

## Accommodation Office

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All staff, students and external parties in partnership or association with the University are required to adhere to the principles and requirements of equality legislation and the University's Equality and Diversity Policy. In the provision and letting of housing or associated goods and services for their properties, owners must ensure that all stakeholders, (including tenants or suppliers) are treated fairly, equitably and with respect.

Individuals should not receive unfair treatment because of a particular protected characteristic or dual characteristics. The protected characteristics identified in equality legislation are Age, Disability, Gender Reassignment, Marriage and Civil Partnership, Pregnancy and Maternity, Race, Religion or Belief, Sex, and Sexual Orientation. The University does not tolerate any form of discrimination or abuse by staff, students or anyone else connected with the University and its activities.

The University's Equality and Diversity Policy and further information can be found on our website at:

**<https://www.chi.ac.uk/about-us/policies-and-statements/inclusivity-equality-and-diversity>**



## INFORMATION FOR HOST FAMILIES AND THE REQUIRED STANDARD OF PROVISION OF HOMESTAY ACCOMMODATION







# Welcome and Introduction

Dear Host Family,

The University of Chichester is very fortunate in having many accommodation host families in Bognor Regis who are well known for the warm welcome they give to our international teachers and international students.

**Homestay:** This is defined as an international teacher or international student/s living in somebody's home where the host provides breakfast and an evening meal from Monday to Friday and includes lunch at the weekends. The student will have their own bedroom with enough storage for their clothes and a desk. Hosts are requested to treat the student's bedroom as a private area during their stay; requesting entry at pre-determined times to clean and 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 2 international guests students will stay with a host family at any one time. Our busiest time of year is the summer months (July/August); however we do get groups year round.



*Hosts are asked to ensure their student is treated as a family member during the student's stay.*



# A-Z Homestay Information

International students may take time to adjust and understand another culture. Please speak to your student if you feel issues 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 English Culture and day-to-day living.

Many of our hosts have international students because they 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 their student is treated as a family member 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.

We hope our guidelines will help you develop the best and most appropriate relationship with your student to ensure parties 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 812120.

*Many of our hosts have international students because they really enjoy having someone from a different country living as a guest in their house and sharing part of their daily life*

## **Absences**

Students should always let hosts know if they are going to be away for a meal or overnight. Students may need to be reminded of this. Hosts are required not to be absent overnight if the student is studying for 4 weeks or less. If an emergency arises that requires the host to leave a student alone overnight then, the host is required to inform the Residential Services Assistant.

## **Arrivals and Departures of International Short Course Students**

Before the group arrival 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 from the Bognor Campus on the day of arrival and 'drop off' their student on the day of departure.

## **Agreements**

If you are allocated an International Short Programme Unit student by the accommodation office you will be sent confirmation giving more specific information about the arrival time of your student and payment details. You will then be asked to sign the confirmation slip indicating that you agree with the terms and conditions contained in this letter and booklet.

## **Bathroom**

A student should have free access to the bathroom in the same way as the family. It may be necessary to discuss appropriate times for the student to use the bathroom. There should be sufficient hot water to allow for a bath or shower daily without time restraints. Please consider some 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.

The pedestal toilet is not familiar to all international students. Likewise, some students may not be familiar with the use of toilet paper. 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 for complaint in the past.

## **Bedrooms**

We ask that hosts provide a bedroom with a clean, comfortable bed, a good supply of clean 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 bedroom but if it is not possible, then a table should be made available elsewhere in a quiet part of the house where they are not disturbed. A student must be allowed to personalise their 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 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 is not affected by hosting students.

## **Cleaning**

Hosts are expected to clean the student's bedroom once a week. The student should ensure the 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 an agreed time for cleaning, maybe when the student is in class and 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.

## **Damage**

Fair wear and tear should not be charged to students but they are expected to pay for any damage they may have caused. In cases of dispute, the Residential Services Assistant 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 the accommodation team will be able to see this.

## **Dates of Arrival**

Whilst the University will do all it can to ensure hosts know the dates and times of when the 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 your student needs a dentist, we recommend he or she goes to the host's family dentist but they should be made aware they will be expected to pay for treatment. 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 if the host has any queries, concerns or an issue that cannot be resolved.

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

We suggest the host obtains the following information from their student upon arrival – home address and next of kin details (in the unlikely event of an emergency). If a student falls ill, we ask that hosts contact Bersted Green Surgery and ask them to see the student. If the situation is serious then we suggest you call an ambulance. The NHS Direct Advice Helpline 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.



# A-Z Homestay Information

## 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, cleanliness, comfort, safety of their bedroom/home and their relationship with the host/s. Hosts will be given the opportunity to comment on their experiences of having a student living with them. 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 this should be encouraged as this is part of the experience of living in Britain. It may be helpful to explain to the students what each dish contains. Students are asked to make it clear to hosts early on if there are foods that they cannot eat. Please ensure, as a host that 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  
Glass of fruit juice  
Toast and preserve  
Cereal  
Fruit

### Lunch (on weekends)

Sandwich  
Fruit  
Yoghurt  
Packet of crisps  
Chocolate bar

### Evening Meal

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

\*Main meal options: Fish, chicken, mince, pork, Quorn meat  
Desserts are optional

## Friends

Most students like to be able to bring friends home. We make students aware that they must ask their hosts before inviting friends back, to ensure it is convenient. Hosts may like to make it clear, however, where and when 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. Please introduce the guest and try and explain the period they will be staying or why they are visiting.

## 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 the 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.

Carbon Monoxide Detectors should be placed in each room where there are gas appliances such as the boiler, cooker, gas fire etc.

All properties are expected to have smoke detectors fitted on each floor. If you are unsure where they should be placed then you can contact your local fire brigade for advice.

## Heating

Adequate heating should be provided in the student's room at no extra cost to the student. Please remember that some international 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 ask for what they need and inform them that it is not rude to ask.

## Hours at University

International students studying on the short-term programmes are generally at the University from 8.45am-15.45pm. However they are given a timetable which we encourage students to show to their hosts.







## A-Z Homestay Information

### Internet

We ask that hosts provide wireless internet for the students to connect their laptop and tablets. Hosts are not obliged to allow students to use their home computer. Computers with free internet access are available to the students on campus.

### 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 of our students are adults so they are expected to have their own door key to come and go as they please. It may be necessary to talk to your student if their movements are at very unsociable hours.

### Language

Conversation is a key 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 students 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 washed at least once a week. 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 host 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. The University also provides such information and arrange 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

Breakfast and an evening meal should be provided at agreed times from Monday to Friday together with breakfast, lunch and an 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 make fruit available so that the student can help themselves should they become hungry.

We remind our students that it is important to inform their hosts if they are going to be late home for dinner or miss a meal. On the weekend the student may want a packed lunch, we ask hosts are given at least 24 hours' notice.

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

### 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 a family member.

### Payment

The University of Chichester will pay hosts fortnightly directly into their bank account at the agreed time and amount stated on your confirmation letter.

### 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 an allergy to pets 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 allergies may need time to get used to this unfamiliar situation and may be offended by animals in the kitchen.



## A-Z Homestay Information

### Police

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

### 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 student without notice if they feel unhappy in any way. We can also remove a student if you feel the relationship isn't working for you.

### 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 the host to contact the accommodation office during office hours.

### Safety

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

We ask that hosts make sure their student carries a card with the host's name, address & contact number on it, in case they need to contact you in an emergency. We ask students not to give host's contact details to people they have just met. Students are informed that smoking is not permitted inside the host's home. We ask that the host shows the student where they are ok to smoke.

Hosts should also remind their student to cross the road carefully.

### Support Structures

The University has a full-time Residential Services Assistant, an International Welfare Advisor and a part-time nurse during office hours.

### Tax

The University of Chichester advises hosts to declare their 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 calls. Students 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 phone 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.

### Visit 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 2 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

Tel: 01243 812120 Email: accommodation@chi.ac.uk

International Student Advisor

Tel: 01243 812146

Nurse Health Advisor

Tel: 01243 812122 or Tel 01243 816111

Out-of-hours University Contact

Tel: 01243 812184

University of Chichester Main Switchboard

Tel: 01243 816000