

Updated 6 May 2020

Coronavirus (Covid 19) Guidance for Tenants in Houses in Multiple Occupation

Advice to all HMO's tenants in line with Government guidance, on what they should do if they or other occupiers have possible coronavirus (Covid 19) infection.

SYMPTOMS:

The most common symptoms of coronavirus (COVID-19) are recent onset of:

- New continuous cough and/or
- High temperature

KEY MESSAGES - STAY AT HOME:

If you have symptoms of coronavirus illness (COVID-19), however mild, you **MUST** stay at home for **7 days** from when your symptoms started.

- after 7 days, if you do not have a high temperature, you do not need to continue to self-isolate. If you still have a high temperature, keep self-isolating until your temperature returns to normal. You do not need to self-isolate if you just have a cough after 7 days, as a cough can last for several weeks after the infection has gone.

It is likely that people living in the HMO will infect each other or be infected already. Therefore, it is important that **ALL other residents** in the HMO now start their own period of self-isolation:

- Residents who remain well must stay at home and not leave the house for **14 days**.
(Starting on the day when the first person in the house became ill).
- Residents who start to display their own symptoms need to stay at home for **7 days**.
(Starting on the day their own 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 amount of infection the household could pass on to others in the community.

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>

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BE PREPARED SHOULD SELF-ISOLATING BECOME NECESSARY:

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.
- Talk 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 online shopping accounts 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 you keep in touch with friends and family over the phone or through social media.

Trafford residents can contact the [Trafford Community Response](#) team for advice or support via telephone 0300 330 9073 (8.30am to 5.30pm, Monday to Friday).

Occupiers should be encouraged to plan in advance what they will do if, for example, someone in the household were to feel much worse, such as having difficulties breathing.

Please ensure that tenant information is updated to advise them that if anyone needs clinical advice, they should go online to NHS 111 (or call 111 if they don't have internet access). In an emergency, call 999 if they are seriously ill or injured or their life is at risk.

CLEANING AND USING COMMON PARTS IN A HMO:

You can find Government guidance on cleaning your home to minimise the risk of infection here: <https://www.gov.uk/government/publications/covid-19-decontamination-in-non-healthcare-settings>

- Cleaning with normal household disinfectants will reduce the risk of passing the infection on to other people.
- Wear disposable or washing-up gloves and aprons for cleaning. Using a disposable cloth, first clean hard surfaces with warm soapy water. Then disinfect these surfaces with the cleaning products you normally use. Pay particular attention to frequently touched areas and surfaces, such as bathrooms, grab-rails in corridors and stairwells and door handles. (If an area has been heavily contaminated, such as with visible bodily fluids, from a person with coronavirus (COVID-19), use protection for the eyes, mouth and nose, as well as wearing gloves and an apron).
- Wash hands regularly with soap and water for 20 seconds, and after removing gloves, aprons and other protection used while cleaning.
- Waste should be double-bagged, stored for 72 hours and then thrown away in the regular rubbish after cleaning is finished.

You can find Government guidance on what to do if you are in a shared home with someone who may have the virus here: <https://www.gov.uk/government/publications/covid-19-stay-at-home-guidance/stay-at-home-guidance-for-households-with-possible-coronavirus-covid-19-infection>

- If someone is unwell, they should minimise visiting shared spaces such as kitchens, bathrooms and sitting areas as much as possible, and keep shared spaces well ventilated if possible. They should aim to keep 2 metres from other people and not share a bed with another person.

- If toilet or bathroom facilities are shared, they 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.
- It could be useful for tenants to create cleaning or cooking rotas.

LANDLORD AND TENANT RIGHTS AND RESPONSIBILITIES

You can find Government information and guidance on financial support for Tenants; Changes to possession proceedings during the outbreak; and your Landlord's right to access the property for essential maintenance and health & safety obligations here:

<https://www.gov.uk/government/publications/covid-19-and-renting-guidance-for-landlords-tenants-and-local-authorities>

Possession Action

You need to be aware that the Government has introduced new legislation to prevent private tenants from being evicted if they are unable to pay rent, and Landlords will not be able to commence eviction proceedings for three months. Eviction by any other means, other than through a court order is not lawful.

Repairs and Inspections

Landlord's repair and maintenance obligations have not changed. Essential repairs must still be addressed as these might seriously affect the health or safety of occupants.

Routine inspection and maintenance works remain an important legal requirement. Inspectors and maintenance workers can still visit blocks of flats and multi-occupied properties for essential or urgent work such as inspecting and testing fire alarms, emergency lighting systems, gas inspections, electrical inspections etc..

You should allow access for such works, if you are not self-isolating.

If you require any further advice or information please visit <http://www.trafford.gov.uk> or contact the Housing Standards Team via email housing_standards@trafford.gov.uk or telephone 0161 912 1377.