



During these challenging and unprecedented times, we understand that there is a great deal of uncertainty and worry about choosing the right student accommodation.

We want to provide reassurance to our current and future residents that we have put stringent measures in place to prevent the spread of COVID-19 in our buildings and adapted our booking options to be more flexible during these unpredictable times.

Our primary focus will always be our residents and we have put together a **Chapter Commitment** to communicate how we are and will continue to put our resident safety and well-being first.

Our Chapter Commitment

Social Distancing Measures

- All Chapter properties will be operated in line with the UK government's 'Covid-19' secure guidelines to continue to protect our residents and on-site team.
- We are committed to ensuring that our properties follow the most up-to-date social distancing guidelines set out by the government. These will be clearly communicated throughout our buildings.
- Our amenity spaces remain closed in accordance to the latest government guidelines but once they can open again, we will ensure that they only do so in compliance with social distancing rules. Depending on the size and layout of a space, and the evolving guidance, we may need to take measures such as reducing the number of users of those areas. This is to ensure that residents are able to enjoy the space whilst still socially distancing and those areas will be thoroughly and frequently cleaned.

Increased cleaning

- Cleanliness throughout our buildings has always been a very important factor at Chapter. We have increased the cleaning frequency of our communal areas and commonly touched items such as buttons, door-knobs and handles to help prevent the potential spread of COVID-19.

Self-Quarantine for international residents

- We will be following government advice on any self-quarantine processes that are put in place for international arrivals and our site teams are prepared to be able to fully support this. Our site teams can assist with deliveries, waste removal and supporting mental well-being of any residents in self-quarantine.
- Further information on our self-quarantine policy will be available once the government have released further details and this will be communicated in advance to any International arrivals.

Virtual Events and On-demand content

- Our residents' health and mental well-being is paramount at Chapter and we have set up an online events platform that includes live classes and on-demand content. The platform has been designed to help keep residents active and provides opportunities to learn a new language, virtually tour museums or join a live yoga class amongst a variety of other content.
- Our on-site team are always available to help and support our residents, and if you need to talk or have any concerns about a friend, we urge our residents to reach out to their Chapter community team in-person or by phone or email. We also have additional well-being services available including Student Minds, a charity committed to student mental health and Nightline, a confidential listening and support service run by students for students.
- All of our buildings have 24/7 security to ensure that you feel secure and supported by the wider Chapter team at all times. For more information, visit our student welfare information www.chapter-living.com/campaigns/student-welfare or email our dedicated email address student.wellbeing@chapter-living.com if you have any concerns or simply need to talk.

We'd like to thank our current residents for their ongoing support and we are incredibly proud of our Chapter community.