



# Accommodation

A guide for host providers



Information and guidance  
for anyone thinking about  
becoming a registered  
homestay provider



# Chichester College Group Accommodation Services

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**The Accommodation Services Team is based on the Chichester campus in the Student Centre at the front of the College. The hours of business are between 8.30am - 5.00pm Monday to Friday.**

For the emergency out of hours telephone number please see the 'Useful Contact Numbers' section at the back of this booklet.

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## Home Stay Providers

This brochure is designed to provide information and guidance to anyone who is either thinking of becoming or is already a registered home stay provider with Chichester College Group.

Chichester College Group is expanding and home stay providers are needed to provide comfortable and secure accommodation for both international students and home students who are unable to travel in on a daily basis.

For many students, coming to the United Kingdom is a new experience and where they live goes a long way to making this a positive time for them. Home Stay Providers are an integral part of this. If you are interested or know of a friend or neighbour who may have appropriate accommodation please contact us at any time of the year.

Hosting a student can be an extremely rewarding experience for the whole family, there will be opportunities to learn about new cultures and traditions. For the student it is so important that they feel part of the family and learn as much about living in the UK as possible.

## When preparing to be a host it is important to consider:

1. Do I feel fully prepared? – do I know the College procedures and expectations?
2. Am I motivated to become a host for the right reasons?
3. The most important part of a homestay is you – the host. It is important to be welcoming and hospitable, willing to promote cultural exchange and prepared to take responsibility for the students' care and welfare.

For further information or queries about accommodation matters please contact Chichester College Group Accommodation Services directly on:  
**(01243) 812205 or  
homestay@chichester.ac.uk**

## How can we help?

The Accommodation Services Team is pleased to be of assistance at any time. We will offer advice to prospective or registered owners on the type of accommodation which is popular with students, the suitability of the lodgings, advice on rent levels, furnishings and the role you have to play.

Although we cannot take responsibility for students or properties, should any problems arise; the Accommodation team will always help or mediate where possible.

All new Home Stay providers will have an initial visit by a member of the Accommodation Team; there will also be revisits every College year. At the initial visit the member of the Accommodation Team will look for safe, clean and comfortable conditions which are conducive to study as well as relaxation. Members of the permanent household who are over the age of 18 will be required to have an enhanced DBS check undertaken by the College (payable by the Home Stay provider). We also ask for two references from the main provider.

It is really important for you to be prepared to be a Host and the College will fully support you in this. At the initial visit and also at each revisit, College procedures will be explained to you, these will include safeguarding procedures and guidelines which are embedded into everything the College does. After your initial visit you will be required to complete some online modules, which include Safeguarding, eSafety and Prevent. This can be done at home with support from a member of College staff if required, or in one of the workshops set up through the year at the College.

There are terms and conditions for you to sign up to which will outline the expectations of the College as a provider. In line with our College policies you will be required to complete these every year.

The College's full safeguarding policy can be found following the link below:

<http://www.chichester.ac.uk/governance/policies-and-procedures>

Should the accommodation prove to be suitable, then the following procedure is simple. Your accommodation will be registered with us and the details will be kept on our database. From these details we will match the most appropriate student to you. We will call and talk you through the details of the student coming to the College. If you wish to accept the student we will complete the booking and send you all the details. A questionnaire will be sent one week after the student arrives with you, please complete and return it to help ensure there are no concerns. If at any time you do have concerns please do not hesitate to contact us.

Of course, we cannot guarantee that your accommodation will be taken, but we will endeavour to send appropriate students to you. The College has students coming for short term courses as short as two weeks, or long term which is for the full academic year. You can change your preference at any time.

When a student is placed with you, a member of staff from the College will contact you within 24 hours to make sure the student has arrived and that everything is well. If possible the College will speak to the student at the same time.

## How can you help us?

Please let the Accommodation Office know if your accommodation becomes vacant or is taken up by a student. This means we can offer you and the students the best possible service using up to date information.

You can also help us by informing us of any changes to your accommodation i.e. extra rooms, new occupants or pets which will help us to find suitable students for you. Students come to us throughout the year including summer school, so having correct details is imperative.

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## General Guidelines

Always make sure that the students know where they stand from the outset. If you have any special requests or considerations, it is essential to make these clear as they can become a source of resentment.

Generally, students are considerate and helpful, but they need to know the ground rules from the beginning of their stay.

It will not be unusual for your student to suffer from homesickness – this is perfectly normal but do not ignore it. Speak to the student or if you are in any way concerned speak to the College.

It is really important to be aware of culture differences, this could be in the form of confusion of unfamiliar food, driving on the “wrong side of the road” or seemingly more personal differences, such as manners, body language and displays of affection. The College will work with you and support you with

any issues that may arise. The College has an extremely strong support team, including a Japanese Student Counsellor and bi-lingual staff who will be able to assist with this.

## Here are a few suggestions:

1. It is reasonable to expect students to inform you of their time of return to the house or if they intend to be late or out overnight. It is advisable to know where they intend to be.
2. Most students have good social lives, so it is always as well to think carefully what is acceptable to you when it comes to the question of visitors. If students wish to entertain friends, it is expected that they should reach a prior agreement with you and that your wishes are respected in this matter.
3. If you allow smoking in the house, please make it known specifically whereabouts in the house students can smoke.
4. Student timetables at the College vary; it is important, therefore, that students have reasonable access to their lodgings during the daytime.
5. Always obtain a home address and mobile number from your student shortly after their arrival. Should they move on, a forwarding address should also be obtained and the Accommodation Office informed.
6. For students who are under 18 they must follow the College’s curfew policy. They must be home by 10pm Sunday - Thursday and 11pm Friday - Saturday. For full details of the under 18 policy, please refer to your under 18 guidelines that will be provided to you on each visit.

## The Accommodation

A basic requirement of all accommodation is that the property should be in a sound, safe condition. It should also be in good decorative order, with fabric fixtures, furniture and fittings maintained in the same sound, clean condition, fit for the purpose intended.

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## Safety

The College has a responsibility to ensure that students are not put at risk in any way and thus a minimum level of safety provision in houses offering accommodation is expected.

This is probably in accordance with safety measures which you already take, but there are now specific legal requirements for you as a landlady/ lord accommodating students to have your gas appliances checked for safety every year. This check must be done by a CORGI registered plumber or heating engineer who will supply a safety record form, or sign any relevant visit paperwork, after each check. This form should be available for College or student inspection and you will be expected to sign a declaration each year stating that this check has been carried out. Without this statement we will be unable to place students with you.

Smoke alarms appropriate to the size of the property and placed in appropriate risk areas are an additional safety precaution which an inspecting office will look for. Fire blankets and/or fire extinguishers are also a must for kitchens used by self-catering students.

Accommodation staff will visit assess standards and suitability at the initial visit and subsequent revisits.

All housing is subject to Environmental Health/Fire Officer inspection should it be thought necessary.

On the day your student arrives please make sure you show them all possible fire exits, sound the smoke detector and where any spare keys are kept for windows and doors.

You should also make sure your student is aware of the UK Emergency number 999, as this will be different to their own country. If you are out for the evening, please make sure you have also provided your student with an emergency number a neighbour or close friend who could assist if there was a problem.

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## Student Bedrooms

There are, of course, officially recommended floor areas depending on the number of students per room. The visiting Accommodation Adviser will advise on this. There are also standards relating to bed size, mattress type, heating, lighting and furnishing. Again, the Accommodation Adviser has details.

In addition to a bed, each student will require a desk or table and chair, a wardrobe or hanging space, drawer space, a bedside table and shelves for books and personal belongings. The room should have a carpet or bedside rug and a non-flammable waste paper container. It should also have a reasonable amount of free space for ease of movement around the room. At least one external window providing adequate ventilation is essential. Perhaps the most important aspect, particularly for overseas students, is the necessity for adequate heating. Students from warmer climates may feel very cold indeed (until fully acclimatised to British weather).

## The Bathroom

If you are to share your bathroom with the student, it is advisable to come to an agreement about when it would be convenient for them to use it.

Each household must have at least one bathroom, adequately ventilated, with toilet paper and sanitary disposal bin. You must also allow reasonable and regular access to the bathroom and laundry facilities on a daily basis.

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## The Kitchen

For all self catering students as with the bathroom, it is worth avoiding frustration by arranging with your student suitable times to use the kitchen. Naturally, this is particularly relevant where your student is staying with you on a self-catering basis. Such students will require a cupboard and an area in the fridge for them to store their own food. Food should not be stored in bedrooms. Your student should always leave the kitchen and its appliances in a clean and tidy condition after use and, for safety reasons, should not use the kitchen for cooking after an agreed time in the evening unless with the mutual consent of the owner.

Even half-board students will need a small area of cupboard space to keep snack foods and drinks. Half board students should not be cooking in your house but you should allow them access to the kettle, toaster and microwave.

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## General Areas

Integration with the home stay provider is probably the most important aspect of the student's stay with you and we know that in the majority of cases students

would welcome the opportunity to share family life. It is invaluable, therefore for students to have reasonable access to the lounge/living area to watch TV, read or relax or for discussion.

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## Meals

Owners offering "half board" i.e. dinner, bed and breakfast accommodation, are expected to provide breakfast and an evening meal every day with the addition of a light lunch on Saturdays, Sundays and Bank Holidays.

Mealtimes are important social gatherings in a household. If you expect your student to eat with you, please ensure that they are aware of the times of the meals, but do remember on occasions, students lifestyles may not always fit in with set meal times and some flexibility may be required.

An appropriate seating area, where students and family eat, must be provided within the home for students.

### A typical meal might be:

**Breakfast:** Either continental i.e. coffee, toast, bread or cereals.

**Lunch:** On a Saturday and Sunday a light lunch sandwiches or toasted meals, fruit, drink etc should be provided.

**Evening Meal:** Daily including the weekends at least two courses to provide a varied and well balanced meal or adequate proportions. eg meat or equivalent, two vegetables and potatoes/rice/pasta plus a desert, re: yogurt or fruit.

We will try to give you as much information as possible but we do suggest that you discuss food likes and dislikes with your student when

they arrive. A few students do have vegetarian tendencies and some do not eat pork for religious reasons. Snacks or drinks may be given at your discretion.

Students involved in College organised trips at weekends are entitled to a packed lunch instead of the usual lunch at home.

Students' lifestyles do not always fit in with family meal times and many enjoy cooking for themselves. On the whole, self-catering arrangements simply mean that times are agreed when the student may use the kitchen (including the home owner's utensils) to prepare their own meals.

You may find these arrangements may be more convenient for you as they create less work and tend to be more popular with the older student.

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### **Laundry**

All bed linen is provided by the owner who is responsible for its laundering. In addition to bed linen, half board student's personal laundry is done by yourselves and the student is responsible for the ironing, in this way you have control over your washing machine. Laundry should be done on a weekly basis.

An exceptional amount of laundry or heavy/special garments is the responsibility of the student.

Self-catering students should have access to laundering facilities by arrangement with the householder. Naturally, they should also provide their own detergent and given be given a drying area.

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### **The Telephone**

A telephone enabling students to make and receive calls at reasonable times with only "at cost payment" for calls must be made available.

We recommend that students do not make outgoing calls without prior permission or agreed payment. There should, however, be no restriction on a reasonable amount of incoming calls provided that they are in sociable hours and not of lengthy duration.

Please note: The College accepts no responsibility for unpaid telephone charges accrued by students, so it is wise to take precautions.

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### **The Internet**

All Host Providers are expected to be able to provide the student with unlimited internet.

The students will all be required to sign an internet agreement of which you will get a copy. This service is included in the weekly fee.

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### **Electrical Appliances**

If you are happy to agree to your student using his/her own television, stereo or computer, please discuss any limitations of use with the student before it is installed.

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### **Keys**

A Keys should be given to the student on the understanding that they will be responsible for always securely locking the doors and that the key will be returnable during vacations and when the student finally leaves. If the key is lost the student is responsible for the cost of a replacment.

## Visitors

Students appreciate being able to invite a friend to their lodgings for coffee or to study together. Naturally, the number of friends should be within reason. It is advisable to discuss this subject with the students as early on in their stay as possible, on the understanding that your wishes on this matter must be respected.

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## The Rent

All Host Providers will be paid through the College. This will be weekly and by BACS. This is to take away any of the embarrassment of asking students for the payment and also to be sure students are paying a fixed rent.

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## Prices

For current prices please contact the accommodation team, these are inclusive of all bills (except telephone).

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## Cancellation fee

Occasionally, due to circumstance beyond our control, a student may be delayed or, in a few cases, fail to arrive at all. In such situations an inconvenience fee will be paid, provided that you have not received one week's notice in the case of a cancellation.

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## Breakages and Damages

Damages happen very infrequently, but should they occur, the student is expected to let you know immediately and to pay for a replacement if necessary.

Please check that your property and belongings are correctly insured for student use. Students are also advised to take out personal insurance for their belongings. The College cannot accept any liability for damages.

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## Notice Period

If, for any reason, the arrangement does not work and you wish the student to leave, please give at least one week's notice.

All students must give you one week's notice also or payment in lieu of notice. It is always advisable to get a forwarding address.

Please notify the Accommodation Office of your student's intention to leave. We need to know when and where a student is moving and when your accommodation will become available again. Notice should be given on a Saturday, where possible.

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## Illness

If your student informs you they will not be attending College due to sickness please inform them to contact their student tutor. The College has a nurse on site during term time, please contact the accommodation team for times. You will find a list of local doctors and dentists used by the College at the end of this booklet.

All students are strongly advised to register with a local doctor's surgery, if here for more than 6 months. As the Host Provider you will need to let them know where their local surgery is. For under 18 year old students you will need to let the College know of any absences.

## Council Tax

Full academic year students, including overseas students, are not counted for Council tax, although we are informed by the local District Council that in households where a discount is applicable, a student lodger will have to be declared and may have to produce an exemption certificate. This is available from the main reception at each campus.

Please note the College is legally bound to provide appropriate information to the council if requested.

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## Insurance

We advise you to obtain special liability and contents insurance for your home whilst you are a Host Provider.

If you own a car we also advise you to have fully comprehensive insurance, to comply with our College policy to enable you to take your student from A to B.

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## Local Authority regulations

Householders who accommodate students in second floor rooms i.e. rooms which are more than 20 feet above ground level, may be required to install extra safety features e.g. a secondary means of fire escape.

In view of the legal requirements for the householders to comply with the local fire regulations, it is regretted that lodgings accommodated on the second floor, which do not comply cannot be included on our register. If you are uncertain about your own

compliance with the fire regulations we will be pleased to give details. The Environmental Health Department of the local Council are also happy to advise and have a limited number of grants available enabling owners to bring their property up to the required safety standards. Please ensure all students are aware of the fire exits.

The College is required to send all registered accommodation addresses to the Environmental Health Department for their records.

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## Income Tax

It is recommended that current and prospective home stay providers contact the Inland Revenue or a qualified accountant in order to obtain specialist information and advice regarding income tax issues.

Please note: the College may be required to respond to formal requests for information by the HM Inspector of Taxes.

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## British Council

The College follows the guidelines of the British Council which advises no more than four students can be placed with a host family at one time.

The British Council also advises that all students placed by the College will be lodged with students of a similar age.

## Booking Procedure

Following a visit to your property and assuming that all required standards have been met, the accommodation will be registered with the College Accommodation Service. Staff at the Accommodation Office will contact you when a suitable student has been found and provide you with all the appropriate details, either by telephone or letter. If the student is already living in the UK an appointment will be arranged for the student to visit you at your home.

When a student has been booked in with you, we will advise the student to contact you directly to advise you of their flight details so you are aware of exactly when to expect them.

We will give you as much information as possible about the student we are booking in with you. For the student coming to stay with you, the more information we can give them about you, including a photograph will make them feel more confident and comfortable about coming to the College.

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## Revisits

It is the policy of the Accommodation Service to visit your accommodation every college year, following the initial visit. This gives us an opportunity to update your details and for you to discuss any issues with the Accommodation Officer. Any changes to College policies or procedures will be discussed at this time.

## Summer School

The College operates a thriving Summer School during July and August when hundreds of enthusiastic students from all over the world study in the international Centre on short-term courses. Periods of stay vary. For shorter stay periods you may feel that you are able to offer accommodation for two or more students. Please let us know if this is the case.

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## Arrival & Departure of Students

Meeting and bidding farewell to students, is, we feel, an important part of the hosting procedure. Home stay providers who are accommodating students as part of a group are expected to collect their students from the College upon arrival, and to return them to the College on the departure date. If you are unable to collect or return the student(s) and if the College cannot provide alternative transport, it is the duty of the host family to pay for a taxi.

For all our host providers living outside of the main city (Chichester, Worthing, Crawley), please ensure your student is aware of the bus and train routes. For those hosts living inside these cities, please show them the walkable route to college.

# Useful Contacts

## Chichester College Group Numbers

Chichester Campus Main Reception	Tel (01243) 786321
Crawley Campus Main Reception	Tel (01293) 442213
Worthing Campus Main Reception	Tel (01903) 275755
Accommodation Services (answer phone outside office hours)	Tel (01243) 812205
The International Centre - Chichester	Tel (01243) 536294
The International Centre - Crawley	Tel (01293) 442205
The International Centre - Worthing	Tel (01903) 275720
Woodlands Halls of Residence (emergency out of hours)	Tel (01243) 773533
Nurses Available at the Medical Room in the Sports Centre - Chichester campus	

## Dentists

Jubilee Dental Centre, St Richard's Hospital, Chichester	Tel (01243) 793697
Stockbridge Road Practice (Private), Chichester	Tel (01243) 783729
Richmond House Practice (Private), Chichester	Tel (01243) 783141
Crawley Hospital - Emergency Dental Care	Tel (01293) 518541
Crawley Dental Centre	Tel (01293) 521023
Boulevard Dental Practice (Private), Crawley	Tel (01293) 270730
Central Clinic Worthing emergency dental care	Tel (01903) 230364
Worthing Dental Centre	Tel 0800 111 6627
Worthing Dental Practice (Private)	Tel (01903) 233983

## Chichester District Council

Tel (01243) 785166

## Crawley District Council

Tel (01293) 438000

## Worthing District Council

Tel (01903) 239999



# Accommodation Services

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college websites:  
[www.chichester.ac.uk](http://www.chichester.ac.uk)  
[www.crawley.ac.uk](http://www.crawley.ac.uk)  
[www.worthing.ac.uk](http://www.worthing.ac.uk)

