

Dear Landlord,

I am writing to you about the ongoing COVID-19 situation and the challenging financial circumstances our students continue to face. We are trying our best to support them, but we also recognise and hope that more can be done for them outside of our institution.

As I'm sure you are aware, we have experienced two national lockdowns and varying levels of tier restrictions. This has impacted on our students who have suffered financially because of being unable to continue their part-time work, predominantly in the hospitality and retail sectors which have been hardest hit. This has exacerbated the emotional impact of coronavirus on them and their families who cannot all afford to plug the gap. We have made significant investment in a package of support to students facing financial hardship which includes the following measures:

- Our Student Support Fund is available to help students who are in financial hardship. This includes supporting students who are unable to work part-time to pay for essentials such as food, bills and computer equipment. This is capped at £250 per grant.
- Our Pastoral and Wellbeing support services continue to operate remotely, and students are provided with the details of 24/7 crisis and mental health support services because we understand the pressures our students face.

The Government's COVID-19 [guidance for landlords and tenants](#) states "as part of our national effort to respond to the COVID-19 outbreak it's important that landlords offer support and understanding to tenants who may start to see their income fluctuate." With this in mind, and considering the grave circumstances in which some of our students find themselves, I kindly ask you to consider taking steps to support our students where possible, including:

- Offer rental discounts to UCFB and GIS students in your accommodation, many of whom are currently unable to attend our campus, for as long as the Government's current lockdown restrictions remain in place.
- Offer our students the option to be released early from their contracts, should they wish, with no penalty clauses and at a reasonable date, to avoid our students having to make unnecessary payments.

I remain extremely grateful for everything you have been doing to support our students at this critical time in their lives, and hope that you will be able to take actions to help alleviate any financial concerns they have about their private rented accommodation in the coming weeks.

If you have any questions or would like to discuss the matter further, please email generalcovidenquiries@ucfb.com.

Yours faithfully,

The UCFB and GIS Team

