p>https://www.gov.scot/coronavirus-covid-19/</p>
<p>What are the current restrictions in my area?</p>	<p>England</p> <p>From 19 July all legal restrictions will be removed, however you are asked to exercise caution. You must still isolate if you receive a positive test for <i>Covid-19</i> or you are contacted by NHS track and trace as a close contact of someone who has tested positive for <i>Covid-19</i>.</p> <p>Guidance as to what you can do can be found here.</p> <p>Scotland</p> <p>From 19 July 2021 all of Scotland will move to Level 0 restrictions. You must still isolate if you receive a positive test for <i>Covid-19</i> or you are contacted by NHS track and trace as a close contact of someone who has tested positive for <i>Covid-19</i>.</p> <p>Guidance as to what you can do can be found here.</p>
<p>Do I have to wear a mask?</p>	<p>Whilst the legal requirement to wear a face covering in England will end on 19 July 2021, guidance remains to wear a face covering in an indoor or crowded setting or public transport. Capitol Students requests that residents continue to wear a face covering whilst in communal areas or approaching reception.</p> <p>In Scotland, Capitol Students requests that residents continue to wear a face covering whilst in communal areas or approaching reception. You must still wear a mask in indoor settings and on public transport.</p>



Can I have friends in my room or the indoor common spaces?	<p>From 19 July 2021 there are no legal restrictions on how many people you can meet indoors, therefore you are welcome to have guests visit. However, in line with government guidance we request that you exercise caution in the size of gatherings and number of social interactions you make. Guests should not visit if they are experiencing symptoms of Covid-19 or have been told to self isolate.</p> <p>Scotland</p> <p>From 19 July 2021 you can meet up to 8 people from 4 households in your home or theirs and can stay overnight. Our common areas will open but we ask you to not meet in more than groups of 8. If groups are larger than 8 then we may ask you to move outside or reduce the size of the group.</p> <p>Further details can be found by clicking here.</p>
Who can I socialise with in the outdoor common spaces?	<p>In England</p> <p>From 19 July 2021 there are no legal restrictions on how many people you can meet outdoors, therefore you are welcome to have guests visit. However, in line with government guidance we request that you exercise caution in the size of gatherings and number of social interactions you make. Guests should not visit if they are experiencing symptoms of Covid-19 or have been told to self isolate.</p> <p>In Scotland</p> <p>Up to 15 people from 15 households outdoors.</p>
How can I use the gym?	<p>England</p> <p>Our gyms are open, but we will operate a booking system and they will not be open 24 hours, to enable cleaning to take place. Please speak to your local site team for further details.</p> <p>Scotland</p> <p>Our gyms are open, but we will operate a booking system and they will not be open 24 hours, to enable cleaning to take place. Please speak to your local site team for further details.</p>
Can I use the Laundry?	<p>Yes, the laundry will remain open, but please ensure you wear a mask, maintain social distancing and use at quieter times. You</p>

	can check how busy the laundry is at this link https://www.circuit.co.uk/circuit-view/
How can I check in safely if I haven't arrived yet?	Don't worry! We've been working on a safe way to check all our new residents in. This includes reducing the paperwork you have to sign on arrival, one-way systems and sterilised keys. You will be emailed the check in procedure well before your check in date, so you know exactly what to expect.
How do you help if I am self-isolating or quarantining?	<p>We are always on hand to help! There is a member of Capitol Students' staff on site 24 hours a day. This means we can assist you with any food deliveries (takeaways), grocery deliveries and also helping you get rid of your waste.</p> <p>We also want to support our residents' mental wellbeing. If you're struggling with your mental health, give us a call and we will support you as best we can.</p>
I'm in self-isolation – how can I get my supermarket delivery / parcels?	Supermarket deliveries can be delivered to reception if you are self-isolating. If you have to remain in your flat or studio staff will deliver your groceries to your flat or studio door. Please see our 'guide to helping self-isolating residents' for our full procedure. If you are not required to self-isolate, then please ensure you are available to collect the supermarket delivery when it arrives. Parcels will be signed for as normal
Do you need to enter my room at any point?	We may need to enter your room for emergency and statutory maintenance; however, we will always give you at least 24 hours' notice (except in an emergency) and all staff will wear the required PPE. If possible, we request that during the maintenance you leave your room in order to help with social distancing.
Can I book a room clean?	Yes, but slots may be limited as we are prioritising communal areas. We request that you leave the room whilst the clean takes place.
What are you doing to clean communal areas?	Capitol Students have increased cleaning of any communal or shared spaces like corridors, lifts and social rooms. We have also stepped-up cleaning of any frequently used 'touch points' like lift buttons, door handles, etc.
What happens in the event of a fire if I am self-isolating or quarantining?	<p>While the advice is to stay at home, the immediate risk from a fire or suspected fire is much greater than catching or spreading any virus. We would need to prioritize evacuation and getting residents out of the building safely. Please evacuate as normal if you hear a nonscheduled fire alarm.</p> <p>However, once you are safely out of the building at the agreed fire assembly point, people who have been self-isolating should keep the recommended distance from others (2 metres). All Capitol Student Scheme Managers are aware of this.</p>

Arriving at Capitol Students from abroad.

England

Before you embark on your journey to England, you must present a negative Covid-19 test, taken within the previous 72 hours. You must complete a [Passenger Locator Form](#).

If you are arriving in England from a country on the [Red List](#) then you must purchase a hotel quarantine package and self-isolate there for 10 days. You will be tested on Day 2 and Day 8 of your quarantine.

If you are arriving in England from any country on the [Amber List](#), if you have not been fully vaccinated under the UK vaccination programme, or have been to a red list country in the last 10 days you will be required to make your way to a 'safe' space to quarantine for 10 days. You must book 2 tests to take on Day 2 and Day 8 of your quarantine. Please click [here](#) for further information.

You may be able to end your self-isolation under the *Test to Release* scheme. See further details [here](#). **NB this is only available in England.**

From 19 July 2019 If you have been [fully vaccinated with a NHS vaccine](#) and you arriving from an [Amber List](#) country then you do not need to quarantine on arrival back in England. You will be required to take a PCR test on Day 2 of your return to England. You can purchase a Day 2 test [here](#).

If you are arriving from a [Green](#) List country then you do not need to quarantine, but you must take a Day 2 Covid test. You can purchase a Day 2 test [here](#).

If you are arriving at Capitol Students from abroad, please ensure that staff are aware when you will arrive. You will need to go to reception to collect/update your key. Please ensure you are wearing a face covering.

If you are in quarantine, you are not permitted to leave your studio or cluster flat for 10 days (except for emergency medical reasons or in the event of a fire alarm). If you live in a cluster flat you are still permitted to use the shared kitchen but please wear a face covering and ensure that the kitchen is empty when you use it. Flatmates of anyone who is quarantining for 10 days, due to arriving in the England from abroad, are not required to stay in the flat but we recommend that they strictly limit their contact with the newly arrived resident.

SC staff will be on hand to assist you with grocery and food deliveries and waste removal.

Please see SC's guide '[Arriving in the UK from Abroad](#)' for full guidelines.

	<p>Scotland</p> <p>Before you embark on your journey to Scotland, you must present a negative Covid-19 test, taken within the previous 72 hours. You must complete a Passenger Locator Form.</p> <p>If you are arriving in Scotland from a country on the Red List then you must purchase a hotel quarantine package and self-isolate there for 10 days. You will be tested on Day 2 and Day 8 of your quarantine.</p> <p>If you are arriving in Scotland from any country on the Amber List, if you have not been fully vaccinated under the UK vaccination programme, or have been to a red list country in the last 10 days you will be required to make your way to a 'safe' space to quarantine for 10 days. You must book 2 tests to taken on Day 2 and Day 8 of your quarantine. Please click here for further information.</p> <p>From 19 July 2019 If you are arriving in Scotland from an Amber List have been fully vaccinated with a NHS vaccine and you arriving from an Amber List country then you do not need to quarantine on arrival back in the UK. You will be required to take a PCR test on Day 2 of your return to the UK. You can purchase a Day 2 test here.</p> <p>If you are arriving in Scotland from a Green List country then you do not need to quarantine, but you must take a Day 2 Covid test. You can purchase a test here.</p> <p>If you are arriving at Capitol Students from abroad, please ensure that staff are aware when you will arrive. You will need to go to reception to collect/update your key. Please ensure you are wearing a face covering.</p> <p>If you are in quarantine, you are not permitted to leave your studio or cluster flat for 10 days (except for emergency medical reasons or in the event of a fire alarm). If you live in a cluster flat, you are still permitted to use the shared kitchen but please wear a face covering and ensure that the kitchen is empty when you use it. Flatmates of anyone who is quarantining for 10 days, due to arriving in the UK from abroad, are not required to stay in the flat but we recommend that they strictly limit their contact with the newly arrived resident.</p> <p>SC staff will be on hand to assist you with grocery and food deliveries and waste removal.</p> <p>Please see SC's guide 'Arriving in the UK from Abroad' for full guidelines.</p>
<p>I am an international student. Am I eligible for a vaccine in the UK?</p>	<p>Yes, if you register with your GP you will be eligible for a vaccine and you will be contacted by the NHS when you are eligible to receive it.</p>



In response to questions, we have received about possible property closures, we will not be closing any Capitol Students' properties, unless in the unlikely event we were instructed to do so as a Public Health measure. It is important that in these times of uncertainty, we continue to operate a safe and secure home for all our residents, this is our primary concern.

Here are some other questions you might have,

Who can I speak to for more information about rent and licence agreements?	If you would like to contact someone with a query on anything above, please contact the local site team.
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