Hughes Hall COVID-19 FAQs for students
Updated Monday 6th July to incorporate new guidance

University Information on COVID-19 (Coronavirus)
Please refer to the University webpages for up to date information and UK Government links on:
- teaching and learning, assessment and research over the Summer
- health, travel, visa and immigration matters

Hughes Hall Information
1. Academic
2. Your Location
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1. ACADEMIC

What arrangements are in place for examinations?
- statement made by the Pro-Vice Chancellor Graham Virgo on 21 April 2020
- communications from your Faculty or Dept
- Your Graduate Tutor or Director of Studies

If you have a disability and have not yet disclosed it to the College Equality Officer, please email equality.officer@hughes.cam.ac.uk

I can’t study effectively at home - can I return to Cambridge for the Summer?
Undergraduates and taught masters: If you have asked to delay your exams until the second assessment period (5th September onwards) and wish to return to Cambridge for this period please contact the tutorial office. They are also able to advise if you are not sure when the second assessments period is for your course.

Research students: Some supervisors are keen for their students to return. However, PhD supervisors have been advised by Schools and Departments that there is significant work to be done before all PhD students can return safely. You cannot return to your department until risk assessments and social distancing measures are in place. To arrange your return to Hughes Hall please email rooms@hughes.cam.ac.uk.

Students returning for Michaelmas Term have already been contacted by Jane Fricker and should have completed an Accommodation Preference Form. We are expecting to welcome back all students to Cambridge for Michaelmas Term but you must make sure that your arrival date is agreed in advance with rooms@hughes.cam.ac.uk.
Given the reduced need for humanities/arts students to enter their departments, would it be possible to apply for remote learning in Michaelmas?

The University wants to welcome back as many students as possible and all full time students are required to return to study unless they have an approved intermission or leave to work away request. The University has issued a statement that lectures will be online but please do not assume that there will be less teaching or reduced access to departments. By freeing up lecture rooms there will be more space for smaller group teaching. Supervisions will continue in person in the usual variety of locations.

If you are NOT able to travel to Cambridge due to travel restrictions or health related matters, please contact your tutor and/or tutorial@hughes.cam.ac.uk as soon as possible.

2. YOUR LOCATION

Can I still go home, despite government advice not to travel?

If you are returning to live back at your permanent home, this is permitted. Please email your tutor to discuss your plans. If you live in college accommodation, please also copy in rooms@hughes.cam.ac.uk

From the 4th of July 2020 you can stay overnight away from your Cambridge household with members of one other household. You should keep this to a minimum and social distancing must be maintained. Keep a list of people you stayed with in the preceding 21 days for Test and Trace purposes.

International students should seek their home government’s support for repatriation as appropriate. Any student who receives this support may contact the Senior Tutor, who can provide them with a letter to help them with their travel.

How do I update my details, wherever I’m living now?

Please email tutorial@hughes.cam.ac.uk if your address or phone number changes.

Should I let the College know that I’m remaining in Cambridge?

YES. This is really important. Please complete the census when requested. Like other colleges we are working hard to provide core services for remaining students, and this may require collaborative work between neighbouring Colleges. So it’s vital to know who’s here.

Students living in private accommodation should also keep the College updated on changes to their situation. You are still a part of our community, and we will provide help or guidance on welfare and medical issues. This is particularly important if you think you are medically vulnerable.

Given that international students are unlikely to return to their home countries over the Christmas break, do you anticipate any logistical issues then?

We do not anticipate logistical problems. We will be exploring possibilities for increasing support for our students during vacations and anticipate a greater opportunity to work with you to create a community for those who will be staying in Cambridge.
Can friends visit me in College?
No. The main site and all other College rooms and gardens remain closed to non-members. Also, you must not have visitors from outside your household in your room or kitchen, not even other college students – use communal areas instead.

Remember that contact with friends online and via social media is always possible, and it works! Try Skype, Zoom, Google Meet, MS Teams and many other free apps.

You may choose to exercise with friends who are not members of your household outside, away from the College, but you should always ensure you remain a minimum of 2 metres distance from them.

What facilities are available for those still in college?

- **Porters’ Lodge:** porters are available 7am to 12 midnight. Phone 01223 330484 or email porters@hughes.cam.ac.uk
- **Tutorial services:** tutors can be contacted via their email addresses, contact the tutorial office tutorial@hughes.cam.ac.uk if you have any questions or difficulties contacting your tutor. The tutorial office remains closed and staff are working from home.
- **Nurse:** Maria Gloag is running virtual clinics bookable via her moodle page. Email nurse@hughes.cam.ac.uk if you are having difficulty with the moodle site.
- **Finance Office:** some of the finance team will be on furlough so please use finance@hughes.cam.ac.uk for correspondence. The Finance Office remains closed.
- **Catering:** The Dining Hall and bar are currently closed. In due course a takeaway facility may reopen.
- **Housekeeping:** Cleaning of communal spaces is continuing at a high level. Please clean your own rooms and take the bins out. Cleaning equipment will be available for use and you should clean shared facilities after each use.
- **Maintenance:** Please use the ticket system as normal: https://www.hughes.cam.ac.uk/maintenance-requests/
- **IT support:** Please email all support requests to help@hugheshall.on.spiceworks.com The IT office is not open but you can call 01223 761222.

Many social and community spaces in the College have been temporarily closed to bring us in line with current Government guidance, and to minimise transmission of infection. Arrangements are reviewed and updated as government advice emerges, but it is likely that changes to normal patterns of operation and occupancy will remain in place for some months.

In indoor **social areas** of College (MCR Clubroom, Pfeiffer Rm and Maletin Rm) you can meet in groups of up to 2 households of college members. However, households must maintain 2 metre distance from each other and not exceed the capacity of the room.

Indoor **study spaces** of the College: Seminar Rm B, Rm 7 (MWB 1st floor) and Gresham Court Study Room. These study spaces are open to all resident students and can now accommodate several students each, but must be booked by emailing conference@hughes.cam.ac.uk. Students must keep at least 2 metres apart, and not exceed the stated capacity of the rooms. (The Library is expected to re-open no earlier than 1st
Sports facilities: All indoor facilities, including the Garden Leisure Room and the Boat House, remain closed at present as required by legislation. Hughes students can use the part of Fenners adjacent to the Pavilion Room for relaxing, sunbathing, reading and playing ballgames. You can also walk around the perimeter of the cricket pitch and sit on any of the benches.

How does social distancing work in College?

Please read the Government advice about staying alert and safe.

Some students live in self-contained accommodation with its own kitchen, bathroom and toilet – or currently occupy a room in an otherwise empty shared house. However, if you share any of these facilities with other people then you should consider yourself to be in a ‘household’ with them. This is an important factor when interpreting the Government advice, especially where this refers to members of the same household. For further details please see the attached advice for resident students.

The College gardens should be used responsibly by households and are closed to non-College members and visitors. Students may meet a friend from Hughes – but should maintain 2 metres distance unless they share a household. In practice, this means that you can, for example, read a book as long as you are 2 meters away from others. But you would not be able to share a picnic with someone from a different household – you should bring your own food.

4. HEALTH

Your commitment to minimizing transmission of COVID-19 in Cambridge

Take immediate action if you develop symptoms of COVID-19:

Ensure you are familiar with PHE advice on when to self-isolate or household isolate. If your symptoms include one or more of: fever, prolonged cough or change in sense of smell/taste, then you and all other members of your household need to quarantine (household isolation) in accordance with NHS guidance. If your symptoms only include other ‘flu-like symptoms such as sore throat or muscle aches, then other members of your household do not need to quarantine unless you subsequently test positive. Testing should be accessed quickly through the University, but NHS testing is also available (out of hours or at weekends). The University will also offer a test even if you have only ‘flu like signs.

It is essential that you email or call the Porters’ Lodge via porters@hughes.cam.ac.uk, 01223 330484 or 07917535806 (porters mobile) straight away. Do not go to the Porters’ Lodge in person. You should report in this way whether or not you live in College or private accommodation. If your test is positive your entire household group will be required to self-isolate for 14 days. Further advice will be given on receipt of positive and negative testing results. The College, along with any nominated self-isolation supporters you already named, will support you during this time.

Comply with instructions from NHS Test and Trace:

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If you are told by NHS Test and Trace that you have been in contact with a person with confirmed coronavirus infection then you must self-isolate for 14 days (refer to NHS guidance on how to do this). Email or call the Porters’ Lodge via porters@hughes.cam.ac.uk, 01223 330484 or 07917535806 (porters mobile) straight away. Do not go to the Porters’ Lodge in person.

If you do not have symptoms then any other people you live with in your household do not need to isolate as a household but you must segregate from them as much as possible. If you do have symptoms then you and any other members of your household must self-isolate, while you obtain a test with the University or NHS (see 3.1). A negative result means you will have to continue your 14 days of self-isolation (you may still develop COVID after a negative test) but others you live with can stop isolating. A positive result means your household must isolate for 14 days from the start of symptoms within the household. If someone you meet outside of your household tells you they have COVID symptoms you are not required to isolate unless you or someone in your household develops symptoms or you are contacted by NHS Test and Trace.

If I stay in College and fall ill what help will the College be able to provide?

Anyone with symptoms of coronavirus (COVID-19) must immediately self-isolate and arrange to have a test to see if you have COVID-19 – see above

The College will not be able to provide nursing care. Students should follow advice available online from NHS111. In an emergency call 999.

If you are unwell with symptoms of covid-19 you should email porters@hughes.cam.ac.uk as soon as possible or call on 01223 330484 or 07917535806 (porters mobile).

What should I do if I am self-isolating?

You must remain indoors in their room to minimise the risk of infection to those around you.

Do not go to visit public areas, and do not use public transport or taxis. You may not go out to exercise.

We shall check once a day, at minimum, on those we know are self-isolating. We can arrange for deliveries of essentials to those who are isolating in college-owned accommodation. We are also concerned about the loneliness some students may feel so where possible we will also provide online advice/support, again assuming the staff are well enough.

What should I do if I am household-isolating?

Government advice on household-isolation states that you should remain at home. Do not go to visit public areas, and do not use public transport or taxis. If you are household-isolating you can still use the household kitchen but you may not go outside for exercise.

The 14-day period of household self-isolation starts from the day the first person in your household became ill, but individual household members who develop symptoms are free to leave the house again once 7 days has elapsed from the start of their own symptoms (with suitable hand washing and hygiene practices). Please discuss this with the College nurse to confirm the length of your isolation.
I think that I am more vulnerable to more serious COVID-19 related disease. What should I do?

Make sure you have informed us. You can do this either through the census or directly by emailing the nurse nurse@hughes.cam.ac.uk or Deputy Senior Tutor (Welfare) Equality.officer@hughes.cam.ac.uk. Let us know if your previously reported status about any vulnerability to more serious COVID-related illness changes.

If you are unsure you can check the current PHE advice on vulnerable persons. A subset of these more vulnerable people are at greater risk of very serious COVID related illness. Check here to see if this includes you. This group should have received a letter from NHS with specific advice on how to shield from infection. If you haven’t received a letter but think you should have done then you should contact your GP or NHS consultant’s office directly straight away and discuss their advice with the College as a matter of urgency.

Vulnerable students who find themselves in a ‘household’ isolation situation should take specific advice from the College Nurse or Deputy Senior Tutor (Welfare).

Will mental health services be available to me?

Your Tutor, or a duty Tutor, will be available for consultation via email. The University Counselling Service has made arrangements for counselling by telephone for existing appointments, and will be developing these plans. Do contact the college nurse if you need to discuss your counselling needs further.

5. FINANCIAL AND ACCOMMODATION MATTERS

I am in a situation of financial hardship, can the College help?

If students are suffering from financial hardship as a result of travel and other arrangements made in response to COVID-19 issues, please approach your Tutor and also complete the College Hardship Application (available on the College website). The Tutorial Team will also advise you on other hardship funds available to you depending on your circumstances.

I’m renting privately – what should I do?

Students renting privately will have a contract or licence with their landlord. You should comply with this contract, paying rent and giving notice as required, and should contact your landlord if you need to shorten the rental period for any reason.

The College remains responsible for supporting all our students as best we can, so you must complete the census regularly if you stay anywhere in Cambridge. Anyone in difficulty should contact their Tutor. In particular, please inform us immediately if you are ill or in self/household-isolation.
College Accommodation and related charges

I left Cambridge in March on the advice of the University, will I be charged rent for Easter Term?

No. The College will apply the policy for early termination of room licences for all students compelled to stay away from Cambridge due to the Coronavirus outbreak. This means that they will have their room licences terminated from 31 March 2020 and will not be charged any rent from 1 April 2020, irrespective of whether or not they were able to clear their rooms. There will be no refunds for students leaving prior to 1 April.

Will I receive a discount on my Easter Term rent charges?

We acknowledge that there continues to be some disruption to services in College accommodation caused by the Coronavirus outbreak. The College has agreed to provide a “Residents’ facilities grant” of £9 per week to all students in college accommodation. This will appear as a credit on Easter Term invoices.

I am currently living at College but plan to return home as soon as travel restrictions are lifted. Will I be charged rent for the whole Term?

Students who are planning to leave Cambridge should liaise with their tutors about leaving accommodation. Once we have agreed a leaving date with you, you will not be charged for the remaining period and will receive a rent refund as appropriate.

I have been moved to a different room at College, will I charged a higher rent?

No student will be required to pay a higher rent as a result of being moved to a new room due to COVID19. If your new room is in a higher band you will have a rebate on your invoice refunding you the difference between the rent for your new room and the rent that you would have paid in the room that you were previously in. If you have moved to a lower rent band, you will be charged the lower rate from 1 April.

Will I be charged Kitchen Fixed Charge for Easter Term 2020?

No, the kitchen has been temporarily closed and no KFC will be charged to any student for Easter 2020, irrespective of when the kitchen reopens.

Will I receive a rebate on Kitchen Fixed Charge for Lent Term 2020?

No, the kitchen was closed after the end of Lent Term 2020.

Can I return to visit, or to collect belongings from my college room during the lockdown period?

You may not return to visit.

You will be required to book a specific slot with the accommodation team to collect belongings. Please do not arrive without permission and note that card access to the premises is only possible for those who are currently in residence. All queries should go to rooms@hughes.cam.ac.uk. In the meantime, safety and security checks will continue across all College accommodation, and will include the removal of perishable items.
What will happen to my belongings whilst I am unable to collect them?

College staff are assisting with packing belongings during the lockdown period where the vacant room is required to accommodate another student. Belongings are being stored on site ready for collection. However, from 1st August belongings may be moved off-site and there will be a charge for ongoing storage.

The College’s student possession insurance continues to provide cover to all students in College accommodation: https://www.endsleigh.co.uk/faqs/question/coronavirus-update-block-possessions-insurance/

How can I collect my belongings once restrictions are eased?

The College will work with students to ensure that they are able to collect their belongings as quickly and safely as possible. Once lockdown restrictions are eased, students will be advised by email that they can return to College to collect their belongings. Access to College premises must be agreed in advance with the Accommodation Team via rooms@hughes.cam.ac.uk. Students will be permitted to remain on-site for a reasonable period to enable them to pack up and remove their belongings. Overnight accommodation will not be available, other than in exceptional circumstances and with the agreement of both your Tutor and the Bursar.

We are aware that it will not be possible for some students to return to Cambridge to retrieve their belongings. Where possible we will assist students with the logistics of collecting belongings including assisting other nominated persons to access the College site to clear rooms and liaising with removal and courier companies.

I was unable to clear my room before I left. Will I be charged rent for Easter Term?

Students who leave during the Easter Term must take all their belongings with them. However, students who have left Cambridge before April 1st will not be charged rent if they were unable to clear their room.

I am experiencing difficulties in paying my rent as a result of Coronavirus outbreak. What can I do?

If you are experiencing any financial difficulties, please contact your tutor to discuss the situation. Your tutor can advise on how to apply for hardship funding and can also liaise with the Finance Team around revised payment schedules such as paying in monthly instalments.

Will I be able to remain in College accommodation over the Summer vacation?

Continuing students have been invited to extend their contracts over the summer vacation. We will not be requiring continuing students to move rooms unless there are unavoidable logistical issues.

Some students whose courses finish this summer may be unable to leave Cambridge. Accommodation for students who have finished will be on a case by case basis: please email tutorial@hughes.cam.ac.uk with an outline of your situation.