

X1 Lettings

Covid-19 FAQ's for Students

The safety of our students, team members and customers is paramount. Our teams have been working tirelessly to implement new measures throughout our offices, buildings and operations to ensure we are 100% COVID secure at all times.

We are aware there will be a lot of questions surrounding social distancing and safety measures which is why we have put together a list of FAQs to help put your mind at ease. We want to reassure you that your safety is our number one priority.





What measures are you taking to ensure each student building is COVID secure?

Each student site will have a risk assessment carried out to ensure social distancing measures are sufficient. We will be implementing strict safety measures such as floor markings, one way systems and limiting the amount of people using the lifts at any given time.

We will be fitting hand sanitising stations in the entrance of each student building. Our teams will be enforcing strict sanitising measures ensuring each student uses the hand sanitiser upon entering and exiting the building.

Our in-house cleaning team is working to a cleaning regime which we have created to ensure a deep clean is provided at each student building daily. Our cleaners are focusing heavily on communal areas and heavy activity facilities such as door handles, lifts and corridors.



What are your plans for social spaces and communal facilities in student buildings?

We understand guidelines provided by the government are changing and evolving on a regular basis and will continue to keep you updated with relevant adjustments released from government as and when they occur.



How will you successfully manage social distancing during student move in days?

To ensure we are COVID secure, we will be providing flexible move in dates with specific appointments for each student. You will be able to choose your preferred move in date and time and will be given a specific slot. This ensures that you are the only person moving in between your slot and you will have the full use of the lifts, hallways and communal areas.

We are restricting the number of visitors you bring with you to 1 additional person. This ensures the safety of our staff and other residents who are already living in the building.

Your Account Manager will be present during your move in and to welcome you. However they will be 2 meters away from you and will provide you with a contactless handover of keys and move in information. If you have any questions during your move in, your Account Manager will be happy to assist you.

We have also decided to put in place extra measures such as the use of lifts to only be used to carry belongings upstairs, coming down will have to be stairs only. This will allow students to easily move belongings in with the use of the lift whilst still ensuring the utmost safety and social distancing measures.

During each move in, our in-house cleaning team will be onsite to regularly clean heavy activity such as door handles and lifts.



What measures are you taking to ensure your offices are COVID secure?

To ensure the safety of our team members, tenants and customers we have rolled out new procedures for those visiting our branches.

Tenants and customers must have a pre-booked appointment before visiting our offices. This is essential otherwise you will be denied access.

This ensures 100% safety for both our tenants, customers and staff members and social distancing measures can be managed with a one to one appointment policy only. We want everyone to feel comfortable and safe at all times.

We have also installed an intercom system on the front door to limit face to face contact, yet still ensuring communication is always there should you need it.

If you need to make an appointment or visit our office, you can do so by calling or emailing your Tenancy Care Manager who will be happy to arrange an appointment with you.



Have you made any changes to your terms and conditions as a result of the pandemic?

We have not made any changes to our terms and conditions. However we are in constant communication with our landlords and will continue to liaise with them based on any new government announcements and changes.

We are happy to be flexible surrounding this matter and if any new regulations occur, we will then consult our landlords and make the changes necessary.



How can I contact my Tenancy Care Manager?

Your Tenancy Care Manager will be your first point of contact throughout your stay with X1 Lettings. Based on your preference, there are a number of ways to contact your Tenancy Care Manager. They will be available between 9:30am- 5pm Monday- Friday, unless away on Annual Leave in which case you will be informed prior and given another contact.

Your Tenancy Care Manager is contactable via email, phone call or face to face by making an appointment in our branches.

Contact us today

Email our team:

hello@x1management.com

Manchester Office:

Unit 1
Michigan Point Tower A
9 Michigan Avenue
Salford, M50 2HA

Liverpool office:

Ground Floor
Exchange Station
Tithebarn Street
Liverpool L2 2QP

Leeds office:

X1 Aire
Cross Green Lane
Leeds
LS9 8BJ

We are open:

Monday: 9:30am-5pm
Tuesday: 9:30am-5pm
Wednesday: 9:30am-8pm
Thursday: 9:30am-8pm
Friday: 9:30am-4:30pm
Saturday: 10am-4pm
Sunday: 10am-4pm

We are open:

Mon: 9:30-5pm
Tue: 9:30-8pm
Wed: 9:30-8pm
Thur: 9:30-8pm
Fri: 9:30-4:30pm
Sat: 10-4pm
Sun: Closed

We are open:

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Tue: 9:30-5pm
Wed: 9:30-5pm
Thur: 9:30-5pm
Fri: 9:30-4:30pm
Sat: Closed
Sun: Closed

Call our office:

+44 (0)161 669 7070

Call our office:

+44 (0)151 559 3333

Call our office:

+44 (0)113 487 4366