

Coronavirus (COVID-19)

Guidance for tenants living in multi-occupied properties

The purpose of this leaflet is to provide information and guidance to all tenants of multi-occupied properties in line with government guidance, on what to do if you or other occupiers have possible coronavirus (COVID-19) infection.

If a tenant has symptoms of coronavirus, then all household members must stay at home and not leave the house for 14 days. The 14-day period starts from the day when the first person in the house became ill. It is likely that people living within a household will infect each other or be infected already. Staying at home for 14 days will greatly reduce the overall amount of infection the household could pass on to others in the community.

All household members who remain well may end household isolation after 14 days. The 14-day period starts from the day the illness began in the first person to become ill. Fourteen days is the incubation period for coronavirus; people who remain well after 14 days are unlikely to be infectious.

Further information is available from the Public Health England website on their [Stay at home: guidance for households with possible or confirmed coronavirus \(COVID-19\) infection page](#), which will be updated as more information becomes available.

What to do if you have to self isolate

If you have to self-isolate, this will obviously be a difficult and stressful time so you should plan ahead to help make it easier, to include:

- considering what you are going to need in order to be able to stay at home for the full 14 days
- talking to your employer, friends and family to ask for their help to access the things you will need
- think about and plan how to get access to food and other supplies such as medications
- create a contact list with phone numbers of neighbours, schools, your employer, chemist, and NHS 111
- set up an online shopping account if possible
- ask friends or family to drop off anything you need or order supplies online, but make sure these are left outside the home for you to collect
- keep in touch with friends and family over the phone or through social media
- plan in advance what you would do if for example, someone in the household were to feel much worse, such as having difficulty breathing

If you need clinical advice, you should go online to NHS 111 (or call 111 if you don't have internet access). In an emergency call 999 if you are seriously ill, injured or if your life is at risk.

Use of shared spaces when individuals who live with others in HMOs are self-isolating

If someone is unwell, they should minimise visiting shared spaces such as kitchens, bathrooms and sitting areas. Shared spaces should be kept well ventilated if possible. Aim to keep 2 metres from other people, reduce interpersonal contact such as not sharing a bed with another person and regularly wash their hands.

If toilet or bathroom facilities are shared use a separate bathroom if possible. The bathroom should be cleaned and disinfected using regular cleaning products before being used by anyone else.

If a separate bathroom is not available, consideration should be given to drawing up a rota for washing and bathing, with the person who is unwell using the facilities last, before thoroughly cleaning the bathroom themselves (if they are able or it is appropriate). A person who is unwell should use separate body and hand towels from other people. They should avoid using shared kitchens whilst others are present. They should take their meals back to their room to eat and use a dishwasher (if available) to clean and dry crockery and cutlery.

Further information and guidance from the government is available in their [coronavirus \(COVID-19\) guidance for landlords and tenants publication](#).

Rent payments and possession proceedings

Tenants should continue to pay rent and abide by all other terms of their agreement to the best of their ability.

Protection for tenants from landlords seeking possession

Most tenants, including those on an assured shorthold tenancy have gained additional protections because of the current situation. If your landlord serves a notice seeking possession under section 8 or 21 of the Housing Act 1988, then the minimum notice required is 6 months, at the end of the six month notice period a landlord cannot force a tenant to leave their home without a court order. The six-month notice period is until March 2021.