

Guidance for residents who are have symptoms of COVID-19 or have tested positive & their flatmates



28th September 2020

This information is for students living in university halls of residence who: -

- are experiencing [symptoms of COVID-19](#)
- have tested positive for COVID-19
- have a flatmate or flatmates who fits one of the above categories

If you are in one of these categories, you must follow [government advice on self-isolating](#). Please note that you may be [fined up to £10,000](#) if you do not self-isolate when required to do so.

As you live in a hall of residence, please also note the following guidance and information.

If you have symptoms or have tested positive for COVID-19

- Advise the university by completing this [form](#).
- Make sure your flatmates are aware that you are symptomatic or have tested positive for COVID-19. Accommodation Services will also do this once you've notified us that you are symptomatic.
- Do not use the kitchen at the same time as your flatmates. If you know your flatmates, you may wish to set up a rota for using the kitchen (Accommodation Services can also help with this). Otherwise, if you go to the kitchen and someone is using it, please wait until they have finished. If they are socialising in the space, please tell them you would like to cook.
- Wear a mask or face covering when you are in a kitchen or hallway in the flat during your self-isolation period.
- In communal areas in the flat where you may meet your flatmates, stay at least two metres away from other people.
- If you live in a flat with shared shower and toilet facilities, sanitise them each time after you use them. If there is more than one shower/toilet room in the flat, it is best to designate one of these for your use only. Put a sign on the door to make sure others know not to use this bathroom (or ask Accommodation Services to do this). If someone else in the flat is also symptomatic, you can share this space with them.

If your flatmate is symptomatic or has tested positive for COVID-19

- Do not use the kitchen at the same time as flatmates who are symptomatic

- Ensure that the symptomatic flatmate has some time to use the kitchen area when you are not in it.
- Be friendly without breaching guidance. You can talk to a flatmate who is symptomatic through the door, the telephone and online.
- If you live in a flat with shared toilet and shower facilities and there is more than one bathroom, one bathroom should be designated for symptomatic students. Do not use this bathroom.

Everyone in the flat

- Do not leave the flat to go onto the university campus or elsewhere unless there is a fire alarm, or you are smoking or vaping (see details below).
- Notify the university that you are self-isolating by completing this [form](#).
- Wash your hands lots of times during the day – do this for 20 seconds, using soap and water or hand sanitiser and wash hands before leaving and returning to hall.
- Always cough and sneeze into a tissue – then throw the tissue away and wash your hands.
- Wipe all surfaces you have touched in the kitchen/communal areas using strong household cleaner (disinfectant) before and after use.
- Clean bathroom touchpoints after use, and before use if shared with a self-isolating flatmate.
- Use different towels.
- Arrange for food and medication to be delivered. Ask people delivering things to leave them outside the flat door and to let you know they are there – they must not come into your home. If you are unable to arrange delivery of food and essential items, you must notify the Accommodation Service team.
- Be aware that no domestic staff will enter the flat while residents are self-isolating, and you must ensure that you keep the communal areas clean and tidy. You can remove rubbish and take it to the disposal areas but must wear a mask and avoid contact with other residents.
- If you smoke or vape, you must not do this in your flat. If you cannot cope without smoking during this period, you can go outside to do this, but you must wash your hands before leaving your flat, avoid all contact with others, sanitise your hands before returning to hall, and you must return to your room immediately afterwards. You must ensure you smoke in an area that is distant from anyone else. You must wear a face covering as you leave and enter your room and you must put it back on as soon as you have finished smoking. If your building has a lift, you must not use it.
- If the fire alarm sounds, you must evacuate but take care to stay at least two metres away from anyone and wear a mask or face covering. Do not use the lift when you return.
- Do not use taxis or public transport and do not allow social visits from friends and family – use your phone and social media to keep in touch. Nobody but essential personnel are permitted to enter the flat during the self-isolation period.
- Do not use the lift to leave the building, use the stairs.
- Be aware that no guests are permitted into the flat while you are self-isolating.
- Keep in contact with staff.

Please also remember that help and support is available from the Resident Assistant (RA) on call and the Security Team (the numbers can be found in the kitchen) and also from the Accommodation Services team at the contact details below.

Avery Hill: ah.accommodation@gre.ac.uk
Greenwich: gr.accommodation@gre.ac.uk
Medway: me.accommodation@gre.ac.uk

You can make an appointment to speak to staff via the link on the welcome page of the Accommodation Portal.