

## Frequently Asked Questions (FAQs)

**Q. Can you consider a reduction or a freeze in council tax, for people who have been unable to sell their flat due to Covid?**

**A.** This would need to be discussed with the council tax department on a case by case basis: Email [revenues@cambridge.gov.uk](mailto:revenues@cambridge.gov.uk). You can see if you are entitled to claim [Council Tax Reduction](#). If you are struggling to pay your mortgage, then talk to your mortgage provider as soon as possible and explain the situation. The Government has asked lenders to be considerate at this time: [Help with mortgages to continue for homeowners affected by coronavirus \(GOV.UK\)](#)

**Q. If a member of a household is in quarantine, do the rest of the household have to quarantine too?**

**A.** No. But this only relates to anyone who is in quarantine because they have travelled from abroad and not those who are self-isolating because they have a positive test result or are symptomatic.

**Q. What is the difference between self-isolating and quarantine?**

**A.** A person who is self-isolation because someone has **tested positive or is symptomatic** lasts for 10 days for that person. If you are a member of a household of a self-isolating person then you must also self-isolate, but for 14 days not 10. Quarantining relates to having returned from abroad and having to self-isolate for 14 days.

**Q. I'm an HMO landlord/manager, what specific points do I need to take note of?**

**A.** HMO accommodation is higher risk than other types of accommodation because of large numbers of people all sharing the same kitchen and bathroom facilities. There will also a greater chance of surfaces in shared areas becoming contaminated with virus if someone in the property is infectious. Many frontline NHS staff and other keyworkers live in shared accommodation and therefore these groups are more at risk of contracting the virus.

Although you may feel that there is nothing you can do to change the behaviour of the tenants, there are some important steps you can take to reduce the spread of the virus:

- 1) Consider getting a cleaner to clean the common parts
- 2) Put up posters\* showing what to do:
  - a. If someone they live with has symptoms or has a positive test result
  - b. Have returned from abroad and need to quarantine
  - c. How to use shared facilities safely via a rota system
  - d. How to clean properly
  - e. How to obtain help and support if needed
- 3) Keep in regular contact with your tenants and let them know they can talk to you and to let you know if someone in the house needs to self-isolate

\*Posters will be sent along with email after the webinar. Additional posters can be found here: <https://www.cambridgeshire.gov.uk/residents/coronavirus/coronavirus-campaign-for-communities>

**Q. What happens when a tenant is leaving the property during the period of self-isolation. Do they have to stop the move? If so, who is responsible for housing the incoming tenant not being able to move in? How does the landlord protect themselves from this situation?**

**A.** If you are contractually committed to move home, you should seek to delay your move until all members of your household have come to the end of their self-isolation period. All parties involved should prioritise agreeing amicable arrangements to change final moving dates where someone is self-isolating or has tested positive for coronavirus. You should not expect someone to move into any home where people are self-isolating.

Ensure that any contract you enter has enough flexibility to allow the purchase/rental to be delayed if one of the parties must self-isolate. The government guidance on moving home is found here:

<https://www.gov.uk/guidance/government-advice-on-home-moving-during-the-coronavirus-covid-19-outbreak>

## Glossary

<b>Term</b>	<b>Meaning:</b>
COVID19	The collection of symptoms associated with the SARS-CoV-2
SARS-CoV-2	The name given to the actual virus responsible for the current Pandemic
Coronavirus	The family of viruses to which SARS-CoV-2 belongs, along with the common cold, SARS and MERS
Viral load	The amount of virus particles in the air or on a contaminated surface
Anosmia	Loss of taste and smell
COVID19 symptoms	Fever, new persistent cough and Anosmia
Self-isolation	A person who has COVID19 symptoms and/or received a COVID19 test result that is positive, must self-isolate for 10 days. Members of this person's household must self-isolate for 14 days.
Household	In terms of outbreak management, a household is considered the people you live with who also share your kitchen and bathroom facilities and other common parts. This is a different definition than that used for HMO licensing.
Quarantine	Quarantining relates to having returned from abroad and having to self-isolate for 14 days. The other members of the household do not need to quarantine.
Social distancing	Not shaking hands, hugging, kissing, etc, and keeping at least 2m apart in order to reduce the chance of infection.

## Summary of useful links:

**Cambridge City Council's guidance on how to look after yourself if you live in HMO accommodation:** <https://www.cambridge.gov.uk/coronavirus-look-after-yourself>

**Cambridge City Council's website on landlord training:**  
<https://www.cambridge.gov.uk/landlord-and-letting-agent-training>

**Cambridge County Council's COVID19 overview:**  
<https://www.dahalliance.org.uk/resources/information-on-covid-19/>

**Cambridge County Council's COVID19 campaign materials (posters, etc):**  
<https://www.cambridgeshire.gov.uk/residents/coronavirus/coronavirus-campaign-for-communities>

**Domestic Abuse Housing Alliance (DAHA) advice and resources for housing providers:**  
<https://www.dahalliance.org.uk/resources/information-on-covid-19/>

**Government guidance on cleaning:** <https://www.gov.uk/government/publications/covid-19-decontamination-in-non-healthcare-settings/covid-19-decontamination-in-non-healthcare-settings>

**Government guidance for landlords and tenants on COVID19** (also including technical guidance on evictions): <https://www.gov.uk/government/publications/covid-19-and-renting-guidance-for-landlords-tenants-and-local-authorities>

**Government advice on understanding the possession action process:**  
<https://www.gov.uk/government/publications/understanding-the-possession-action-process-guidance-for-landlords-and-tenants/understanding-the-possession-action-process-a-guide-for-private-landlords-in-england-and-wales>

**Government guidance on financial support for businesses during COVID19:**  
<https://www.gov.uk/government/collections/financial-support-for-businesses-during-coronavirus-covid-19>

**Government guidance on working safely in other peoples homes:**  
<https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/homes>

**Government guidance on moving home:**  
<https://www.gov.uk/guidance/government-advice-on-home-moving-during-the-coronavirus-covid-19-outbreak>

**Government guidance on self-isolating:** <https://www.gov.uk/government/publications/covid-19-stay-at-home-guidance/stay-at-home-guidance-for-households-with-possible-coronavirus-covid-19-infection#why-staying-at-home-is-very-important>

**HSE guidance on cleaning:** <https://www.hse.gov.uk/coronavirus/cleaning/index.htm>

**How to claim Universal Credit:** <https://www.gov.uk/how-to-claim-universal-credit>

**NHS volunteer responders:** <https://nhsvolunteerresponders.org.uk/services>  
0808 196 3646 (8am to 8pm, 7 days a week).