



OUR RESIDENTS' HEALTH AND SAFETY ARE OUR TOP PRIORITY

Our priority is to provide an excellent service to our residents in a safe environment. Since the outbreak of the COVID-19 virus, the health and safety of our staff and clients have become paramount. It is therefore important to share with you all the work carried out and the temporary adjustments we are implementing at The Stay Club.

CONTACT US

All residents are requested to communicate to the management their most updated contact number and contact email by sending an email to:

CAMDEN RECEPTION

camden@thestayclub.com
+44 (0) 20 7428 4888

COLINDALE RECEPTION

colindale.reception@thestayclub.com
+44 (0)20 3141 2499

KENTISH TOWN RECEPTION

kentishtown@thestayclub.com
+44 (0) 20 3848 8280

WILLEDEN RECEPTION

willesden@thestayclub.com
+44 (0) 20 8838 5728

All residents are requested to report to the management if they are experiencing any symptoms related to COVID-19 (fever, dry cough and shortness of breath). If you send an email to our reception team, we will make sure to assist you. All emails regarding health-related issues will be treated as confidential.

Please respect the self-isolation process of 7 days (when living alone) or 14 days (when sharing), if you are showing symptoms. The process of self-isolation is extremely important to protect the community and yourself. Do not hesitate to contact our emails and phone numbers above to ask for help or advice.

Social distancing will be implemented between our residents and our staffs. Our reception email will be in service 24/7 for ALL your reception queries.

DELIVERIES

Residents may continue to have their parcels, mail and food delivered in the property; they can enquire through the dedicated messaging services or email provided to confirm receipt of delivery.

1. Once reception has received the communication enquiry from the student, they will send a confirmation on whether the parcel/mail/food has indeed reached the property.
2. Students would then, only once communication from reception has been given, be permitted to collect their delivery from the reception desk.

HOUSEKEEPING & MAINTENANCE

In addition to the rigorous hygiene and routine cleaning of our common areas and workstations, we have implemented further cleansing and disinfection procedures and intensified cleaning schedules in all our common spaces with major attention to the areas of higher foot traffic density.

Shared hoover and mop services from the reception will be suspended until further notice. Residents are advised to source their own cleaning tools and materials.

All residents due to receive Housekeeping cleans or Maintenance works in their room are requested to exit the room whilst this service takes place. Those who refuse to leave their rooms will be denied the service at the time.

IMPORTANT NOTES

In accordance to the government suggestion to avoid any social gatherings, all events will be suspended temporarily until further notice. For more information please email events@thestayclub.com

Residents living in the lower floors are encouraged to use the staircases while all residents are encouraged to take the staircases when descending from all floors. This is to prevent residents from congregating in close and restricted spaces such as lifts or lift lobbies.

Residents are reminded of strict policies against smoking inside the studio units or accommodating unregistered guests within the building.

All our residents are reminded to follow the standard evacuation procedure in case of emergency. In case of a continuous fire alarm of at least 30 seconds, please evacuate the building through the nearest fire exit and proceed to the assembly point. To avoid causing false alarm that may cause nuisance to your neighbours, we highly recommend the usage of in-room vents when cooking or taking the shower. We highly discourage usage of electrical cooking equipment during the late hours of the night.

Following the recommendation from the UK government, all residents are requested to limit unnecessary movement in the city and within the building. They are also advised to observe social distancing (recommended to be at least 2 meters) and avoid gathering in common areas during the day.

THANK YOU

In moments like this, we are profoundly grateful and proud of the passion, professionalism and dedication of our people and of the trust and loyalty of our clients.

We also leave you with the recommendation you take care of yourself and your own by taking these small steps, which the World Health Organisation has recognised as being most effective, in our daily lives.

1. Wash your hands regularly.
2. Cover your nose and mouth with your elbow when coughing or sneezing.
3. Avoid contact with other people if you are ill.
4. Avoid contact with infected people.

Kindest regards,

THE STAY CLUB MANAGEMENT

MARTYN DUGUID

Chief Operations Officer