Dear Robin,

I hope that this email finds you well. I am contacting you to confirm a few important matters regarding your University accommodation. I know that many students have asked questions about their accommodation tenancy agreements and fees and I am now able to confirm that where a student has already left, or will be leaving their University accommodation at Easter, they will not be charged for the final instalment, enabling you to terminate your contract early, should you wish.

You may like to know that some of your rooms are going to be put to good use as they are now going to help provide accommodation for our wonderful NHS key workers, many of whom will be graduates of our University, and in some cases are even our final year students.

If you have already left halls but didn’t take your personal possessions with you, where required, we will be operating a pack and store service on your behalf. There will be no charge for this. This will mean that we can maximise the number of rooms that we are able to provide to the NHS.

We have been in discussion with the insurance company and under the halls/homes policy items left in a room or stored will remain covered under our policy. Endsleigh, who administer the scheme on our behalf, have agreed to change their terms on the amount of time a room can be left empty to reflect this unprecedented situation.
As an additional benefit, any student who is able to travel in the UK, subject to government restrictions, will have their belongings covered in transit against theft for up to £500 per bag of possessions.

When travel restrictions are relaxed the University will be in contact with those of you who have belongings remaining in halls and homes to arrange collection and to return your keys.

For those of you who intend to stay in your University accommodation please rest assured that the University has comprehensive plans in place to ensure your wellbeing and that you remain supported. Should you have any questions or concerns please contact our Residential Life team who continue to provide their services.

To ensure that we know your plans can I please ask you to complete this short form by 10 April. We will assume that if we don’t receive a form by this date that you are keeping your tenancy contract until it ends.

I will look forward to hearing from you about your plans. In the meantime, please do take good care of yourselves.

Kind regards,

Sarah Hogg
Director of Student Support and Wellbeing