

Providing a safe and secure shared living experience



COVID-19 Key statistics from a recent uS survey of UK students and parents

89% of students are keen to get back on campus as soon as it is safe to do so

79% of students say living away from home and being on campus is as important a part of their university experience as lectures and tutorials

Students are concerned about the impact of COVID-19:

91% are worried about disruption to studies

94% of current students are remote learning, but only **14%** prefer this way of studying

79% concerned about the disruption to the social side of the university experience

Parents are also concerned about the impact COVID-19 is having on their children:

78% are concerned about the disruption to social life at university

69% are concerned about isolation and loneliness affecting their studies

COVID-19 Safe and Secure response

- Flexible booking process to reflect evolving University start dates
- A focus on safe and secure living
 - New physical social distancing measures including floor markings, signage, reception screens and repurposed common areas
 - Greater use of technology to assist social distancing – digital check-in, self-service parcel collection and virtual maintenance assistance
 - Staff trained on COVID-19 safe and secure procedures
 - Home charter for all students providing guidance on how to protect themselves and others including advice sheet for self-isolation, cleaning and hygiene
- Enhanced cleaning standards
 - Automatic hand sanitiser stations in all property receptions
 - Quality assured six-stage cleaning and inspection process for student rooms
 - Enhanced cleaning of common areas and high touch points – receptions/public toilets
 - PPE provision to employees based on Public Health England guidelines
- Provision of welfare support and professional response to student welfare incidents and concerns
 - Trained on-site staff, welfare leads and security teams supported by student services professionals
- Support for self-isolating and vulnerable students
- Close partnership working with university student services
- 24/7, 365-days-a-year Emergency Contact Centre (ECC)
- Nightline student-led listening service available to all residents via partnership with London Nightline
- Safe community
 - MyUnite app and its uChat feature connects households and neighbours virtually prior to arrival
 - Access to services to support social distancing e.g. laundry availability, maintenance requests, welfare support



COVID-19 Our response to date

- We were the first in the sector to cancel rental payments for any students who did not wish to return for the third term of the 2019/20 University year
- We put in place a welfare support scheme for students unable to go home during the lockdown
- We introduced a flexible booking process to reflect evolving University start dates for the 2020/21 academic year and offered free extensions on the 2019/20 academic year for those stuck during the lockdown



Our purpose is to provide a Home for Success.

This means providing a safe and secure home which is affordable and helps students to realise their academic potential while enjoying student life.

At a glance – some key stats



#1
We are the largest provider of student accommodation in the UK



x 74,000
Each year we provide a secure home to some 74,000 students



We have 177 buildings across 27 cities



Students living in **Purpose-Built Student Accommodation (PBSA)** are **26%** more likely to report top grades and almost **twice** as likely to be 'very satisfied' with their physical health ¹

1.5 million full-time students in the UK seeking accommodation

- 1.2 million are domestic students living away from home
- c900,000 students currently live in 'traditional' shared houses

A recent survey ² of 'traditional' shared student housing in the UK found

- 42% live with draughty windows which can negatively affect mood and wellbeing

¹ 2019 Octopus Real Estate student accommodation impact report
² NUS Homes Fit for Study 2019 report

Why book with Unite Students?

- **Safe**
Only PBSA provider to be accredited with a 5-star rating by the British Safety Council
- **Secure**
Social distancing safeguards in buildings. All buildings have CCTV and mandatory secure access cards

- **Social experience**
Majority of accommodation in 'cluster' en-suite flat format, allowing tenants to still live as a small household supported by student ambassadors

- **Affordable**
Different lease terms depending on student needs and no deposit required. Accommodation is only £10 per week more expensive on average than shared houses, with all-inclusive services, bills and contents insurance

- **Welfare and wellbeing**
All our students are supported by specially trained welfare teams who are classed as 'key workers' and can be relied upon to provide on site support

- **Connected**
All our rooms come with high-speed broadband, perfect for remotely accessing lectures, studying, streaming and surfing the web

- **Transition**
Our Department of Education endorsed Leapskills programme works with schools and parents to help students prepare for the 'leap' to university

- **Scholarships**
Our Unite Foundation continues to widen participation in higher education with free, year round accommodation for care leavers and those estranged from families for up to three years