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Dear All

CityBlock Update

Thank you all for your patience and understanding as we have worked in the background with our relevant partners and stake holders to find solutions to alleviate these very difficult circumstances that we all find ourselves in.

We are immensely grateful to our site teams who continue to work professionally and under great pressure, within government guidelines, to provide all our residents with access to safe and secure accommodation.

We are aware that the situation has been at times confusing with conflicting information circulated by universities which may also have caused some of you great distress. We urge everyone to continue to heed the governments advice in saving lives and in particular the official and consistent statement from Michelle Donelan MP Minister of state for Universities:

'The Government's advice is that students remaining at university in England should now stay where they are and not attempt to travel. If you are living in student halls, or private rented accommodation, you should remain there and stay indoors while current restrictions are in force. As the Prime Minister said, staying put and remaining indoors is a crucial step now to slow the rate of transmission of COVID-19, to protect the NHS from being overwhelmed, and save the lives of fellow citizens. The government published advice on staying at home here: <https://www.gov.uk/government/publications/full-guidance-on-staying-at-home-and-away-from-others>'

We are also aware that the Government have put a number of assistance packages in place to help families, businesses and student finance payments will continue. We want to assist our residents by offering support to help lessen the financial burden whilst also ensuring our need to continue to keep our accommodation open and our residents in occupation and our staff well supported.

Your Current Status

Thank you for completing our online form confirming your current status.

Based on your confirmation please note the following information:

Your Tenancy Agreement

All tenancy agreements will remain in place and will expire on their existing contractual expiry date in the normal manner.

Our accommodation will remain open and normal services provided in line with government guidance and directives.

Residents Currently in Occupation

For those of you who remain in your accommodation we want to reassure you that your safety and wellbeing is our top priority. Whilst our staff may not always be visible to you, they continue to be available and are working to ensure that you can remain safely in your accommodation. As a result of government directives, we have changed the way we provide certain facilities and services and we thank you for your continued patience and understanding.

We are grateful that you continue to abide by the advice of Public Health England and Government Restrictions, not to attempt to travel home while current travel restrictions are in place. Latest updates can be found here www.gov.uk/coronavirus

If you require any assistance with extra weeks of accommodation, then please do not hesitate to contact site teams

Residents Not Currently in Occupation (whether intending to return or not)

We have been working hard to create funding support. Any overheads and costs that we have managed to reduce as a result of your non occupation due to Covid-19 we will be passing this in full onto you. This concession is **£600 per room**.

If you still have rent to pay this needs to be made in the normal manner less the £600 concession. This payment date has been extended **to 1st May 2020**, if not paid by this date your concession will lapse and the full amount will be due. If you have paid in full, the concessions will be reimbursed by our accounts department within 28 days – please bear with us as we process these. Anybody who is suffering financial hardship can discuss payment options in the normal manner with our accounts department, we will always help as much as we are able.

If you are unable to collect your belongings due to government restrictions, and, do not plan to return after lock down ends to collect them, we can assist you with removal companies who will be able to pack your belongings up for you and ship them to a designated address. Their details will be on our [Coronavirus FAQ page](#).

Your room will still be available for you if you are able to safely travel back before the end of your current tenancy expiry date. Please only return when Government guidance allows you to do so.

For students not in occupation please confirm your acceptance of the £600 concession and intentions with regards to your keys by **5pm 27th April 2020** by completing this [online form](#).

Deposits

These will be refunded in the normal manner at the end of the tenancy.

Please remember that further guidance on the current situation can be found on our [Coronavirus FAQ page](#).

Many thanks and please continue to keep well and stay safe.

Kind regards



Alison Bargh
Chief Operating Officer



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