

**From:** [MASSON, MARGARET](#)  
**To:** [CHADS-BURSAR C.D.](#); [WILSON, ASHLEY P.](#); [CHADS-SUPPORT C.D.](#)  
**Subject:** Covid-19 Update #4 for Residents of Chad's Bailey, Trinity and Hallgarth Accommodation  
**Date:** 31 March 2020 18:40:15  
**Attachments:** [image002.png](#)  
[image003.png](#)

---

Dear Chad's Residents,

I hope you are all doing ok and managing to adjust to the challenging circumstances in which many of you now find yourselves.

A couple of questions from individuals that may well be ones that more of you have in mind:

1. **Self isolation and when to end it after one member of a household as shown signs of infection**

Please follow the very clear government advice set out 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>

**Trinity Hall: please note that this means ALL residents will need to self-isolate for 14 days if anybody shows symptoms. Please report these to [chads.support@durham.ac.uk](mailto:chads.support@durham.ac.uk) immediately.**

If any of you develop symptoms, please continue to follow the advice I gave you last week:

1. Inform College immediately
2. Put a sign on your door

I hope you have enough food to see you through any self-isolation period, but if any one is finding this difficult, please don't hesitate to get in touch.

2. Some of you have asked about **accommodation fees and what all this means for postgraduates** whose course does not end until September. As all Durham University tuition and assessment will now be online, there is no *academic* need for people to be physically in Durham any longer. However for many of you who are still here, we are very aware that with travel restrictions etc, you do not have another option right now and you need to stay in your Chad's accommodation for the foreseeable future - and you are, of course, very welcome. None of us knows when it might be possible to move around more easily again and when for some of you, travelling home might be possible, if that is what you want. What we plan to do is to ask you to pay your accommodation fees for the period you are actually in residence in Chad's accommodation. As I said in my email to all Chad's students yesterday, the following principles will apply:

- Students who have already left Durham, but have not cleared their rooms, will not be charged for next term's accommodation.
- Where students still have belongings in their rooms here, we will, in due course, be making contact via email to establish the best way to deal with these.
- Where students had paid to remain in their room over the Easter vacation and beyond and have subsequently returned home, we will arrange a refund for the time not in residence.

Please be assured that provisions are in place for students who cannot return home safely at the present time. No student will be without accommodation.

This is obviously a difficult time for all concerned, and it may take some time to process refunds and sort through queries. Please bear with us. We will be doing our best to ensure that every student's case is looked at and nobody is left out of pocket.

**3. Please let us know if you decide to move out/leave Durham (and make sure you leave your key at Chad's reception)**

Please don't hesitate to ask if you have any questions about this. I'd be grateful if you would direct your queries to the [chads.support@durham.ac.uk](mailto:chads.support@durham.ac.uk) email as this will be forwarded to a number of staff who will be able to respond.

Meantime, my very best wishes in these hard times.

Best wishes,

Dr Masson

**Student Support**

Staff are mostly working from home now so please continue to access Chad's student support on-line: [chads.support@durham.ac.uk](mailto:chads.support@durham.ac.uk). Our chaplain, David Rushton [chads.chaplain@durham.ac.uk](mailto:chads.chaplain@durham.ac.uk) and your college tutor will also be happy to offer on-line/distance support. Support from the University Counselling Service is still available on-line. Please check here: <https://www.dur.ac.uk/counselling.service/>

Student Minds has a very good website that may be of help: <https://www.studentminds.org.uk/coronavirus.html>

Please let [chads.support@durham.ac.uk](mailto:chads.support@durham.ac.uk) know immediately if you are doing the following:

- self-isolating (not tested);
- self-isolating (tested awaiting results);
- Confirmed case of Covid-19.

**Information**

- Please ensure that St Chad's has your current mobile phone number by e-mailing [chads.support@durham.ac.uk](mailto:chads.support@durham.ac.uk)
- We will send you e-mails when there is new information to share
- Please check the University Covid10 webpage and if you have a question or comment that is not addressed within the FAQs, please email [coronavirus.information@durham.ac.uk](mailto:coronavirus.information@durham.ac.uk)

**Contact details**

- Chad's reception: [0191 334 3358](tel:01913343358)

College Officer on Duty: [07930 623050](tel:07930623050)

Dr Margaret Masson  
Principal  
St Chad's College  
Durham University  
18 North Bailey  
Durham  
DH1 3RH

0191 334 3354  
0191 334 3358 (College Office)  
[m.j.masson@durham.ac.uk](mailto:m.j.masson@durham.ac.uk)  
[www.stchads.ac.uk](http://www.stchads.ac.uk)



'St Chad's College' is a limited company (No 00109442). 'St Chad's College Durham' is a registered charity (No 1142958) and a chartered company (No RC000594). 'St Chad's College Trading' is a limited company (No 05844646). The College and trading company are registered in England. The registered office of St Chad's College, St Chad's College Durham and St Chad's College Trading is 18 North Bailey, Durham DH1 3RH.

**CONFIDENTIALITY NOTICE:**

This email and its attachments are intended for the above named only and may be confidential. If they have come to you in error you must take no action based on them, nor must you copy or show them to anyone; please reply to this email or telephone us on 0191 334 3358 and highlight the error. Once you have done so, please delete the email. Unless stated otherwise, the views expressed in this email are those of the sender and may not reflect those of St Chad's College.

SECURITY WARNING: this e-mail has been created in the knowledge that Internet e-mail is not a 100% secure communications medium. We advise that you understand and observe this lack of security when e-mailing us.

VIRUSES: Although we have taken steps to ensure that this email and attachments are free from any virus, we advise that in keeping with good computing practice the recipient should ensure they are actually virus free. St Chad's College accepts no liability for any viruses attached to this email.

 Please consider the environment before printing this email