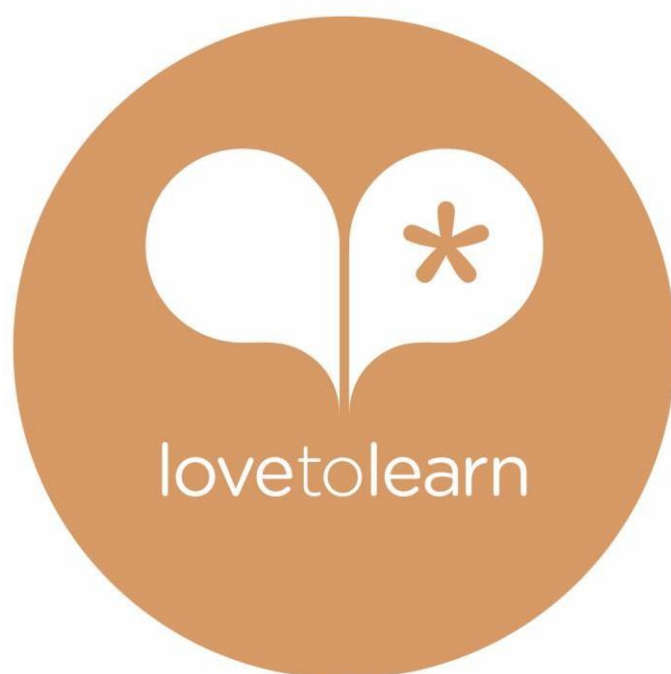


# HOMESTAY GUIDELINES

## HOST INFORMATION





The **Homestay Guidelines – Host Information** booklet is provided to all LILA\* hosts, whether hosting is completely new to you or if you have worked with us for years.

It provides useful tips on how to make the most of your hosting experience as well as some essential information about LILA\*'s procedures and policies.

**We ask all our hosts to keep a copy and read through any updates that are issued.**

Although this document answers the most frequently asked questions and highlights key issues it is no substitute for the close relationships that we develop with our hosts.

We encourage all our hosts to keep in touch with us and ask questions.

## New Host Checklist

- ✓ Send a copy of your Gas Safety Certificate
- ✓ Send your signed Hosting Agreement
- ✓ Complete a Fire Risk Self-Assessment
- ✓ Confirm you're happy with your host profile
- ✓ Make sure to provide valid contacts for us to obtain two references.

We cannot place students with you until you have done the above.

## Meet your Key Contacts



Victoria Bligh  
Director of Operations  
[victoria@lilalovetolearn.com](mailto:victoria@lilalovetolearn.com)  
+44 7725 614933

Madison Hall  
Accommodation Coordinator  
[madison.hall@lilalovetolearn.com](mailto:madison.hall@lilalovetolearn.com)  
+44 151 707 0909



Alex Forster  
Accommodation Coordinator  
[alex.forster@lilalovetolearn.com](mailto:alex.forster@lilalovetolearn.com)  
+44 151 707 0909

Meet the rest of the team

[www.lilalovetolearn.com/about-lilastar/meet-the-team/](http://www.lilalovetolearn.com/about-lilastar/meet-the-team/)

Office hours: Monday to Friday, 8:30am to 4:30pm

### Emergency Contact

If you require assistance outside of normal working hours, then you can call or WhatsApp **+447721 050262**. This will put you in touch with our Directors or one of our Emergency Staff Members. Alternatively, you can contact Victoria at **+44 7725 614 933**.

# The Placement

## Confirmation letter

Once you agree to accept a student, written confirmation will be sent to you. It will detail the student's name, age, nationality, board basis, room type and any additional facts such as dietary needs, allergies etc.

It would be very unusual for the school to have received the arrival flight details for the student at this stage; you can expect them in the preceding days to arrival.



### TOP TIP

Keep a calendar of your student placements to keep track of who you are expecting and when.

## LILA\* Lingo

As with all industries, EFL has several terms that staff use every day. Here is a brief list of the key terms you are likely to encounter

### Key Terms

ETO / Agent	An <u>ETO (Educational Tour Operator)</u> aka <u>agent</u> is typically a professional company based outside of the UK which recruits students on LILA*'s behalf in exchange for commission. If a student books using an agency the school will have no direct contact with the student pre-arrival, all communication is through the intermediary. The ETO will continue to represent their student's interests while they are in the UK and may be involved in any on-going concerns. As a host you would not have any contact with a student's ETO.
Provisional	When staff refer to a student being <u>provisional</u> this means that the school has processed the enrolment and is now waiting for external agencies to provide paperwork. This is typically confirmation of a student's scholarship, or their visa being granted. LILA* will pre-allocate these bookings but please bear in mind they are not confirmed bookings, and the dates might be changed or cancelled and LILA* has no control over it. It is made clear at the time of placement whether the student being offered is a provisional student.
Visa	International students require permission from the UK government to enter the country; this is confirmed with a <u>visa</u> . LILA* assists students with the visa application process by providing documentation about their enrolment at the school. Some students can seek permission to enter the UK at the airport; others must do so before they travel. Students can be delayed by Border Control when they arrive in the UK, either because of queues for document checks or sometimes for routine questioning. If you accept non-European students, please be aware of this possible delay.

Standby/ Retainer	You may be offered to be placed on <u>standby or retainer</u> which typically means that you agree to accept emergency/late notice placements. These may be mid-week or at unsociable hours. The terms of being on standby/retainer would be agreed at the time of the offer and can vary.
Pre-placement	The <u>pre-placement</u> arrangement is used by LILA* to manage accommodation booking levels during peak periods. It involves a pool of hosts who have confirmed their availability for a fixed period. As student details become available the hosts are provided with confirmation of dates, names, gender etc. Pre-placements do not suit all hosts as there is a degree of flexibility required and we ask that you do not sign up for a pre-placement if you anticipate any events such as going on holiday.
Half Board	A <u>Half Board</u> booking requires you to provide meals as follows: Breakfast and Evening Meal Monday – Saturday Breakfast, Lunch and Evening Meal Sunday
Full Board	A <u>Full Board</u> booking requires you to provide meals as follows: Breakfast, Lunch and Evening Meal Monday – Sunday
Room Only	A <u>Room Only</u> booking is where a student provides their own food. They will therefore either eat out or require access to your cooking facilities.
Junior	<u>Junior</u> students are aged 12-17 and usually come to study with a group of other juniors and a group leader. Juniors usually have a fully chaperoned class and activity programme.
Young Adult	<u>Young Adult</u> students are aged 16-17 and come to study on their own or accompanied by a group. Young Adults usually come unchaperoned; this is why we offer a £20 supplement to host Young Adults.
Adult	<u>Adult</u> students are aged 18 and over and come to study on their own or accompanied by a group. Adults do not require a chaperone.
Special Diet & No Special Diet	A student booking will be 'No Special Diet' if they have not disclosed any special dietary requirements. If they disclose special dietary requirements such as Halal, Vegetarian, Vegan, allergies, intolerances etc. you will receive a £30 supplement for a 'Special Diet' Board.

## Special Diets - Halal

Halal food refers to food that is permissible according to Islamic law and can be identified by the Halal certification marks from recognized bodies like HFA or HMC on the packaging.

Halal food products can be found in most UK supermarkets inc. Sainsbury's, Asda & Tesco or look online for you nearest local Halal butchers, there are many situated around Merseyside.

When hosting a student requiring a Halal diet, please also make sure to avoid ingredients that are prohibited in Islamic dietary laws, such as pork and pork by-products, alcohol, and any food or drinks that contain intoxicating substances. It is also important to prevent cross-contamination by keeping halal and non-halal food separate. This includes separating all utensils and cooking equipment.

If you have any questions, we advise communicating with your student and asking what they would like. You can also contact our [Accommodation Coordinator](#).

## Special Diets – Allergies

When hosting a student with allergies, we will risk assess your student's allergies prior to their arrival and share all relevant information with you.

# Preparing for your student

## Receiving arrival details

The LILA\* team will collect flight details from the student (or their representative) and send them to you as soon as possible. Please be aware that, despite our best efforts, we sometimes do not receive the details until very close to the arrival day or we do not receive them at all.

## Flight delays

Students can be delayed unexpectedly which is why we provide the flight reference with arrival details. We encourage hosts to make use of airport websites which can tell you whether your student is on a delayed flight. Please check this before calling the emergency number.

Liverpool Airport: <http://www.liverpoolairport.com/arrivals-and-departures/>

Manchester Airport: <https://www.manchesterairport.co.uk/flight-information/arrivals/>

## From the airport to your home

We offer an arrival transfer service to all students, but some students prefer to make their own way to their accommodation. At no time are you expected to collect your student from the airport.

We will tell you whether the student has booked a LILA\* transfer on the student's arrival details and will provide the relevant contact details. Those who chose to take a taxi/use public transport may take longer than expected to arrive.

## First impressions count!

The first encounter makes a lasting impression on your students. We therefore ask hosts to please take extra care with your preparations, particularly with the presentation and cleanliness of the home.

**The most frequent complaint about a host family is usually made within 24 hours and is about the tidiness or cleanliness of a home.** We understand that our hosts have busy lives and many demands on your time but the first few days are crucial to a student settling into the UK and their new environment.



### FAQ

#### Can I contact my student before they arrive?

It is unusual for LILA\* to have a student's contact details before they arrive to the UK because most students book through an ETO. Some hosts ask for us to forward messages of welcome to the student through the intermediary ETO but most pre-arrival contact is initiated by the student when they receive their host's profile. We encourage our hosts to reply to any pre-arrival contact from their students to introduce themselves.

# Welcoming your student

Coming into a strange environment after a long flight means you can expect your student to be tired, nervous and a little more sensitive than usual to new situations.

Please make sure that an **adult member of the family** is available to welcome your student when they arrive.

Students are often a little peckish when they arrive so **consider having a light snack prepared** for them if the next family meal is a while away.

You will find that the arrival time of your student will influence how much you speak with them about their new home on the first day; some things can wait until the next day or so and hosts use their judgement.

We suggest that the below topics are the most helpful to prioritise:

## Bathroom facilities

You may need to explain (in detail) how to use UK bathroom facilities and an instruction sheet is often helpful. When hosting female students please explain how they may use your sanitary facilities. Some students will not ask because they are too shy or perhaps do not know the vocabulary.

## Access to the home

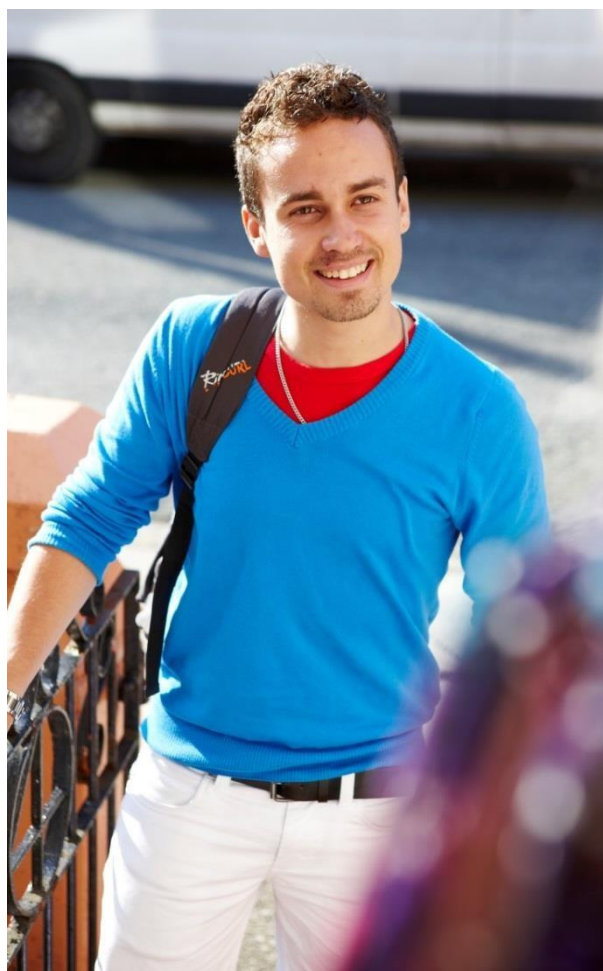
Show your student how to lock and unlock your front door and how to use any alarm system that you may have.

## How they can contact their family

Help them connect to your Wi-Fi and/or assist them with calling their family on the phone.

## Swap contact details

Make sure you can keep in touch and swap phone numbers. Remember that they may have an international phone and country codes will be needed e.g. (0)7 becomes (0044)7 for UK numbers. Most students use WhatsApp as messaging app. It is a free and effective way to keep in contact. We strongly recommend you download it on your phone and familiarise yourself with it. Please make sure your profile picture is suitable for student viewing.



### TOP TIP

If you own a dog or cat, consider keeping it away from the entrance when the student arrives so they can first adjust to their new surroundings.

# First Day at School

## When to arrive and what to bring

All new students attend an induction at 9:00am on Monday morning so **we advise they time their arrival for 8:30am**. This allows students time to check in with reception and complete some administration tasks.

**All students must bring their passport and a copy of their boarding pass and visa details on their first day** and it is often helpful for hosts to remind their students before they leave for the day.

## Getting to school

Some hosts like to bring their student to school on their first day but most will take the student to the closest public transport point or provide a map to it. Some helpful information for you to tell them is:-

- ✓ Where to buy the ticket
- ✓ What to say when getting a ticket
- ✓ How much a ticket will cost
- ✓ What to look/listen for to know when to get off
- ✓ Where to get the bus/train back to your home
- ✓ The timetable for public transport

LILA\* is happy to send Liverpool city centre maps to your home on request so that you can explain to the student how to get to the school.

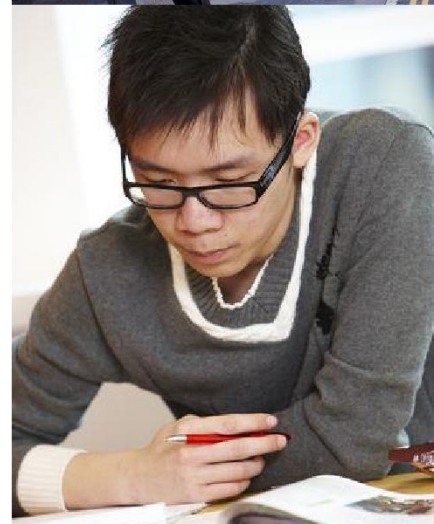
## Their schedule and yours

Class times vary depending upon what combination of courses students take and they can change as a student progresses. The standard timetable slots are:

09:00 to 12:20	Morning classes
13:00 to 14:30	Plus/IELTS Prep. classes
14:45 to 18:00	Afternoon classes

Most students have classes from 09:00 to 14:30 or 13:00 to 18:00.

Let your students know when they can expect you/other family members home and familiarise yourself with their schedule.



# Settling In

The key to a successful hosting experience is establishing some ground rules with your students.

## Recommended Ground Rule Topics

Visitors	Are you happy for them to invite friends to your home after school? Do they need to ask permission every time? LILA*'s policy is no overnight visitors unless your student is 18 or over and you are happy with the arrangement
Bedtime	What time do you expect them to be in their bedroom for in the evening? What are the household bedtimes? Is there a difference between weeknights and weekends?
Noise	Particularly important for those with children – from what time do you expect them to keep the noise down? If you or your family are likely to be disturbed by the noise from the bathroom, we suggest you tell the student what is the latest/earliest they could have a shower.
Smoking	If you accept smokers, where it is permitted for them to smoke? Where should they dispose of their cigarette butts?
Alcohol	How do you feel about them drinking alcohol in your home? What about in their room? If there are children in the property is there a safe place for alcohol to be stored?
Chores	What household tasks would you like them to help with? Washing up? Stripping their bed? They are to be treated as a member of the family so consider what would be reasonable for them to do to help in the home.
Food	Can they prepare a snack in the kitchen outside of meal times? How do you feel about them taking food into their room? What can they use from your food/drink supplies?
Laundry	Where are they to put their dirty clothes? What laundry facilities can they access? Will you do any laundry for them? If so, when? Some students may be uncomfortable with you seeing their used underwear, consider providing a pillowcase for discretion. LILA*'s policy is, minimum, one load of clothes washing and one load of towels/bedding washed per week.
Internet	Do you have a data limit on your internet access they need to know about? Is there a family computer they can use or must they use their own device?
Telephone	Can they use your house phone? What about for international calls? Can you advise them on internet-based (usually) free alternatives like Skype, WhatsApp and Google Hangouts?
Their Room	Establish the boundaries of when you may enter their room. What access will you need? Changing the bed, fresh towels, hoovering/dusting. When will you do these things? What cleanliness do you expect of them in their room? Picking up clothes, tidying things away, taking out dirty pots?
Your Room	Under what circumstances may they enter your bedroom/private bathroom etc.? What about the rooms of your children?
Meals	Establish a routine of meals times. Do you want them to contact you if they are running late? Have you talked about the food that they do and do not like?
Television	Can they help themselves to a family tv such as in the living room?
Safety	Do they know how to safely use a gas cooker? Do they have any medicines that should be kept out of the reach of children? What should they do if they find a fire? Is there anything that might put them, or family members, at risk that they should be aware of?
Drugs	Some countries have different drug laws to the UK. Be clear that they are not tolerated in your home and are illegal in the UK.



## On-going care

### The local area & things to do

Introducing your student to the area and sharing your favourite places to go and things to do is all part of the hosting experience.

Where do you like to shop? Which restaurants, cafe and bars do you enjoy visiting? Where do you like to stroll on a sunny summer day?

## Amenities

Your student may have questions about where they can access amenities such as sports facilities, places of worship or simply the things that interest them. Take the time to get to know your student and help them find the things they want.

## Spending time with your student

Students choose the homestay experience to get to know you, your family and the British way of life. **Try to spend some time with your student every day**, ask about their day, what they learnt at school, take an interest in their homework and find out about their life back home. The dinner table is a great place to catch up over breakfast and dinner and don't forget to invite them into the family room on an evening. Providing a friendly and welcoming atmosphere will have the biggest impact on how the students remember their stay, how long they stay with you and what feedback they leave. It is not unusual for students who had a good experience with their host family to make recommendations to their friends or family when they come to study with us, and we have often had students requesting a particular family based on recommendations from previous students.

### A WORD FROM OUR STUDENTS

"The family Davies is a very lovely family. They make me feel like I live in my own home. They speak a lot with me. Sometimes we sit one hour or more on the dinner table and speak. The house is very clean, and my bedroom is very comfortable. I enjoyed the time with them a lot. I'm sure I'll miss them...and the food from my host mother"



## CULTURE SHOCK

All students will experience culture shock to a greater or lesser extent as they adjust to their new environment. Most will adapt well given a little time, but some students need a little extra care.

Common symptoms to look for are:

- Increasingly withdrawn and spending time on their own in their room and/or on the internet
- Outbursts of anxiety, crying or anger
- Avoiding attending school/socialising with other students
- Tiredness/inability to sleep/sleeping during the day and awake at night

If you become worried that your student is not adjusting well or seems excessively homesick contact LILA\*'s Accommodation Coordinator. This can be done on a confidential basis and will be discretely handled by LILA\* staff.

# Saying Goodbye

## Helping them pack

Some students pack last minute and in a hurry. Offer to help them scout around your home for their things and make sure any laundry is dried in time.

If you are expecting a new student to arrive the same day and need time to freshen up their room let your student know when you need them to have finished packing and where they can put their luggage if there is a wait until they leave for the airport.



## Getting to the airport

Very few students request a departure transfer to the airport as they have had time to familiarise themselves with the city which has excellent public transport. The school does provide advice on how to get to the airport but some students may ask you directly.

## Keeping in touch

Keeping in touch with your students once they leave is one of the great perks of hosting; you can make friends for life by sharing their special experience. Swap details and keep talking!

Please be aware that students under the age of 18 are subject to special safeguarding rules and we refer you to our [Homestay Guidelines - Hosting Children](#) for more information on this.

## Student post & their property

If a student has post that arrives at your home after they have departed, then please do not destroy it. You can mark the unopened envelope as. "No longer at this address" and take it to a post box for return to sender.

If a student has left their property at your home then please contact the school and we will speak to the student on your behalf. We will make the arrangements for it to be sent to them.



# Common Cultural Differences

## Sockets

It might be helpful to explain the use of electric sockets, adaptors and the socket switch. Most of your students will probably be using adaptors for their electrical devices – please explain to the students that the adaptors should be unplugged when not in use for safety reasons.

## Cold Homes

Not all students are used to an often cold and damp climate. Let your student know where they can get extra blankets, hot water bottles and if they can change the heat of the radiator in their room. Do you use a timed heating system? Let your student know when heating turns on and off.

## Meals

The food eaten in a new country and how it is eaten can be the biggest cause of culture shock. Encourage your students to try new things, get them involved in the cooking process and ask to learn how to make dishes from their home country. Students might sometimes feel shy or uncomfortable to say they might not like something, so it's best to ask them about their favourite and least favourite food. Consider taking your student food shopping with you so they can show you what foods they like.

Most students are also not used to ready-made/microwaveable meals so it is a good idea to try to keep them to minimum and whenever possible prepare fresh food.

## Pets in the home

Pets in the home can be considered unusual to international visitors. If you own a dog or cat, consider keeping it away from the entrance when the student arrives so they can first adjust to their new surroundings and do not allow the pets into the student's bedroom unless they are obviously comfortable with this.

Please also be conscious of animal hair and smells in the home as well as pets jumping up at students. You can help your student adapt by introducing them to your pets in a calm manner. You could even teach your students any commands your dog might know (sit, down, leave etc.).

## Language & Communication

The British are known for their tendency for politeness in their everyday language, generally mild behaviour and disinclination to being "overly open" about personal opinions. This can lead to some misunderstandings between hosts and students with common incidents including; making requests, body language, personal space/touching, smiling.

## Making requests

Some languages are more direct than English. For example, where English may use "please may I have" it may be directly translated from other languages as "give me". Students do not intend it to be rude and learning the cultural uses of the English language is why they are here.

## Religion

Many UK households are secular and do not observe any religious practices; however, some students place their religion at the centre of their day-to-day life. Please be open and understanding.

## Relationships

Some cultures find public displays of affection unsettling, from kissing to holding hands. Please be sensitive to signs of discomfort.

## Bathing & personal hygiene

UK bathrooms can be very different to some parts of the world so when your student arrives check that they know how to use your facilities. Make sure they know that toilet paper can be flushed, for example.

If your hot water is on a timed system with a tank, then let your student know that the hot water must be shared and to consider the length of their showers accordingly.

Some cultures do not like to take a bath directly but will shower before they bathe as they consider relaxing in dirty water unwholesome. This can be surprising to some hosts.

Be aware that the lack of a bidet will seem strange to some students. If caught unprepared they may find creative solutions. We suggest that you explain that there is no bidet and be explicit that the toilet is the only option. You may want to consider providing moist wipes which are appreciated as an alternative.

Some students will also observe ritual cleansing which may lead to a mess in the bathroom. This can easily be addressed by providing the student with extra towels and discussing their needs in general.

## Gender

The UK is not generally observant of traditional gender differences and there is an equal role between men and women both in the household and in the workplace. Some male students take time to get used to authoritative women and participating in household tasks. Some female students might not complain or publicly show any upset known because their culture considers it inappropriate. We ask that you show some understanding with these differences; however, if you find a student's behaviour unacceptable then please speak with the Accommodation Coordinator to find a solution.

## Body language

Some cultures are more demonstrative than others when they talk or express a strong opinion. Arm waving and a loud voice should not necessarily be interpreted as aggression as it might be in the UK.

## Personal space / touching

The concepts of personal space vary from culture to culture; if you feel uncomfortable tactfully let them know. Alternatively, if they seem uncomfortable with you then give them space so they can relax.

## Smiling

Not all cultures see smiling as a public gesture instead thinking it an intimate gesture between friends and family. It is sometimes said the British smile too much and too easily! A lack of smiling does not necessarily mean they are unhappy; be aware of their general behaviour to assess if there is something wrong (or ask!)

## Family Time

Some students like to spend more time with their host family than others. Try to spend sometime with your student each day, particularly at dinner time, but do not take it too personally if your student is a little more independent.

# Frequently Asked Questions: General

## What am I expected to provide?

You are required to provide the below facilities:

- ✓ Single / double bed
- ✓ Wardrobe (cleared for student use)
- ✓ Lamp
- ✓ Mirror
- ✓ Desk or table for private study (this can be the dining table)
- ✓ The bedroom should be for the sole use of the student for the duration of their stay.

Students are also advised of the below before their arrival:

INCLUDED (Provided by HOST)	NOT INCLUDED
Laundry Detergent	Toiletries (shampoo, toothpaste etc)
Clothes washed or access to washing facilities at least once a week	Snack foods (crisps, sweets, soft drinks etc)
Clean towels at least once a week	Personal phone line in room
Bed linen changed once a week	Computer & printer
Meals per booking specification (half board / full board / special diet)	Special activities (concert/sports tickets, entrance fees, spending money)
Toilet Paper	
Electricity, water & heat	
Internet access	
Electricity and household bills	
House key	
Bedroom and bathroom clean at least once a week	

If you are unsure about what you are expected to provide then please contact the Accommodation Officer who will be happy to advise.

## How often will I have a home inspection?

We are required to assess our hosts every two years by industry regulation. We will notify you at least one week in advance and contact you to arrange a convenient time. We are also obliged to perform spot checks; we would give you at least 24 hours' notice before we arrive.

You should also be aware LILA\* is inspected by the British Council every four years. This includes a random check of up to three Homestay houses. By agreeing to be a Homestay family you acknowledge that you could be selected as one of the Homestay houses. We will make you aware of this inspection when and if it occurs.

## Can I host international students in addition to LILA\* students?

We do not insist that our hosts only work with LILA\*; however, we aim to ensure that our local families do not host another student of the same native language at the same time unless by special arrangement with both the students and school. **It is very important that you tell us if you are hosting other students and their nationality when placements are suggested to you.**

## How many students can I host at one time?

Due to regulations you may host up to four students/paying guests (e.g. *AirBnB*) at a time; otherwise, you would be categorised as a 'Private Home' (and not a 'Homestay'). If you wish to accept more than 4 students/paying guests please let us know so we can amend your listing accordingly.

## Can LILA\* students book with me directly?

All bookings and payments must be made through LILA\*. Accepting direct bookings or accepting student's money is not permitted.

## My student wants to stay with me longer/wants to change. What should I do?

If, for any reason, a student would like to leave your home early, extend their stay, change their room type, change their catering or swap with a friend you must inform LILA\*. Should you make a change without our consent, we cannot guarantee payment or accept liability for any problems which may arise.

## My student is sick, what should I do?

If a student requires medical attention, we would appreciate it if you could guide them to the nearest hospital or doctor and inform LILA\*. In case of an emergency please call 999 before notifying the school. If you are unsure if they are in need of emergency assistance, please call 111. Please be aware that **some students are now liable to medical charges** due to recent government legislation.

<https://www.ukcisa.org.uk/Information--Advice/Studying--living-in-the-UK/Health-and-healthcare#layer-3208>

## Can I have smoke or consume alcohol when I am hosting a student?

Please limit all tobacco smoking to outside the home. If you smoke in the garden, please tidy away any cigarette ends.

Please drink any alcohol responsibly and in moderation when hosting a student of any age.

# Frequently Asked Questions: Money Matters

## When will I be paid?

We pay our hosts on a rolling weekly basis for current students. For example, if student arrives to stay with you on a weekend you will receive the first instalment on the first Thursday of their booking. On Wednesday you will receive an email notification confirming the details of your payment and it will arrive in your account the same or next day.

Please be advised that we cannot guarantee income as we work on a rolling weekly basis. Refer to your Homestay Agreement for more information.

## Will I need to pay tax on my additional income?

If you are receiving income from hosting in excess of £7,500 per year then you will be required to pay income tax. Please refer to <https://www.gov.uk/rent-room-in-your-home/the-rent-a-room-scheme> or more information.

## Will it affect my benefits?

All income is taken into consideration by the DWP – please speak with a DWP representative for more information about the impact hosting may have on your benefit entitlements.

## What information might be given to the HMRC?

We are required to keep a record of all payments made to our hosts and make a copy available to the HMRC on request. You can also request a copy of this information for tax purposes.

## Can students pay me directly?

All bookings and payments must be made through LILA\*. Accepting direct bookings or accepting student's money is not permitted.

## Can I ask students to pay me extra for anything?

Please refer to the **What am I expected to provide** section in the FAQs: General for details on what you may and may not ask for students to pay for as extras.

## My student wants to open a UK bank account, can they?

Long term students can open bank accounts in the UK and this is something that the school can advise your student about. Please be aware that the bank account would be registered under your address. If you are not happy with students opening their bank accounts under your address, please notify LILA\* and the preference will be added to your profile. Please also note that if this is the case and the student wants to open a bank account, we might have to find an alternative accommodation for the student in order to enable them setting up a bank account.

## My student wants to move, will I be paid?

This will be assessed on a case by case basis. Please refer to Section 16 & 17 of your Host Agreement.

# Frequently Asked Questions: Legal Matters

## Will hosting students affect my insurance?

English UK, an industry body, advises the below:

*"Hosts should be advised to inform their insurance company that they are letting rooms so that they are covered for any damage or liability in case of accident. The insurance company may insist that certain measures be taken (and may charge more). If an accident occurs to the student in the host's home, and it is considered to be the result of negligence on the part of the host, then a claim may be made against the host. It is therefore important that the host has the appropriate insurance cover and has carried out and acted upon risk assessments (e.g. in case of fire)."*

*Neither the hosts nor organisation are responsible for the safety of students' property while in the home and students ought to have their own insurance cover. However, hosts should be encouraged to take out a standard householder's policy, which can cover the student's belonging in case of fire and theft. It is a measure of protection for both student and hosts if there is a lockable drawer or cupboard in the student's room."*

## Will the school reimburse damages?

We advise all hosts to check that their household insurance policy covers them for hosting students (accidental breakage, damage by fire and water and liability cover.)

LILA\* is happy to help you recover the costs for any damage students may have caused by liaising with the students, agents and parents but we cannot guarantee the reimbursement. Should any damage occur, and you would like us to speak to the student on your behalf, please let us know as soon as possible after the damage has occurred.

## What personal information will LILA\* keep about me? What will be shared with others?

LILA\* will keep information such as your contact details, facilities in your home, photos and your placement preferences on our secure system. Any concerns, complaints or problems encountered will also be kept on file per regulation requirements.

Some personal information will be shared about you and your home with your students and/or their representative on a document called the "Host Profile".

## What happens if I find any drugs in my home?

We ask that hosts inform the school immediately if illegal drugs are found in their home so that we can take action. You are not expected to confront the student.

# Your Hosting Experience

The best way to get the most from your hosting experience is to involve yourself; engage with your student, get to know the LILA\* team and connect with your fellow hosts.



## Read the LILA\* host newsletter

Make sure you're on the subscription list; it's filled with tips, news and other goodies.



## Attend the LILA\* host evenings

Meet other hosts and the LILA\* team, share your experiences and learn from others.



## Give us feedback

We want to know what you think.



## Be curious, ask questions

Get to know your student, ask them about their own ways of life and broaden your own experiences.



## Get to know the LILA\* team

Don't be a stranger, pick up the phone or send us an email. We want to get to know you!



### Are you interested in hosting students under 18?

LILA\* also teaches students aged 12-17 on specially designed junior programmes during the summer and closed year-round programmes and accepts young adults aged 16-17 on its adult courses with parental permission.

Hosting younger students can be a wonderfully rewarding experience. If you are interested in hosting younger students, please contact the **Accommodation team** to receive more information and guidance on the application procedure.



### Not happy with the LILA\* service?

The relationships that we develop with our hosts are very important to us so if you are unhappy or think there is room to improve then please let us know.

We invite all our hosts to provide feedback by emailing  
[Accommodation@lilalovetolearn.com](mailto:Accommodation@lilalovetolearn.com)

If you have a complaint then please contact our Accommodation Department or, for a serious complaint, Victoria Bligh, Director of Operations on the contact details given at the beginning of this document. You can expect a response within 24 hours.

