



EHUK
EXETER HOMESTAY UK

EXETER HOMESTAY UK
'Language in Exeter'
Host Family Guide

Contact Information

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WELCOME

Welcome and thank you for your interest in hosting with EHUK.

About Exeter Homestay UK

EHUK has over 10 years of experience in the industry of overseas and UK students, we are dedicated to delivering the highest quality course/ programme/stays & host families for any educational cultural travel or any accommodation in Exeter. We cater for low season Mini stay groups whom want a host family during their stays, and we can also provide a small, but unique junior school programme in the heart of Exeter based on Exeter University Campus.

About our students

Every year, we welcome students from the EU at present, the student you may host will be from either Spain, Italy, Czech Republic and other countries. Our students range from 11-18 years of age, although we do also accommodate Leader's and University students too whom are looking for accommodation.

The courses we offer our students are:

Integration into a high school/College
Mini stay accommodation during their educational stays
Junior Summer language school
Half term boarding accommodation for Private boarding children
Accommodation for 18+

During the summer, we have greater numbers of younger students aged between 13-16 who are here for a summer school to learn English and have fun and love to stay in a host family, so they can learn more of a British culture.

Welcoming an international student into your home

Providing a home away from home for a student can be one of the most rewarding things you can do. Our experience has taught us however, that the key to a successful hosting experience is an understanding and mutual respect. This will be outlined in our guidelines which follow.

WHAT DOES OUR STUDENT/GUEST EXPECT FROM YOU?

We seek to provide the best possible homestay experience for our students, which we can only achieve this via the support of our host families. They are choosing a homestay as an option as this gives them a warm welcome, home comforts and the opportunity to practice their English with British families, just remember they are not just renting a room they are anticipating as being treated as one of the family. For a homestay experience to be truly successful, a student needs to be welcomed into your home as a member of the family, as such the student should be treated with the same kindness, respect, but also the same discipline, as you would show your own children. It is important for you and the student to become familiar with the house rules and normal daily routine as soon as possible.

Requirements in your student's room:

We expect you to have the following if you wish to host with us:

- A Warm, comfortable bedroom with adequate heating, which requires a bed, sometimes a desk or workspace, chest of drawers or Wardrobe with adequate heating and lighting
- A good standard of cleanliness and hygiene with Bed linen and Bath towels included
- Internet access which the students can use
- The standard arrangement for self-catering or Half board
- For the student to be able to have a bath/shower daily
- For 17+ to be given a key

HOST FAMILY GUIDELINES

EXPECTATION OF OUR FAMILIES

Other students in the house

Our students expect that there will be no other student of the same mother tongue at your home, unless they have travelled with them. *PLEASE INFORM US OF ANY OTHER STUDENTS YOU MAY HAVE FROM OTHER SCHOOL'S, SO WE CAN ENSURE THAT WE COMPLY WITH THE STUDENT'S BOOKING CONDITIONS.*

Reservations

Accommodation bookings will normally be offered to you by phone or email. We will give you detail of the student stay. We will ask for your work and home numbers to contact you as quickly as possible. Once you have accepted the bookings, we will send a confirmation letter and programme on longer stays, or on our mini stays we do like to text you details of confirmations. Although we will have our dates by October for the following year. Please also tell us if your circumstances change and you can no longer host.

ARRIVALS AND DEPARTURES

All families are expected to meet their student/s on arrival, sometimes there are delays which we unfortunately cannot foresee, this can be at the airport/a bus broken down etc., also in some countries they can't apply for a visa until they have arrived in the UK, but we can advise you of this as soon as we know ourselves. You will also need to take your student to the necessary departure point on the expected date for departure. But we will keep you posted on any delays.

If you are unable to transport your student at any time, you must tell us beforehand on arrival and please be aware the cost of any taxi or transport arranged must be met by you.

** On the younger Spanish groups, we have each year for our summer school, all students MUST be dropped and picked up by the family on each day (you will be advised which group these are at the time) as they aren't always suitable for all families. Also, to help you, our families do liaise with each other, so it works for all, we can help you get in touch with a family near you if this helps you on these occasions. (We feel that when you have a group which does need transporting daily that this is remunerated in the payment in which we give you for these groups).

FIRST DAYS

All students/Leaders/Guest will receive a welcome pack/letter before arrival, please advise or help your student/guest as much as possible on their first day. Please exchange contact details with your student/guest in the first instance. Should a student need to leave before their original departure date from your family, you will be paid up to and including the final night that they (sleep) in your accommodation.

CANCELLATION OF YOUR STUDENT BEFORE ARRIVAL

Sometimes cancellations can be unforeseen before arrival, this is very unfortunate, we as an Agent do ask our Agents to let us know at least 21 days before an arrival date if this happens. Unfortunately, we can't compensate you when this happens last minute due to unexpected illness/travel problems.

STUDENTS UNDER 18 – DBS Certificates

We accept students from the age of 11 years old onwards, the younger ones are always accommodated with a group leader within their homestay, although most of our students can be between 12 – 16. On this legislation a DBS certificate is required for any child staying in your home for more than 28 days. Some of the agents we work with require a DBS even if they are only staying for 5 days too, so we recommend at least the main carer has one, all these finer details are given on your first initial contact with us when you have filled in on our online application form.

UPDATE Services for DBS (yearly)

If you do have a current DBS certificate already and it is over 2 years old, you can now register this on the update service. This will cost you around £13 to do, but this will be worth updating yourself if you haven't got one through your workplace and if you wish to host with us. The website for this service is <http://www.gov.dbs-update-service>.

HOSTING STUDENTS FROM OTHER LANGUAGE SCHOOLS AND HOSTING PRIVATELY

Please on all occasions advise us if you are hosting any other students from another language school or have any lodgers 18+ living in your home when we are offering you students from our school. Some of our groups/agents prefer to be on their own in your home, therefore it is best to be open and upfront in the beginning as this avoids removal of any student from us or the other school. Please remember too if we are allocating you any of our students whom are under 16-year-old, YOU CAN NOT HOST 18+ in your home at the same time.

PLEASE NOTE: IMPORTANT:

If you are ever contacted direct by one of our students whom has stayed with you through us, you must tell us **immediately**. If it comes to our attention you are hosting one of our students on a **private basis unless otherwise agreed**, we will contact you to formalize the arrangement through our school. We have an obligation of duty of care to you the host and to the student.

MEALS & PACKED LUNCH

Half /Full Board meal requirements and mealtimes

Your Student requires **Breakfast, pack lunch and an **evening meal every day on Full board or **half board – a light breakfast and evening meal.

Sometimes the student will stay out for dinner, but we do ask if they tell you in advance or text you, so this avoids wasted food.

IMPORTANT: Please do not buy any food before your student's arrivals as on occasions due to unforeseen circumstance they do cancel or not turn up (this is odd occasions). Sharing mealtimes is important for your student and your family. This makes the student feel like part of the family, we do understand when the mini stays for instance come back at 7pm and the time you get them home its late for us (in the UK) to eat them, but please just sit with them and have a drink.

Self-Catering – 18+

Self-catering or Room only students should supply all their own food and drink, please try to give them space for their items, like a cupboard and a small part of the fridge/freezer too. Please work out the best time for your student/guest to cook around your family time on a self-catering basis so that it fits in with you both. EHUK only contracts the student in for the first 8 weeks unless the students prefer us to be of assistance during their stay. This can then be a private arrangement between host and student.

Special Dietary needs

You are not expected to provide any special diets unless agreed before allocating the student. But remember some students do have a religious background so therefore their eating habits are different to ours. Please look on our website for Vegan/vegetarian/Halal suggestions which we have produced for you.

LAUNDRY, CLEANING & HYGIENE

Laundry

The students bed linen and towels should be washed and changed at least once a week, which is the host responsibility. All Laundry should be discussed on arrival with your student/guest. If you are happy for them to use your washing facilities, please show them how! Or if you prefer to help with the washing please show them where they can leave it for you.

Self – catering students should supply their own washing powder, but please supply clean bedding for them on a regular basis.

TELEPHONE, INTERNET, MONEY & FRIENDS

Please explain to your student on arrival the rules of your house, if guests are brought to your home as long it is acceptable to you and your family this must be a decision you are happy with in your home. All homes will need access to Internet and Wi-Fi, as this unfortunately nowadays a way of communicating with friends and families. Please check with your provider you have the right contract for browsing the internet on a regular basis, as you don't want an unexpected bill. A dongle can be purchased.

DO NOT let your student use your home phone, most students/guest have laptops or mobiles. All computers, phones etc. should be password protected in your own home and students should not use your personal items without prior permission.

Students need to be reminded to keep their monies and passport safe within your home to avoid possible loss. Please give a receipt for anything you hold or look after for safety for them.

MEDICAL TREATMENT

Exeter Homestay has a 24-hour contact number which is 07513871084, in the event of a genuine emergency only.

If a medical emergency arises, contact the emergency services or your doctor before you contact Exeter Homestay please. Please ensure you swap telephone numbers (mobile or landline) with your student as soon as possible. All students are entitled to use our Walk-in NHS Centre, or if they are with you more than 3 month's they will be able to register with your doctor or dentist as a temporary visitor under your address.

Student medical Insurance

It is a condition to EHUK when agreeing to take students that all students must travel with a medical or travel insurance.

Initial safety checklist for students

When students are new to a city, it can be easy to get lost. We have compiled a simple checklist to help you help them stay safe. Please go through the following with them:

Write down your address and telephone number

Write down the location and name of the nearest bus stop to your home and ensure they know the bus numbers going to and from college/town

Make sure they have a house key 18+ and keep it safe

Make sure they tell you where they are going and what time they are coming home

Give them our emergency number too!

SAFETY IN THE HOME

Please explain the safety in your own home to student/guests. If you have a family remind them to not keep anything like tablets, fluids in the reach of any of children/GUESTS. Please explain how to operate: showers, ovens, washing machines, door locks and please explain the importance of this in the UK. **REMEMBER:** it is different in all countries, their way of living and how they do different things to us as their Law are leaner in most countries than in the UK. A Gas Safety Certificate is now a requirement for each property who is hosting any student or lodger.

NOTICE or REMOVAL OF STUDENT

If you wish to terminate the arrangement for your student, a week or month's termination notice is required, you must appreciate on an older student it can take up to a week to find another suitable host family. With the payments, we can either deduct the monies from any payment due to you or you (the host) will be required to pay a week's money back to the school. Our Family Welfare Liaison Officer is on hand to resolve any issues which arise during your students stay, usually any disagreements can be resolved quickly with our help. On occasion we do need to move a/your student due to unforeseen circumstances beyond our/your control, if this happens you will only be paid for the evening's they have stayed within your family home, but we do try for this not to happen very often, therefore we match our students to the families.

PAYMENT/TAX

We will make payments to you via our BACS system directly, each group payment will vary according to the contract at the time of accepting the booking. Any changes on arrival or departure which affects your payment, we will explain this to you and will only pay you while the student/s are in your accommodation. Under no circumstance should you discuss the payments you receive from our school, with other families or the students themselves this information is confidential between us.

It is not acceptable to make a private arrangement with a student whilst they have been placed with your family through our school, unless we have agreed it from the beginning, as on several occasions, we do have students whom are visiting for a month, whereas we will place with you to see if they like the area, then an arrangement can be made between the student and the family and a booking fee can be made with the student /host and the school for this service.

Payments are made on last evening before departure for MINI Stays only, on other groups in case any removals or changes happen during their stay we pay at the end of the stay.

TAX

The income you receive from hosting students is classified as taxable by HMRC. You are responsible to declare under rent a room agreement with HMRC. For more advise/information go to www.gov.uk. The tax-free amount for 2018/19 is £7500 per household.

Safeguarding Policies - Purpose and Aims

The purpose of Exeter Homestay - UK safeguarding policy is to provide a secure framework for the workforce in safeguarding and promoting the welfare of those children/young people who attend our setting. The policy aims to ensure that:

All our children are safe and protected from harm.

Other elements of provision and policies are in place to enable children to feel safe and adopt safe practices;

Staff, children, Leaders, visitors, volunteers and parents are aware of the expected behaviours' and the settings legal responsibilities in relation to the safeguarding and promoting the welfare of all our children.

DATA PROTECTION & PRIVACY POLICY

All data provided will be held in accordance with the Data Protection Act 1998.

Our privacy policy is accessible on our website for you to read how we deal with your data.

DAMAGES/INSURANCE

Please note EHUK cannot accept liability or responsibility for damage to your property caused by your students. You should ensure you have household insurance that covers any accidental damage by your students. It may be worth insuring valuables in case of breakage. Fair wear and tear should not be charged to student's, but they may be expected to pay for any damage they may have caused through carelessness. In case of any disputes it is imperative that you inform your home or rental insurers that you have a paying guest/student in your home.

You and EHUK – working together

As a host, we regard you as an essential partner in the pursuit of our main aim, to give every one of our students a happy, successful and unforgettable experience for all.

Support from EHUK

Your role to EHUK is vital and we want you to feel an active part of it too.

We appreciate you deserve full support and back up service from us to help you fulfil your role. In addition to this handbook, we are always available to discuss any issues you have, whether by email, phone or face to face. All contact details are printed on page 2 of this booklet. We also value and suggestions or tips for successful hosting you might have which we can pass on to another host.

In our experience, the key to success is having a genuine interest in the students, a willing commitment patience and above a sense of humour!

Keeping us in the picture

If anything changes or you have holidays booked, we must be informed on any occasion, after all we are here to work with you and we can help on most occasions. Please keep up informed on any changes within your household. Also, if you have any problems during your student stay, please contact us during office hours or by email and we are always here to help.

Students Under 16

Most of our students are 16 and under, you as a host are "in loco parentis". This means that you and/or the school/college must know where the child is always. Our students whom are of certain age groups with have their own rules set by their parents or us. Don't forget that the child is given your contact details together with that of Exeter Homestay. Make sure that each student can contact you at any time. Specific requirements are:

No student aged under 16 to be given a key

All students under 16 are not usually allowed out No student under 16 must be placed with 18+

Top tips for successful hosting

Let your student know your ground/house rules straight away. This will prevent any future misunderstanding. It is harder to implement a new house rules if your student has been a part of the family for a long time.

Let your student know whether it is acceptable to help themselves to food or not.

When your student arrives, let them know what time you usually have dinner, showers etc.

Make sure they understand that they must call you in advance if they are eating out with friends or if they are going to be late.

Allow students to have a door key 18+only

Ensure that your student has a copy of your address and telephone number in case of emergencies. This is particularly important for the first few days, in cast they let lost.

Please note it is important that the door key is kept in a separate place from the students copy of your address.

If your student has a mobile phone, make sure you have their phone number is case of emergencies.

Do not allow pets to enter the student bedrooms. Please also be aware that some students feel very uneasy if animals are allowed in the kitchen whilst food is being repaired.

English UK Code of Practice

For providers of homestay accommodation for English Language/educational Students.

As a family, you agree to abide to the following:

Encourage the student to speak English as much as possible in your home

To encourage the student to feel at home and to treat him/her as a member of the family

Not to host another student of the same native language at the same time unless by a special arrangement with the students and the school

To provide clean and comfortable student room, meeting the requirements laid down by British Council. www.britishcouncil.org

To provide a home environment in which it is possible for the student to carry on his/her English studies properly

To provide the student with a balanced and appropriate diet when necessary

To show due concern for the welfare, safety and security of the student during his/her stay

To give the student reasonable and regular access to the bathroom and laundry facilities

To maintain close liaison with the student's school/college so we can resolve any problems that the student may encounter during his/her stay

To respect the student's difference cultural background and to be sensitive to the need of the student

To ensure the student knows how to travel to the school and to accompany them on the journey on their first day (OR to drop and pick up daily if required)

To provide reliable internet access that the student can use daily

To respect the student's different cultural background and be sensitive to the needs of the student, including their need for privacy

To take responsibility for investigating both tax and national insurance implications of hosting our students and to provide us with an annual Gas Safety Certificate

To ensure that for any breakages/accidental damage to items within your home, that your home insurance will cover this.

IF YOU DO NOT ADHERE TO THESE GUIDELINES WE ARE UNABLE TO USE YOU AS A HOST FAMILY