



Homestay Guide



WELCOME

We understand that studying at Coventry University may be your first experience of living in the UK and we want to make the transition as seamless as possible. These guidelines have been prepared to help you adapt to living within Homestay accommodation while studying with us.



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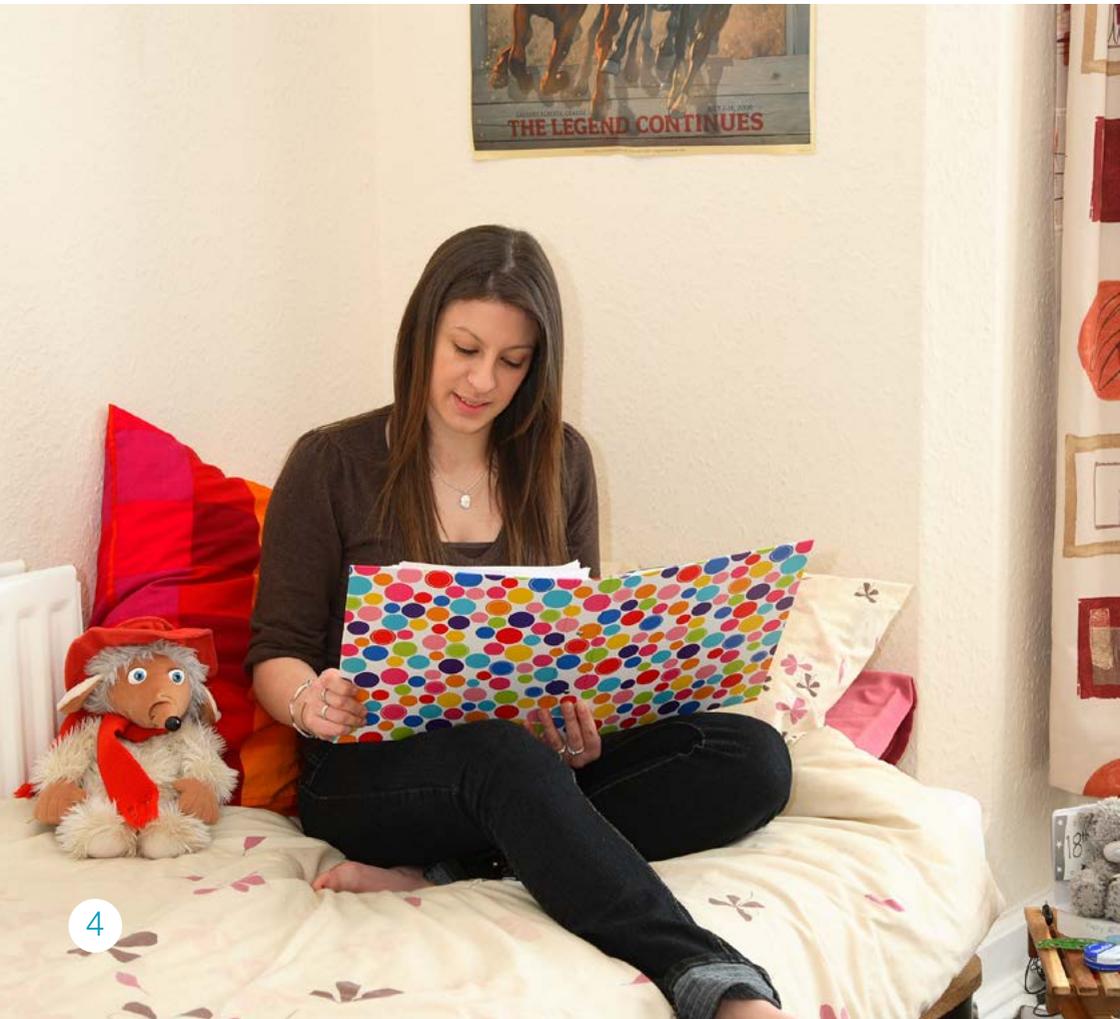
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WHAT IS HOMESTAY?

Homestay is a popular choice of accommodation for students wishing to live with Host families, while enrolled on a Pre-Sessional English, Erasmus or other short-term course at Coventry University.

There are many benefits of a Homestay. First of all it is a great way for students to learn about British culture, practise their English and make new friends. Secondly, living with a family provides a quiet atmosphere for study and a great sense of security for some students. Thirdly, it exposes the student to a rich variety of cultural learning opportunities, such as holiday celebrations, religious practices, sporting events, etc. Finally and perhaps most importantly, a Homestay often results in students developing deep, lasting friendships with their families. Such a personal connection gives many students a real sense of stability in their lives here at Coventry University.

We take the utmost care in ensuring that all of your requirements are met, which includes a vast database of trusted host families to find the best fit for your specific requests. The FutureLets team personally visit every Homestay Host to ensure that the highest standards are met before the students are placed.





HOMESTAY FACILITIES

The following will be made available to the student to ensure a comfortable living environment throughout their stay:

- **A bedroom and common areas in a proper state of cleanliness**
- **A table/desk**
- **Storage space for clothes and personal belongings**
- **Adequate heating and lighting**
- **Broadband connection**
- **Clean bedding and towels each week**
- **Privacy**

The student will be responsible for the cost of personal expenses such as bus or train fares, doctor's appointments, cosmetic items etc.



CATERING OPTIONS

To accommodate the diversified needs of the student, Homestay offers two types of catering packages.

CATERED ACCOMMODATION

Meals provided will generally be of the traditional British type and constitutes a balanced diet, consisting of breakfast and evening meal 7 days a week. The student is required to buy lunch, snacks and drinks at any of the University cafés around our campuses or local town centre. In some circumstances lunch may be provided, which can be arranged with the Host.

Any special dietary requirements should be declared on the Homestay application form and discussed with the Host at the time of arrival.

SELF-CATERED ACCOMMODATION

This type of accommodation is based on renting a room only in the Host's home. The student will be required to purchase their own food and prepare their own meals. The Host will provide adequate facilities for cooking, dry food storage, refrigeration and washing up.

The Host should allow the student access to the kitchen to make drinks and snacks at any given time. The agreement with the Host should specify any restrictions on the time the kitchen will be unavailable and should make it clear exactly what kitchen facilities and equipment the student is entitled to use.



COSTS OF HOMESTAY

We offer two Homestay packages; Catered and Self-catered.
Please note that the prices indicated are guide prices only.

- **Catered Service: from £135 per week**
- **Self-catered Service: from £100 per week**

There is also a non-refundable administration charge of £80 payable to FutureLets once the student has been allocated a room.

PAYMENTS

We do not take damage deposits for Homestay accommodation.

In order to secure a booking, the student is required to pay the the non-refundable £80 administration fee within 7 days of a formal offer of accommodation. The total rent for the planned duration of stay will need to be paid in full to FutureLets before a student can move in to a Host's house.





ACCOMMODATION CONTRACT

If you accept an offer of a room in Homestay you will be required to agree to the terms and conditions of the Licence to Occupy (contract). This is a legally binding agreement and you will be required to agree to the contract. Once you accept the offer, you are liable for the rent and occupancy of the room for the full contract period.

Please note: academic courses do not coincide with the accommodation contract dates. If you accept an offer of accommodation, but the course finishes before the stated end date of your accommodation contract, you will remain liable for the associated costs as agreed at the time of acceptance. This is as per the Licence to Occupy, which forms part of the residence agreement. You can discuss your contract length requirements with FutureLets, and they will endeavour to accommodate you for this period.

OTHER USEFUL INFORMATION

STUDENT SUPPORT

We also offer ongoing support and keep in regular contact with students and with their Host families. FutureLets are always at hand to assist students or Hosts with any problems or issues that may arise.

If you would like to talk to someone at FutureLets, you can call us on **024 7615 8158**, **Monday-Friday** 08:30-18:00, and **Saturdays** 09:00-13:00.

You can also seek support from the departments listed below:

Student's Union **024 7765 5200**

University Counselling Service **024 7765 8029**

University Medical Centre **024 7659 2012**

International Student Support **024 7765 2152**

COMPLAINTS

If you have a problem with your accommodation during your stay, please discuss it first with your Homestay Host. They may be unaware of your problem and in most cases you will be able to overcome any problems by communicating with them.

If the problem is still unresolved or you do not feel comfortable speaking to them about it then please do not hesitate to contact a member of the FutureLets team who will assist you with the issue.

If you would like to make a formal complaint, please send it in writing to **homestay@futurelets.co.uk**, or you can write to us at FutureLets, Charles Ward 145, Coventry University, Priory Street, Coventry, CV1 5FB.





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FutureLets
Your key to successful living



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