

Policies & Procedures

Policy No. 107

THE LETTING AND USE OF COMMUNAL GUEST ROOMS.

[Review January 2007] (Reviewed June 2008) April 2009, April 2010, April 2011

Policies & Procedures are to be read and signed on attached sheet every six months

See attached

Dated 1st April 2011

Business Improvement Manager Review April 2012

POLICY FOR THE LETTING AND USE OF COMMUNAL GUEST ROOMS

Aim

To provide a facility to enable family or close friends to visit tenants of Sheltered Housing Schemes, especially in an emergency.

Objective

To facilitate tenants of Sheltered Housing Schemes who have no “spare room” to enable family or friends to visit, especially in an emergency

Purpose and Scope

This policy and procedure is to set down guidelines on the letting and use of the Sheltered Housing Scheme Communal Guest Rooms within Wiltshire Council.

The purpose is to encourage Staff, Tenants and Visitors to use the facilities in a way that is appropriate to its intended use.

POLICY

- This Policy is put in place to ensure the correct usage of the Guest Rooms provided by Wiltshire Council in Sheltered Housing Schemes.
- The tenants living in the Scheme that provide Guest Rooms need to be aware of the implications of usage and security.
- Staff must at all times adhere to the implications of when a Guest Room is rented out and money is collected.

PROCEDURE

- The notice provided is to be posted on the back of all Guest Room doors and a second copy to be placed on the information boards situated in the communal areas. This will inform Tenants and Visitors of the immediate information regarding the Guest Rooms.
- The intended use of the provision of Guest Room is as an emergency bed to be made available to family or friends of tenants living in Sheltered Housing who may become ill and need close support. The priority is to those tenants who live in properties that do not provide space for overnight visitors.
- Guest Rooms are not provided for sole use as a holiday let to family and friends
- Letting priority for Guest Room Areas will be to the tenants who live in the Scheme and require the use for emergencies.
- Any malicious damage that occurs whilst visitors/friends are renting the room area will be charged to the tenant who booked the room.
- Wiltshire Council will maintain the standard of the Guest Room furniture and fittings in a safe condition.
- All tenants/visitors will be responsible for replacing the clean bedding and leaving the Guest room in a clean and tidy condition ready for continued use
- As the prime use of the Guest Room is intended for emergencies the departing occupant must always leave the Guest Room in a condition ready for the next user.
- All monies must be paid to the Housing Support Officer on the day the Guest Room is vacated. An official receipt will be given and a copy will be kept for Wiltshire Council records.
- **SMOKING IS NOT PERMITTED** in the Guest Room. This is the Policy of Wiltshire Council.
- **PETS ARE NOT ALLOWED** to be kept in the Guest Rooms
- Careconnect must be kept informed and updated on visitors staying in the Guest Room for reasons of health & safety and fire procedures.

If a visitor hears the Fire Alarm sounding whilst staying in the Guest Room, they should **EVACUATE IMMEDIATELY TO A SAFE AREA.**

GUEST ROOM GUIDELINES

Information for Use

Occupants of the guest room are **not** covered by the Wiltshire Council insurance for theft of personal effects.

Occupants of the guest room are the responsibility of the tenant who makes the booking.

The Supporting Housing Service does not cover occupants of the Guest Room.

The cost of using the guest room is £3 per night.

Tenants can book the Guest Room by entering details on the calendar or contacting the Housing Support Officer.

Please make the visiting Housing Support Officer aware that you have booked the room so that it can be entered in the Scheme Diary to avoid double bookings.

Please Remember:

The linen used in the Guest Room is to be removed by the person booking the room. This is to be washed and ironed and returned to the room.

The bed is to be made up on departure ready for the next occupant. Spare linen is stored in the room

In emergencies please see the Housing Support Officer on duty,

OR

Telephone 01722 411676 (Care Connect)