

**Creating safe,
welcoming
HOMES**



**Student
Accommodation**



INTRODUCTION

Feeling secure in how we live with others has never been more important. COVID-19 is creating a “new normal” where we are all even more mindful of our own safety and wellbeing, as well as that of the people around us.

At iQ, we have taken a number of steps to protect residents and staff; creating an environment where our residents can feel confident, relaxed and safe.

We believe this is our essential role – to create a safe, welcoming home away from home for every student who chooses iQ.



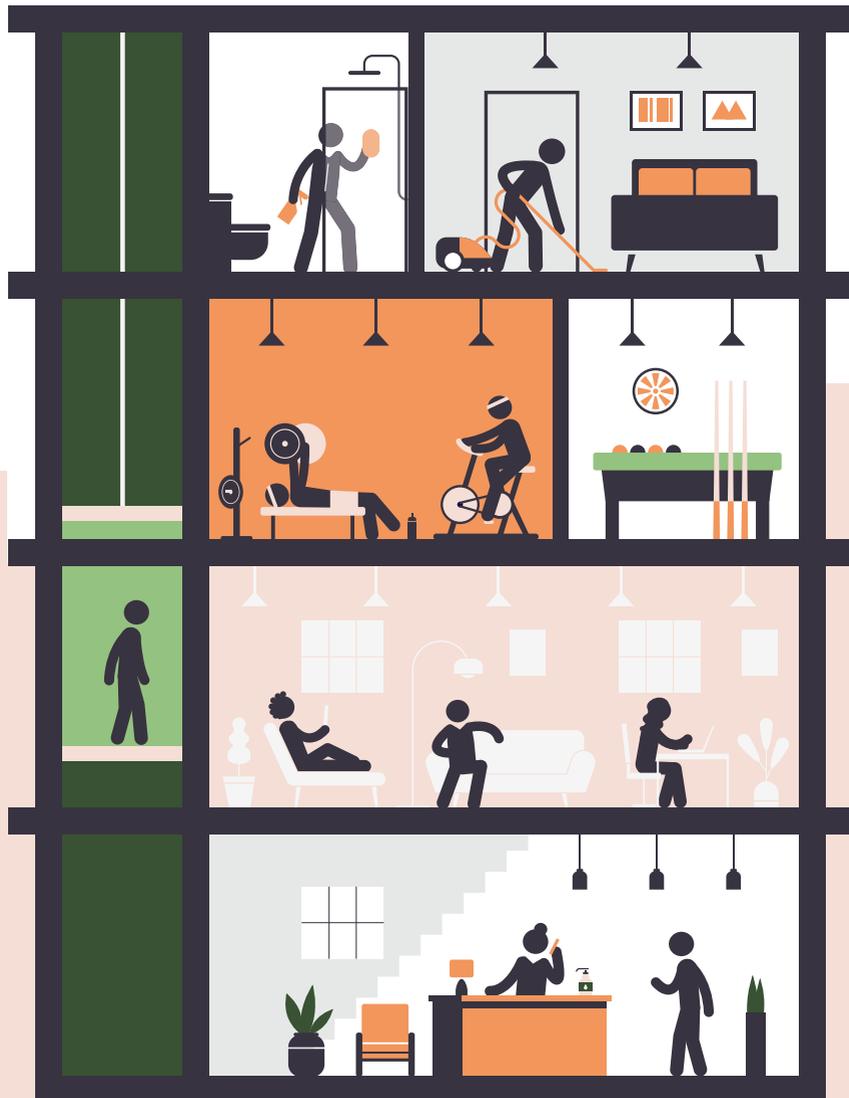
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The safety and wellbeing of our residents and staff is our top priority. Unlike many businesses, we have continued operating throughout the pandemic, providing safe and welcoming homes for the many thousands of students who have stayed with us. With the steps we have taken, and continue to take, we are adapting our properties and ways of working so that our residents can live confidently in the new reality that COVID-19 has created.

Matt Merrick | COO



This GUIDE



These are unprecedented times. We all have a role to play in keeping ourselves and others safe – by keeping a safe distance from others, and following good hygiene practices.

We thought we'd create a short guide to let you know all the things that we're doing, and to give you information and tips for living safely in your iq home.

WHAT TO EXPECT

Some changes have been made around our site to ensure it's as safe and hygienic as possible. Please familiarise yourself with what we've done and anything you may need to do differently.



Added signage to guide you safely around the building and inform you of other requirements



Placed sanitiser stations around the site for your use



Frequent cleaning of high traffic areas – some areas will be closed at certain times to allow for deep cleaning



Installed safety screens at reception, and provided PPE to our staff as needed



Limited the number of people allowed in our communal areas, to accommodate social distancing requirements



Adapted our parcel collection service to minimise direct contact between you and our staff

OUR TEAMS ARE HERE TO SUPPORT YOU

We have staff on site around the clock, seven days a week so there is always someone to support you when you need it. You will see our staff on site as normal, however you will also notice that we've taken some additional precautions to keep you and them safe. We have installed safety screens in our receptions for everyone's protection.

You will also see more of our housekeeping teams, who are focused on keeping the site as clean and hygienic as possible - focusing on high traffic touchpoints like handrails, door handles, push buttons, light switches, touch points on vending machines and touch areas on washing machines.

Our on-site maintenance technicians will continue to carry out repairs however will only enter a studio, ensuite or bedroom after letting you know they will be coming. Some of our staff will be wearing Personal Protective Equipment.



If you have any questions or need support, you can download the iQ app and keep in touch with the site team digitally.



Social SPACES

At iQ, our social spaces are designed to bring our communities together, however this year we will be taking some necessary steps to help residents who want to use these spaces stay safe...



SOCIAL SPACES



We'll be limiting the number of residents who can enter these spaces at any one time, and where possible reconfiguring the spaces, so that we support social distancing.



Signage will be used to guide residents on using these spaces safely, and all residents will be asked to wipe down the parts of the social spaces they have used – there will be paper towel and sanitiser spray available for you to do this.



We'll be increasing the cleaning of these spaces as well, so keep an eye out for communications from the site team to let you know when the spaces may be closed for cleaning.

We're keeping a close eye on the advice from the Government, and we may need to further restrict access or close these spaces if we are advised to do so. Your site team will keep you informed, if this was to become necessary.

GYMS

Exercise a vital part of both physical and mental health. If your iQ home has a gym, this will be open in line with Government advice. Our housekeeping team will maintain exceptional hygiene standards however users need to take responsibility when using the equipment.

You will be responsible for wiping down equipment before and after use, and paper towel and sanitiser spray will be available for this purpose.





Limited access to social spaces doesn't mean limited social events.

We've got a range of great virtual clubs that you can join – from Book Club, to Support Club. We will also have regular digital events to keep you engaged and connected – from Pilates and yoga classes, kickboxing, to mindfulness and painting workshops. There is something for everyone. Follow iQ's social media pages to be first to know about what events are coming. You'll also get a monthly newsletter from iQ with the latest news from us to you.

DELIVERIES AND PARCEL COLLECTION

We all understand the convenience of great click and delivery services, but we would ask you to be considerate when you are placing online orders, and think about the volume of items you are having delivered each week.



Why not make your online shop a weekly event – you can “collect” items in your online shopping carts and then place one weekly order (you might even save on those delivery charges).



Keeping it CLEAN

We all need to take responsibility for own health and hygiene - whether you're living in a studio or a shared flat, good personal hygiene plays an essential role in keeping us all safe and limiting the spread of germs and viruses, including Covid-19. Consider your neighbours and flatmates by implementing a few simple ways of living together.

SHARED LIVING SPACES

within your household



- 1.** Keep kitchen surfaces clean and as clutter free as possible. You should continue to wipe down the work surface before and after use.
- 2.** Getting to know your flatmates is more important than ever. By communicating and working together, you should be able to live well together. Be clear about what you expect from each other – from hygiene to boundaries.
- 3.** You might also want to set up a cleaning rota, so that you can fairly share responsibility for keeping shared spaces clean.
- 4.** Be clear which crockery, utensils and kit are yours in shared kitchens, as you might want to avoid sharing items.
- 5.** Shared flat lounge spaces are designed for your relaxation, but try and keep a bit of physical distance.
- 6.** Regularly wash bathroom and ensuite bathroom hand towels and make sure there is plenty of handwash for you all to use.
- 7.** Whether you live in a studio, or are sharing a flat, regularly wipe down door handles, light switches and high touch areas.

CLEANING PRODUCTS



You only need a few products to ensure your home is a safe environment for everyone either living with you or visiting you. Purchase disinfectant sprays or wipes and clean down surfaces regularly. Remember to keep your cloths clean and dispose of them regularly or use disposable wipes. You would be surprised the number of germs lurking on a dirty dish cloth!

We understand not everyone loves the idea of cleaning, but everyone does need to play a part in keeping you and your fellow residents safe.

BEDDING & TOWELS

Everyone knows how nice it is getting into a freshly made bed, so why not also get into the habit of popping bed sheets into the laundry once a week. You will be glad you did once you climb into bed that evening. Regularly use the washing machine to clean face cloths, hand and bath towels.



LAUNDRY SPACES

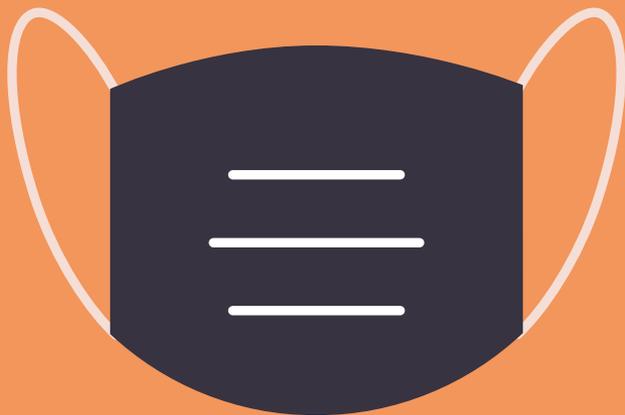
Most of our sites have a laundry room where you can wash and dry your clothes. These are operated by an independent provider. There will be sanitising stations near our laundry rooms and these should be used prior to using the washing machines and dryers.

Our site teams will carry out additional cleans of the laundry room to keep it super clean. We would ask that you don't wait for your laundry in the laundry room, but rather use the app to check when machines are available and your washing is done. Much more convenient!

GETTING AROUND

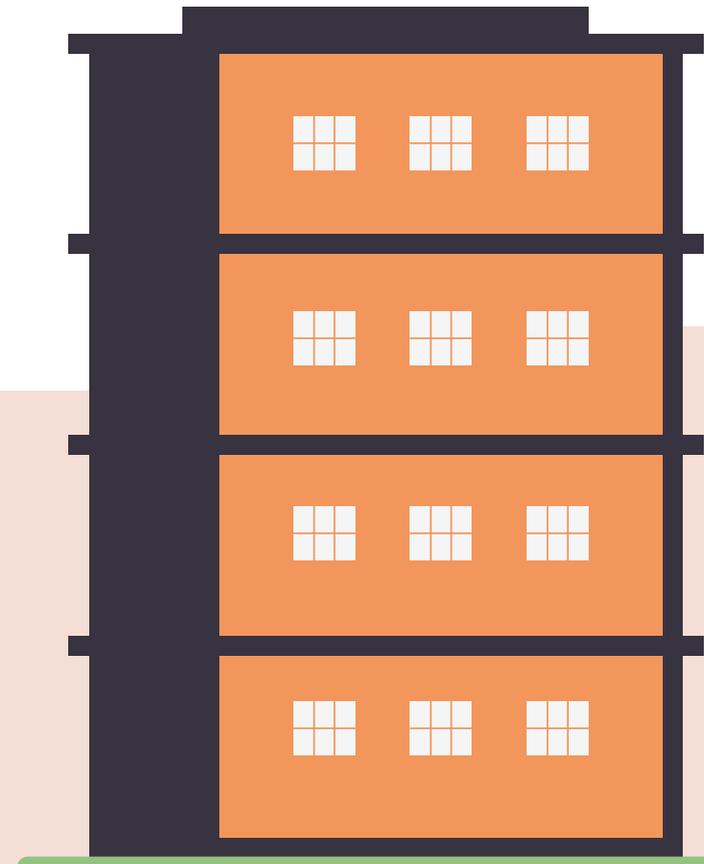
It is important you protect yourself and those around you when commuting around the local area. The Government is advising that everyone who uses public transport should wear a facemask.

Regularly washing hands, especially when returning to your iQ home, is very important. There will be sanitiser stations in reception and common spaces, for your general use, but we also encourage you to carry your own bottle of hand sanitiser when you are out and about.



VISITORS

We ask that our residents follow Government guidance on having visitors in your home. For now, and for the safety of all residents, we are asking that residents keep guests to a minimum – especially indoors. All guests must be signed in at reception. If you have someone to stay overnight, they must stay in your room only.





KEEPING UP TO DATE

The advice for people living in the UK is constantly changing. We all have a responsibility to stay up to date with the latest guidance and information. You can find more by keeping in touch with your university welfare team and website, as well as a number of other useful resources.

Government advice: www.gov.uk/coronavirus

NHS information: www.nhs.uk/conditions/coronavirus-covid-19/

iQ information: www.iqstudentaccommodation.com/update-centre

IMPORTANT

If you have any symptoms of COVID-19, you should remain in your room or studio and follow NHS advice.



iQStudents