

Homestay Manual

Quick guide

An adult member of the family must be available to meet the student at the time of arrival.

On arrival, please give students...

- An introduction to the other family members (&pets)
- A tour of the home
- Full details regarding food preparation and places allocated for the storage (fridge, cupboards, etc)
- Details of family routine where applicable to the student
- A set of keys (where applicable*)
- Local information (including places of worship)
- How to get to the school/company (if applicable)
- Information on what to do in an emergency (fire, medical, police)

1. Keys

*It is up to you whether you would like to provide your student with their own set of keys.

If not, you must ensure that there is someone to let them into the home as and when they need.

2. Bedroom

Students' bedrooms must not be entered. The student will have to clean the bedroom on a weekly basis, together with changing bed linen and towels.

3. Meals

The student will be catering for him/herself. Please make it clear to the student the kind of food they are allowed to bring into your house and if they are allowed to use your kitchen in your absence.

Please give students an orientation of the kitchen on arrival and explain how to use all the appliances.

4. Bathroom and hot water

Students must have daily access to clean shower/bath facilities.

If the hot water is switched off at certain times, or if you have a small children in the house and you would prefer students not to shower late at night, please explain this to them on arrival but remember to be sensitive to the students' own timetable – they may have classes or work late in the evening or early in the morning and it is possible that their routine may not fit in with your own. In this case, you will need to reach a compromise that suits both you and your guest.

5. Heating

If students are at home during the day, please make sure that there is sufficient heating in the house.

6. Gas appliances in the home

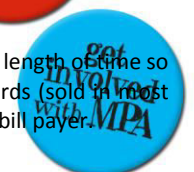
You must ensure that all gas appliances are checked annually for safety by a CORGI registered installer-this is to make sure you, and anyone staying in your home, remain safe from the possible dangers of gas. (MPA Coaching requires a copy of this certificate.)

7. Laundry

Bed linen and towels must be changed weekly. Students should be provided with a laundry bag so that they can do their laundry each week. If students wish to use the washing machine more often, you may agree a small additional charge with your student.

8. Telephone calls

It is expected that families allow incoming calls. You may want to ask your students to keep calls to a reasonable length of time so as not to tie up the phone lines for too long. For outgoing calls, students can purchase international phone cards (sold in most newsagents), which can be activated using the home line without incurring any additional cost to the telephone bill payer.



Address: 64, Airco Close London, NW9 0NW

Phone: +44 (0) 20 3371 0412 • Mobile: +44 (0) 79 0870 3439 • Fax: +44 (0) 20 3006 2802

Email: agnes@mpacoaching.com • Skype: mpacoaching.london • www.mpacoaching.com

9. Medical problems

If a student is unwell, please help them find suitable medical advice and treatment and inform MPA Coaching.

10. Emergency

In case of emergency please call 0742 813 0355.

11. Troubleshooting

If any problems should arise, please speak gently with your student as soon as possible to avoid the problem escalating (perhaps over a cup of tea!).

If you find that issues are still not resolved after speaking with your student, please feel free to contact MPA Coaching on **0742 813 0355** to speak with one of our staff.

Do's

Do invite students to explore the local area / London with you (if circumstances permit)

Do eat meals together and make them feel at home

Do chat with your student and show an interest in their hobbies/ life at home- they may not know anybody in England or it may be their first time abroad and they are likely to be feeling a bit lost and lonely

Don'ts

Don't ever expect or demand your student to work for you – they are NOT au-pairs!

Don't let problems escalate – if speaking with student has not resolved problems, please contact us on **0742 813 0355**

I confirm that I have read, understood and will abide by MPA Coaching Host Family Guidelines.

Name (printed): _____

Signature: _____ Date: _____

Homestay accommodation can be extremely rewarding. For students, you act as a home away from home and may be the key to their success in England. From everyone at MPA Coaching, we would therefore like to thank you for offering your hospitality to our students and we wish you both a very happy experience.



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