

Coronavirus (COVID-19)

STAY ALERT
CONTROL
THE VIRUS
SAVE LIVES

Community Helpline 0114 273 4567 Open 8.45am-4.45pm

IMPORTANT NOTICE – TO BE DISPLAYED IN THE HMO PREMISES

Guidance for Tenants

We are sending out information to all HMO tenants in line with the latest (26th May 2020) government guidance, to advise what they should do if they or other occupiers have possible coronavirus (Covid 19) infection.

Reducing The Risk Of Spreading Infection Within The House And Beyond.

The message remains -

Stay alert and help control the virus by –

- Staying at home as much as possible
- Working from home where you can
- Limiting contact with other people (other than your immediate household)
- Keeping your distance if you go out (2 metres apart where possible and use of protective equipment where appropriate especially in work environments)
- Washing your hands regularly

In light of the proposed measures to start easing lockdown, it is essential that the rules are followed to ensure that a second spike of the infection is avoided.

If You Or Your Household Have Symptoms Of Coronavirus

- The most common symptoms of coronavirus (COVID-19) are a **new persistent cough** and/or a **high temperature** and/ or a **loss of, or change in, normal sense of taste or smell** (anosmia).
- If you live with others and you are the **first in the household** to have symptoms of coronavirus (COVID-19), then, no matter how mild the symptom, you must stay at home for **7 days**, and
- all other household members who remain well 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;
- For anyone else in the household who starts displaying symptoms, they need to stay at home for 7 days from when the symptoms appeared, regardless of what day they are on in the original 14 day isolation period;
- Staying at home for 14 days will greatly reduce the overall amount of infection the household could pass on to others in the community.

Ending Household Isolation

Should a household member develop coronavirus symptoms late in the 14-day household-isolation period (for example, on day 13 or day 14) **the isolation period does not need to be extended, but the person with the new symptoms has to stay at home for 7 days.**

During a period of self-isolation, occupiers should be encouraged to plan in advance what they will do if, for example, someone in the household were to feel much worse,

If you or a member of your household feels unwell and needs medical advice, you should go online to NHS 111 (or call 111 if you don't have internet access). You must not visit the GP, pharmacy, urgent care centre.

You do not need to call NHS 111 to go into self-isolation but if your symptoms worsen during home isolation or are no better after 7 days, contact [NHS 111 online](#).

In an emergency, if you are seriously ill or injured or your life is at risk, call 999

Further information is available from the Public Health England website, which will be updated as further information becomes available:

<https://www.gov.uk/government/publications/covid-19-stay-at-home-guidance/stay-at-home-guidance-for-households-with-possible-coronavirus-covid-19-infection>

Planning Ahead

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, this should 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 to make your stay at home a success.
- Think about and plan how to get access to food and other supplies such as medications required during this period.
- Create a contact list with phone numbers of neighbours, schools, employer, chemist, NHS 111;
- Set up an online shopping account if possible.
- Ask friends or family to drop off anything needed or order supplies online, but make sure these are left outside the home for you to collect.
- Make sure that you keep in touch with friends and family over the phone or through social media.
- Think about things you can do during your time at home. People who have successfully completed a period of staying at home have kept themselves busy with activities such as cooking, reading, online learning and watching films.
- Many people find it helpful to plan out the full 14 days, such as on a make-shift calendar. This could be useful for tenants to create cleaning or cooking rotas. (See below section on use of shared spaces).

Use Of Shared Spaces When Someone has Coronavirus Symptoms

If someone is unwell with coronavirus symptoms, they should stay in their room as much as possible and visit shared spaces such as kitchens, bathrooms and sitting areas as little as possible. They should aim to keep 2 metres from other people and not share a bed with another person. Keep shared spaces well ventilated.

If toilet or bathroom facilities are shared, the affected person should 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 or 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.

Tenancies, Rent And Repairs

If you are unable to pay rent during this time because you cannot work and are not furloughed or in receipt of regular income, you must contact your Landlord and agree a plan to either pay a lower rent during the lockdown period or to pay off arrears at a later date. Landlords will not be able to end your tenancy and start possession proceedings during this period without giving **three months' notice**. A lawful eviction can only be carried out under warrant by a court appointed Bailiff.

If you experience any threats of eviction or harassment during this time, you should contact the local authority Tenancy Relations Officers either by phone (0114 273 4680) or email tro@sheffield.gov.uk.

Further advice on managing debt and rent issues can be found here. https://england.shelter.org.uk/housing_advice/money_problems_and_energy_costs/where_to_get_help_with_debts

Repairs

Landlords still have an obligation to keep properties in good repair free from hazards. You should inform your landlord of any deterioration to the condition of the property.

For the purposes of inspection or remedying urgent health and safety issues, landlords and contractors should work together with tenants to arrange access to the property in accord with government guidance on social distancing, and working safely. This could include (but not limited to) leaking roofs, boiler break downs (no heating or hot water) plumbing (affecting washing and toilet facilities) broken windows or damage to external doors. Electrical break downs, broken fridges or washing machines or breakdown or repairs required to equipment relied upon by a disabled person.

If the work is non-urgent where possible any repairs should be delayed until the end of the lockdown period.

Further information for tenants and landlords is on the government website at <https://www.gov.uk/government/publications/covid-19-and-renting-guidance-for-landlords-tenants-and-local-authorities>

If you require any further advice or information please visit our website or contact the Private Housing Standards Team:

Website: <https://www.sheffield.gov.uk/home/housing>

Email: phs@sheffield.gov.uk **Telephone:** 0114 273 4680

