

Information for Hosts and the required standard of provision of Homestay and Private Home Accommodation



Please keep this booklet in a safe place and refer to it for general information about housing international and UK students on a homestay or private home basis

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Welcome and Introduction

Dear Host

The University of Chichester is very fortunate in having many accommodation hosts in Bognor Regis and Chichester who are well known for the warm welcome they give our students. Some rent out rooms in their homes on a half-board basis whilst others prefer to allow their students to cater for themselves. These are defined as follows:-

Homestay: This means living in somebody's home where the host provides breakfast and an evening meal from Monday to Friday and lunch, too, at the weekends at agreed times. The student has their own bedroom with enough storage for their clothes and personal belongings and a desk. Hosts are requested to treat the bedroom as a private area during a student's stay; requesting entry at pre-determined times to clean allowing students to have their 'own space'. Students are treated as a full member of the family, eating with the host/s and sharing common living space. No more than four students will stay with a host at any one time.

Private Home: This means living in somebody's home, again a student will have their own bedroom with a desk, but on a more independent basis – often under a self-catering arrangement.

Once we have visited hosts in their homes to check the accommodation on offer we add it to our 'Studentpad' database that the students can access. Non-international students are generally required to contact the host directly and make arrangements. International students on short courses, however, are usually placed with hosts by the University. Therefore all students pay hosts directly unless they are part of an international group studying on a short course with us.

We have many different types of students who may be interested in homestay or private home accommodation as shown in the grid below:

	Homestay	Private Home	Payment Details
Degree Students (3 years) September to May or June	•	•	Students pay hosts directly
PGCE Students (1 year) September to July	•	•	Students pay hosts directly
Maths Enhancement Course January to July	•	•	Students pay hosts directly
Foundation (International Students) September to December and/or January to April and/or April to July	•	•	Students pay hosts directly
International Short Course (Groups) These groups live with local homestay hosts for the entire/ or split period of their stay which could be anything from 1 week to 3 months.	•	This is not an option for the short-term international groups	These students are placed by the University with local homestay hosts. The University pays the hosts directly
PhD and Masters Students (Dates vary)	•	•	Students pay hosts directly
Exchange Students	•	•	Students pay hosts directly

A-Z Homestay Information

International Students

International students may take time to adjust and understand another culture. Please speak to your student if you feel issues are arising.

The aim of having international students living in local homes is to:

- Help the student improve their knowledge of the English language.
- Promote the understanding of the English culture and day-to-day living.
- Ensure the student has a safe home to live in.
- Ensure the student is treated with respect and is cared for, as if they were visiting a friend or family member.

Many of our hosts have international students not just because this brings in some extra 'pocket money' but because they also really enjoy having someone from a different country living as a guest in their house and sharing part of their daily life. Hosts are asked to ensure a student is treated as a family guest during the student's stay.

The points listed in this booklet will give you a picture of what we ask you to provide but also lists what you can expect from the student. The student will have received similar information. It may be worth going over some of the points at the outset with the students to make sure there are no misunderstandings and to give the student a chance to ask questions.

We have organised the information into alphabetical headings for ease of reference. Please find some telephone numbers on the inside cover of this booklet which may be of use to you.

We hope our guidelines will help you develop the best and most appropriate relationship with your student to ensure you are both enriched by the experience. If you have any concerns or queries, or if you would like to arrange for an Accommodation Representative from the University to assess your home for student placements please do not hesitate to contact us on **Tel: 01243 816069 or 812120.**



The following information is arranged in alphabetical order, for ease of reference. It mainly applies to homestay hosts providing accommodation for international students but those hosts housing British students should also make note of the required standards and wishes of students too.

Absences

Students should always let hosts know if they are going to be away for a meal or overnight. Some students may need to be reminded of this. Hosts are required not to be absent if the student is studying for a 4 weeks or less. If an emergency arises that requires a host to leave a student alone over night then, the host is required to inform the Accommodation Officer Off-Campus beforehand, who in turn will inform the Director of the International Short Programme Unit during the summer or the Accommodation Manager at other times.

Arrivals and Departures of International Short Course Students

If you are housing an international student on a short course, we will send you a letter giving arrival and departure dates and approximate times. It is the responsibility of the hosts to collect their student, usually from the Bognor Campus on the day of arrival and 'drop off' their student on the day of departure. If a host does not have a car we ask that they organise a friend or family member to collect the student on their behalf. So as to provide a welcoming atmosphere we ask that hosts always come to the campus to greet their student.

All other students should make their own travel arrangements to their place of stay and arrive and depart at the agreed pre-determined times, where they should be met by the host.

Bathroom

A student should have free access to the bathroom in the same way as the family. It may be necessary to devise a rota for baths and showers. There should be sufficient hot water to allow for a bath or shower daily. Please consider some students will have a preference for either morning or evening bathing.

Showers are usually more popular with international students as not using clean water to rinse soap from the body is considered unhygienic by some cultures. A few students may not understand exactly how to use the bath or shower fittings so it may be necessary to explain this in detail. In addition to hygiene, running water may be needed for ritual purification before prayer (for example, some religions pray five times a day and wash beforehand). Sometimes, water may be splashed onto the floor. It may be helpful to show the student the items used for cleaning the bathroom after use and ask the student to leave it clean and dry.

The pedestal toilet is not familiar to all international students. Likewise, some students may not be familiar with toilet paper, as they would traditionally wash themselves. Other students may not know what is done with the paper after use. In some countries the drainage system cannot cope with excess paper so it is put in a bin instead. Although perhaps a difficult subject to raise, please talk through arrangements with the student to ensure both are comfortable with matters. Women should be informed of the arrangements for the disposal of sanitary products. It is essential that bathroom facilities are kept extremely clean as this has been a cause of complaint in the past.

Bedrooms

We ask that hosts provide a bedroom with a clean, comfortable and robust bed, a good supply of bedding and adequate hanging and storage space. The student should have access to a table or desk, suitably lit, for private study. Ideally, this should be in their room but if this is not possible, then a table should be made available elsewhere in the house. It is important, however, that this must be where the student can be undisturbed and is able to study, whenever necessary, without feeling worried that they are in the way. A student must be allowed to personalise the room to allow them to feel at home. Please ensure not too many of your personal items are left in the room and the furniture provided is fit for purpose.

Benefits

If you are in receipt of benefits the University suggests you contact the

department or agency responsible to check the benefits are not affected by hosting students.

Bicycles and Cars

If a student is driving a car or riding a bicycle, we ask hosts to ensure the student is aware of any legal requirements and of the need to study the Highway Code if they may be unaware of the UK traffic regulations.

Cleaning

Hosts are expected to clean the student's bedroom at regular, agreed, intervals. The student should ensure that surfaces are clear so that this can take place. Some may not be accustomed to tidying their own clothes or making their own beds. Hosts should explain to them that they should now do these jobs for themselves. We recommend a regular agreed time for cleaning - maybe when the student is in class - and that the student is aware of this. It should also be remembered that the student will share the communal facilities so these should be kept tidy by all parties and be regularly cleaned by the host.

Agreements

If you are allocated an International Short Programme Unit student by the Accommodation Office you will be sent a letter giving more specific information about the arrival time of your student, payment details and what is expected of you as a host. You will then be asked to sign the tear-off slip at the bottom of the letter indicating that you agree with the terms and conditions contained in the letter and in this booklet.

If a student makes an agreement with you directly you may wish to either ask the student to sign to agree to the terms of this booklet.

Criminal Records Bureau Checks

The University of Chichester may need to gain a CRB disclosure on any member of the host's household and may ask them to complete a self declaration form. This must be carried out immediately and the University retains the right to lodge a student in alternative accommodation pending the outcome of an investigation or requirement imposed on the host.

A-Z Homestay Information

Damage

Fair wear and tear should not be charged to students but they are expected to pay for any damage they may have caused – even if it was an accident. In cases of dispute, the International Student Advisor or Accommodation Officer (Off-Campus) can always be asked to arbitrate. However, any issues must be sorted out whilst your student is still with you. It is difficult to rectify any problems once they have returned home. Please check your household insurance policy to see if you are covered for accidents caused by students staying in your house as the University is unable to pay any compensation or contribution towards damages.

Database

When you register to become a host with the University of Chichester you agree to be added to our 'Studentpad' database. Only ourselves, hosts and students who are registered with the University will have log-in details and therefore will be able to see this information. British students will generally contact hosts directly and any arrangements made are between the host and the student. If accommodation is needed for an international student, the University will usually contact the host on their behalf but arrangements thereafter will be made by the revised agreement between the host and student.

Dates of Arrival

Whilst the University will do all it can to ensure hosts know the dates and times of when the international groups are arriving, this may not always be possible. There can be times when hosts are asked to take students at very short notice. Hosts are required to collect students arriving as part of a group, in person.

Dentist

If a student needs a dentist, we recommend he or she goes to the host's family dentist but they should be made aware that they will be expected to pay for treatment – unless the international student has been studying in the UK for 6 months or more and hold an NHS exemption certificate. If visiting the host's dentist is not possible, we would recommend

the student contacts the University Nurse who can arrange a dental appointment. St Richard's Hospital also has a dental clinic which deals with dental emergencies only.

Difficulties

If hosts experience any difficulties with their student we suggest that they talk with them initially. Usually, international students are happy to explain any cultural or religious differences and are also grateful if the host takes the time to explain their own traditions to them. The University will assist, however, if the host has any queries, concerns or an issue that cannot be resolved.

Duty of Care

The University's primary duty of care is to the student and if there is suspicion that a student may, in any way, be in danger of becoming a victim of crime, the police will be contacted and they will deal with matters accordingly.

Emergency Arrangements

All our international students who stay in homestay accommodation are 18 years or above, so the University does not provide 24 hour emergency cover. Whilst we give students (both international and home) as much support as possible, we expect students to behave in an adult manner and be in a position to take care of themselves just like any other adult living locally.

In the case of a genuine emergency, we ask hosts to treat their student as they would a visiting friend or relative and ring the usual emergency services. If an emergency situation has occurred out of opening hours, we ask that hosts contact us as soon as possible, during office hours, to inform us of the situation.

We suggest that hosts obtain the following information from their student upon arrival – full name, nationality, home address and next of kin contact details (in the unlikely event of an emergency.) If a student falls ill, we ask that hosts contact their family doctor and ask him/her to see the student, or call an ambulance if the situation is serious. The NHS Direct advice line or the Samaritans

are also available depending upon the situation. For less urgent matters, the University nurse will be able to advise and/or refer the student to a doctor during office hours.

Evaluation Forms

When each international group's course comes to an end, students are asked to complete an evaluation form about their experience staying with a homestay host. This form includes information about the food provided, the cleanliness, comfort and safety of the bedroom and home and their general relationship with the hosts. Hosts will be given the opportunity to comment on their experiences of having a student living with them. This will be by way of an evaluation form sent with the confirmation letter regarding the student they will be housing. Both students and hosts are encouraged to complete the evaluation form at the end of the period to allow us to continually improve the service to future students and hosts.

Food

Students, may have certain dietary needs or restrictions for either health or religious reasons. This need not preclude them from eating the food traditionally provided by hosts, in fact they should be encouraged to do so, as this is part of the experience of living in Britain, if international. It may be helpful to explain to students what each dish contains. Students are asked to make it clear to hosts early on if there are certain foods they do not, or cannot, eat. Please ensure, as a host, you make yourself aware of this information. Please also be aware that some international students may eat foods at certain times that may appear unusual, such as rice for breakfast. Please encourage them to eat British food but if they are reluctant, please be flexible and ensure they are provided with a nutritious, balanced diet. Below is an example of quantity and types of food deemed as suitable for our students:

Breakfast

Tea or coffee
1 glass of fruit juice
Toast and preserve or cereal



Evening meal

Tea or coffee
Cordial or juice drink

Main meal option and potatoes or rice or pasta with vegetables or salad.

*Main meal options examples: Fish, chicken, mince, pork, Quorn meat

Desert option examples; fruit, ice cream or a hot pudding

Lunch (at weekends)

Sandwiches
Fruit
Yogurt/chocolate bar
Packet of crisps
Cordial/juice drink

Friends

Most students like to be able to bring friends home and hosts have been most generous in the way they welcome visitors. We make the students aware that they must ask their hosts before inviting friends back, to check it is convenient. Hosts may like to make it clear, however, when and where guests can be entertained, whether they would like to be asked each time, what time they would like visitors to leave, etc. Also please consider a student's feelings if you have a guest staying at your home. Introduce the guest and try and explain the period they will be staying or why they are visiting.

Health

International students studying in Britain for less than 6 months, who are not EU nationals or from countries with a reciprocal health agreement, have to pay for NHS treatment except in the case of out-patient emergency treatment or treatment for an infectious disease. In such cases they will be seen as a temporary resident. In cases when there is a need to call a doctor out, it is probably best to approach the host's family doctor. Students can also register with the University's doctor but then they cannot be seen at home, unless the host happens to live in the correct catchment area.

Health and Safety

Hosts should satisfy themselves that their home is safe and that there are no risks, either to themselves or any guests staying in their home. International students can feel

particularly vulnerable in a new environment so please take time to explain the security measures that are in place and processes they must follow if they feel unsafe at any point in time. Please advise on safety outside the home too such as travelling at night etc. If a student is studying for more than 6 months they are covered by the NHS from arrival and should be encouraged to register with a local health centre/medical practice.

Health Cover

International students staying for 6 months or longer are covered by the NHS from the very first day of their stay. Some countries have a reciprocal agreement with the UK – your surgery will be able to advise. If this is not the case, and your student is staying for less than 6 months, he/she is likely to be charged for any treatment received but can normally claim it back on his/her health insurance, which we advise students to take out before leaving their home country.

Heating

Adequate heating should be provided in the student's room at no extra cost to the student. Please remember that some international students may come from much warmer climates and have not had time to acclimatise if they are here for a short course. These students may require additional heating during the night, particularly during cold spells. We also ask that hosts take into account that students may need to do some studying at home so their room needs to be suitably heated. It always feels colder to be sitting and studying than to be moving around the house.

We ask that hosts stress to students that they should never sleep with an open gas fire on – a temporary cut in supply could mean the gas coming on again, which could potentially be very serious.

Homesickness

If students feel homesick, we ask that hosts are sensitive and spend time chatting with them. We have also found that some students are very shy or too polite to say what they need. In this case, hosts may have to try and anticipate their needs

and encourage them to speak out and inform them it is not rude to say what they really want.

Homework

International students studying on the short-term programmes are generally at University from 9.00 am to 5.00 pm most days. However, students studying on longer degree or foundation courses are generally not at University everyday. They have some contact hours with teaching staff but are also expected to do a lot of research on their own. Hosts may, therefore, find that their student will be at home at different times during the day. These students require a quiet place where they can study away from normal household disturbances.

Internet

If hosts have wireless internet connection at home students appreciate being able to connect their laptops to this service. (Hosts are not obliged to allow students to use their home computer or internet service). Computers with free internet access are available to the students on the University campuses. Please set the 'ground rules' with your student from the outset to ensure expectations are appropriately managed if you allow them to use your internet service.

Insurance

We recommend that hosts check that they are covered by their home insurance if they have a paying guest in their home.

Issues

If either the host or student feels there is an issue developing they are to raise it between themselves in the first instance. Failure to do so and expecting the University to resolve matters, without initial consultation, is not appropriate. The University will endeavour to mitigate problems if both parties cannot reach agreement.

Keys

All our students are adults so they should have their own front door key to come and go as they please. It may be necessary to talk to a student if their movements are at very unsociable hours.

Language

Conversation is an important part of the international student's learning process and will help all students to settle in quickly with their host family. We therefore ask hosts to include their student, as much as possible, in their everyday activities and to talk with them daily. Discussion about their day over dinner will not only help the international student's language skills but also help them feel more a part of the family.

Laundry

Towels and bed linen should be provided and these, together with the student's clothing, should be laundered at agreed regular intervals. Some hosts are happy to wash clothes for their students whilst others prefer to show them how to use the washing machine themselves. Whatever the arrangement, we ask that hosts speak to their student about this. Some students like to wash their underwear daily by hand so hosts may need to show them where they should wash and dry these items.

Leisure and Visits

International students, in particular, will probably enjoy accompanying the host on outings, in order to discover more about their local surroundings and get to know their hosts better. They also appreciate the chance to meet other people on social occasions and are grateful for advice and information on local places to visit, leisure facilities, events etc. Please give them the opportunity to join in your day-to-day lives. The University also provides such information and arranges leisure and evening activities for the short-course international students.

Manners

Manners vary from culture to culture. For example, some cultures do not say 'please' or 'thank you' but prefer to show their appreciation by doing something for you i.e. helping with the washing up. It is asked that hosts are very mindful of this. The University is happy to advise on cultural norms if the host is unsure.

Meals

If a student is staying with a host on a half-board basis breakfast and evening meal should be provided at agreed times from Monday to Friday together with breakfast, lunch and

evening meal at the weekends. A student will expect to have the same meals as the family and we ask that hosts eat with them and try to avoid, as much as possible, situations where the student would have to eat alone as this can cause considerable upset and feelings of rejection.

We also ask that the host makes a fruit bowl available so that the student can help him/herself should he/she become hungry.

We remind our students that it is important to inform their hosts if they are going to miss a meal or are going to be away overnight but we also recommend that hosts check this with their student. If they are going to miss a meal he or she can request a packed lunch but we ask hosts are given 24 hours notice if this is the case.

We ask that hosts are flexible with meal times if their student is late due to unavoidable circumstances i.e. train delays.

Money and Passport

Students should be encouraged to keep their money and passports safely in their rooms and not to carry them around – unless they are needed that day. If the student is staying greater than 6 months, the University can advise them regarding opening a bank account.

Notice

If a student is paying a host directly on a weekly basis, one week's notice on either side, should be given. If they are paying monthly, then one month's notice should be given. If a host is paid more than one week or one month (dependent on the arrangement) in advance, the host should be prepared to refund all the extra money if the student gives proper notice in accordance with University guidelines.

Out-of-hours

If an emergency arises, please ring the contacts listed at the back of this booklet or the national emergency hotlines as you would do for a family guest.

Payment

The University of Chichester will pay hosts directly, by cheque, for international students staying on

short-term programmes at the agreed rate which is annually reviewed. Short courses are generally during the summer months but can be at other times of year too.

If the University is not paying the host, then the student will pay rent directly to the host. (Arrangements differ according to the particular agreements with the sponsors or student.)

Some students may feel a little embarrassed about handing over money, as they worry it might undermine the relationship, so we ask that hosts reassure their student if this is the case. It is best to have a regular payment day and to keep a rent book that the host and the student sign each time money changes hands.

Pet Animals

Many students are not used to the idea of having pets in the home and may need some help getting used to this! International students with specific religious objections to dogs, or certain allergies will not be placed with hosts with pets by the University. Hosts must therefore state all animals that reside in the home. Even those students without religious objections or allergies may need some time to get used to this unfamiliar situation and may be offended by animals in the kitchen. We suggest that hosts speak to their student about this issue, if relevant.

Police

The local police are fully aware of the presence of international and home students in our area and are in close contact with us to ensure the safety of our students is upheld

Rebates and Retainers

A student should not expect a rebate for missed meals or for absences of less than 7 days. If they want to retain their room (which means it is not used by anyone else) during absences of 7 days or more the University recommends a 50% retainer fee is charged.

On a rare occasion the international group cancel before arrival, unfortunately the University cannot guarantee this anticipated income.

Removal of a Student

As the University of Chichester's primary duty of care is for its students it reserves the right to remove a host from its records and recommend a student leaves their accommodation without explanation or notice.

Responsibility

Once a host has agreed to take an international student, it is their responsibility to make sure that he/she has a room for the night. If there is a problem between host and student, we ask that hosts contact the Accommodation Office (Off-Campus) during office hours. If, for some reason, the problem arises out of office hours, and it is not possible for the student to remain in the host's house until the next day, we ask that hosts help him/her (at the hosts own cost and time) to find a B & B for the night and contacts the Accommodation Officer (Off-Campus) at the earliest opportunity during office hours. We ask that both host and student honour the week's notice period, if appropriate.

Safety

Students may not be familiar with some electrical and gas equipment, so the use of all devices should be explained on arrival.

If a student smokes, it may be necessary to come to a friendly arrangement about where and when they can 'light up'. A host can insist on a non-smoking policy if they wish but it is requested this is noted during the University's preliminary visit to the host's home.

We ask that hosts make sure their international student carries a card with the host's address and phone number on it, in case they need to contact them in an emergency. We also ask that hosts make their student aware that they should exercise caution when meeting someone for the first time/going on a date etc. We ask the students not to give host's contact details to people they have just met.

Hosts should also remind their student to cross roads carefully, observing the UK Highway Code Practise.

Self Catering Students

Self-catered students should be given space in upboards, fridge and freezer and be allowed full use of the kitchen and its facilities. Students may need reminding that they must clear up after themselves. It is strongly suggested norms and expectations are set out on arrival.

Self Declaration

Hosts may be asked to complete a self-declaration form detailing any criminal convictions either they, or any adult in the household, have. Failure to do so will result in a host's contact details being removed from the off-campus accommodation database.

Support Structures

The University has a full-time Accommodation Officer (Off-Campus), an International Welfare Adviser and a part-time Nurse who can be contacted during office hours. (Contact details are given at the front of this booklet.)

Tax

The University of Chichester advises hosts to declare income from lettings, although it is possible to earn a certain amount under the 'Rent a Room' scheme tax-free. We suggest you contact your local tax office if you have any further queries regarding this.

Telephone

Although most students have mobile phones, students may ask if they can use their host's phone to make calls as they are usually cheaper from a landline. It is up to the host to decide whether they are happy to agree to this or not but it is recommended that an agreement is reached beforehand about how the student will pay for the calls. Students very often hold pre-paid international dialling cards, which can be purchased from the Main Receptions

at the University, so that no charge will appear on a host's bill. However, no phone calls should be made without the host's prior permission. In some countries, local calls are free – we therefore recommend that hosts tell their international student that this is not always the case in England.

Television

Most students like watching some television as it provides entertainment whilst improving their English at the same time. We ask that hosts invite their student to watch television with them as initially they may be a little unsure as to whether they are welcome to do this. It is sometimes helpful to talk about the programmes afterwards with the student.

Visits by the British Council

The British Council's AccreditationUK Scheme assesses the standards of management, resources, premises, teaching and welfare of guest international students on their courses and accredits organisations which meet the overall standard in each area inspected. According to their regulations, all homestay hosts must be visited by a representative from the University of Chichester Accommodation Office at least every two years and the host must meet all the requirements listed in this booklet.

Washing-up

Some international students find the British way of washing up unhygienic and are used to using running water to rinse the items before placing them on the draining board. Also international students can find it unusual to let dishes 'drain dry'. Please be prepared to be flexible and talk to students if it is felt they are uneasy with the washing-up arrangements

University Contact Details

University of Chichester

Accommodation Office Bognor Regis
Accommodation Office Chichester

Tel: 01243 812120
Tel: 01243 816069

Email: Accommodation@chi.ac.uk
Email: Accommodation@chi.ac.uk

International Student Advisor
Nurse Health Advisor

Tel: 01243 812146
Tel: 01243 812122
or Tel: 816111

Out-of-hours University Contact Bognor Regis
Out-of-hours University Contact Chichester

Tel: 01243 812184
Tel: 01243 816147

University of Chichester Main Switchboard

Tel: 01243 816000





Accommodation Office

Bishop Otter Campus
College Lane
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PO19 6PE

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