

To: All UPP halls residents

Date: Tuesday 12 January

Subject: COVID-19: Hall accommodation licence fee suspension (Halls fee waiver)

Dear students,

I am pleased to confirm that **we have arranged a Halls fee waiver (licence fee suspension)** for students in accommodation operated by our partner, UPP, who are not currently living in their Halls room.

The waiver will cover the national lockdown from 6 January until 22 February, during which we are required by the government to deliver the majority of teaching online only, or until the date that you return to your accommodation (whichever is the earlier).

What happens next

- If you have not moved back into your halls accommodation you should complete our [online form](#) to formally request a Halls fee waiver (licence fee suspension). You should complete this by 22 February at the latest.
- The credit for your Halls fee waiver (licence fee suspension) will be processed at the end of the suspension period (22 February) and credited to your account. You should still pay your January instalment as planned, noting the usual requirement to pay within 28 days of being billed.
- If you need to move back to your halls room at any point during the period of lockdown (for example, for one of the reasons listed below), you can do so and you will be charged only from the date you return. You should complete the [online form](#) first to confirm your absence and then you must let us know through the Home at Halls app or Halls Hotline when you are back in your room.

Access to your room and travel advice

The government encourages students to stay at your current address if you can, but you are permitted to return if necessary, for example:

- international students who cannot amend their travel plans;
- if you do not have facilities to re-commence your studies online at your vacation address;
- for health and safety reasons;
- to continue to access specialist medical or mental health services.

Our Halls are open for students who need to be here, supported by our Halls Welfare Team.

If you have recently returned to halls, or stayed in halls over the Christmas break, under [current government restrictions](#) you can only socialise with people in your household. If you are the only person living in your flat, you can [form a support bubble](#) with another household. However, if any of your flatmates return and you are no longer living alone, you can no longer form a support bubble in this way.

Facilities on campus for those in Halls

We strongly recommend that you study from your current residence and only use the Library and other facilities on campus if it is necessary or if you do not have access to suitable study space.

The Library is open for study space and Click & Collect Monday to Thursday: 8:30 - 19:00 and Friday, Saturday & Sunday: 8:30 - 17:00. In addition to bookable study space in the Library, RUSU's The Study is open for non-bookable study space and is accessible 24/7 by Campus Card.

The following catering services are currently open on campus for takeaway service:

- The Library café (9.00 - 16.00, Monday to Friday)
- Park Eat (8.00 – 22.00, 7 days a week)
- The Dairy (8.00 – 16.00, Monday to Friday)
- Wantage and St Patrick's Hall – for residents only (8.00 – 22.00, 7 days a week)

The Marketplace at Park Eat is also open from 8.00 – 22.00, 7 days a week, to buy food and other household essentials.

University Student Support Funds

If you are facing serious financial difficulties, you may be able to apply to our [Student Support Fund](#) (hardship fund). Please contact our Student Financial Support team for advice and guidance at studentfunding@reading.ac.uk.

I hope the information provided has helped alleviate some of your concerns. We continue to be available to [support you](#) and look forward to having more of you back on campus with us when face-to-face teaching can resume.

Best wishes,

Paddy

Dr Patricia (Paddy) Woodman
Director of Student Services

Frequently Asked Questions

What is a Halls fee waiver (licence fee suspension)?

We have agreed to temporarily waive licence fee payments for students who are unable to return to their UPP managed halls accommodation during the current national lockdown, which came into effect on 6 January 2021. This is known as a licence fee suspension (or Halls fee waiver).

The Halls fee waiver (licence fee suspension) amount will be calculated from the start of the lockdown period, 6 January 2021 until 22 February 2021 when we hope to resume face to face teaching, or the date that you return to your accommodation (whichever is the earlier).

This amount will be issued as credit to your student account, to be deducted from future licence fee payments.

How do I apply for the Halls fee waiver (licence fee suspension)?

We have set up [an online form](#) and process for you to use to formally request a licence fee suspension, which you should complete by 22 February at the latest.

How will the credit be calculated?

Your daily room rate will be multiplied by the number of days of the lockdown period that you are unable to or do not resume residency for (a maximum of 48 days), and this amount will then be credited to your student account.

How and when will I receive the credit calculated from my licence fee suspension?

The credit for your Halls fee waiver (licence fee suspension) will be credited to your student account and used to reduce the amount due for your summer term accommodation fees. If your contract ends at Easter, we will issue a refund for any credit on your account.

Further Frequently Asked Questions are [published on Essentials](#).