

Winchester City Council - Guest Bedroom Policy

1. Introduction

- 1.1 The majority of sheltered housing schemes have a guest bedroom facility. It is important to have a policy in place to clarify the accepted uses of this facility. This document outlines the policy for hiring and use of guest bedrooms at our sheltered housing schemes. A list of schemes with guestrooms and their facilities can be found in Appendix 1.

2. Aims & Objectives

- 2.1 Our objective is to adopt a consistent, fair and transparent approach in the way we manage Guest Bedrooms. The aims of this policy are to:
- Specify the persons permitted to book guest bedrooms and the circumstances under which they may be used
 - Clarify the order of priority for guest bedroom bookings
 - Outline the conditions to which guests using this facility must adhere

3. Definitions

- 3.1 Guest bedrooms are defined as rooms available for short term lettings within the sheltered housing schemes for which a nightly fee is charged.
- 3.2 Guests are defined as individuals who access the guest bedrooms on a short term basis and whom are expected to pay a nightly fee.
- 3.3 Older people are defined as being persons over 60 years or more. Exceptionally, younger people will be considered where appropriate.

4. Lettings Criteria

- 4.1 The following are permitted to use the guest bedroom facility in a sheltered housing scheme in the priority order laid out below:
- a) Relatives or friends of a tenant who is recently deceased whilst they are making the necessary arrangements for clearing the property and/or attending the funeral or other service; **Please note that due to the current pandemic visitors are not permitted to stay if they are travelling from an area under local lockdown or considered high risk at the time of the visit.**
 - b) Relatives or friends providing support to a tenant who is unwell;
 - c) Relatives or friends of a tenant visiting them socially;
 - d) Older people requiring a short period of respite following an event, e.g. illness, bereavement, own home uninhabitable.

- 4.2 Priority will always be given to categories a) and b), even where a prior booking has been made. In such cases, the prior booking will be cancelled without notice and the person concerned and the tenant whom they are visiting if applicable, will be notified immediately. Where possible the Council will endeavour to help them make alternative arrangements at another scheme guest bedroom.
- 4.3 Where a person with a prior booking is already occupying the guest bedroom, they will be given 24 hours notice to vacate the facility. As per 4.2, the Council would help them source an alternative guest bedroom.
- 4.4 Bookings in non priority categories c) and d) will be dealt with on a first come first served basis. **Please note that there must be a 72 hour break between individual guests to enable sufficient time for cleaning and to minimise risk.**
- 4.5 In addition the, guest bedrooms may also be used by:
- i. Homeless persons referred by the Council's Housing Options team. In these cases, acceptance as a guest will be at the discretion of the Head of Housing Management , Sheltered & Extra Care Services Manager or their authorised representative and will in all cases be subject to a risk assessment.
 - ii. Other persons in an emergency situation where it is unsuitable to accommodate the individual in another form of short term accommodation, for example evacuation due to fire or flooding.
 - iii. Employees of the Council.

5. Conditions of Use

- 5.1 Only persons listed in Section 3 are permitted to use a guest bedroom unless an alternative use is agreed by the Head of Housing Management/Sheltered & Extra Care Services Manager in exceptional circumstances.
- 5.2 Occupancy of guest bedrooms must not exceed the number of bed spaces.
- 5.3 Persons under the age of 18 must be accompanied by an adult when staying in a guest bedroom.
- 5.4 Guests are required to adhere to the 'Conditions of Use' document which is issued to them upon booking and is also displayed in the guest bedroom (Appendix 2). **Please note the additional Covid-19 conditions.**

6. Booking Arrangements

- 6.1 Bookings for guest bedrooms are managed by the Sheltered Housing Team. The Sheltered Housing Team can be contacted by 'phone on 01962 855 335 or email shelteredhousing@winchester.gov.uk to enquire about or make a booking. Please see Appendix 3 for information on how to make a payment.
- 6.2 A minimum of 24 hours notice is normally required for booking a guest bedroom, in order to ensure the room is ready for use.
- 6.3 The maximum length of stay would normally be five nights. Any requests for longer bookings will be considered, taking into account any special circumstances and demand.
- 6.4 Payment must be made in advance and preferably by debit card. A receipt will be issued for any cash payments.
- 6.5 A standard confirmation email/letter will be sent following the booking which will include the 'Conditions of Use' (Appendix 2).
- 6.6. The Council has the right to refuse any booking where it has a reasonable cause for concern, for example previous misuse or damage of guest bedroom facility. **This also applies to those who may be traveling from areas of local lockdown or considered high risk areas.**
- 6.7 The key for the guest bedroom will normally be issued to the tenant linked to the booking one day before the booking commences.
- 6.8 Guest bedrooms must be vacated by 10:00 am at the end of the stay, in order that the facility can be cleaned and laundered and made available for use by other guests. The Council reserves the right to charge for another night should a guest fail to vacate the room by this time.
- 6.9 The key to the guest bedroom should be left in the guest room upon vacating the facility.

7. Guest Bedroom Facilities

- 7.1 Guest bedrooms will be cleaned and stocked for each new booking. Rooms will not normally be cleaned during a guest booking unless agreed by the Sheltered Housing Team.
- 7.2 Fresh bed linen and a clean hand towel will be provided. Guests are required to bring their own bathing towels. A change of linen will not normally be provided during a stay unless agreed by the Sheltered Housing Team.
- 7.3 The majority of guest bedrooms are equipped with en-suite facilities. Guests will be advised at the time of booking if this is not the case.

7.4 All guest bedrooms have tea/coffee making facilities and these will be stocked for guests to use during their stay.

7.5 All guest bedrooms are connected to the Alarm Monitoring Service which is available 24 hours a day all year round. If there is an emergency guests can pull the alarm cord (red) and speak to a member of staff from the Alarm Centre.

8. Charge for the Guest Bedroom

8.1 The charge for using any of the guest bedrooms is £15.91 per night. A one off payment of £35 is also required for the cleaning of the room. Therefore for a one night stay, the total charge for the guest bedroom will be £50.91, a two night stay will be £66.82, a three night stay will be £82.73 etc.

8.2 Payment must be made in advance by debit card through the Sheltered Housing Duty Desk. Payment in cash should only be taken in exceptional circumstances and a receipt provided.

8.3 Guests who subsequently cancel their bookings and/or who do not use the guest bedroom as per their booking will not normally be refunded all/any of their charge.

8.4 In the event that guests are required by the Council to vacate as outlined in 4.2 they will be refunded all/part of their charge as appropriate if other guest bedroom accommodation is not made available.

8.5 Charges for the guest bedrooms will be reviewed on an annual basis and details will be displayed in the scheme common rooms and on request from the Sheltered Housing Team.

8.6 When arranging cleaning of the guest bedroom please:

- Email YBC on the following email addresses with the site address and when the clean is needed by
 - areamanager.south@ybcservices.co.uk - this is Kate Gouveia; mobile no. 07734 768 916.
 - support@ybcservices.co.uk

Copy in Fiona Churcher, Emma / Lex

(adminhousing@winchester.gov.uk). Emma/Lex will raise the works order to YBC to carry out the work

: 9. Application of the Policy

9.1. The delivery of the policy aims and objectives will be achieved through an accompanying employee procedure which sets out the process to be followed by the Sheltered Housing Team when taking guest bedroom bookings.

9.2 The Policy is available on the Council’s web site and copies can be provided for tenants on request.

10. Monitoring

10.1 The use of guest bedrooms is recorded and monitored by the Sheltered Housing Team. Feedback received from guests and tenants is encouraged and is used to ensure quality and standards are being maintained.

11. Equal Opportunities

11.1 The Council aims to promote equality and diversity and will ensure it adheres to the Equality Act 2010 by being committed to equal and fair treatment for all. As such, in considering booking requests for guest bedrooms, no one will be treated differently or less favourably than others because of any of the protected characteristics as listed in the Equality Act.

12. Policy Review

12.1 This policy has been reviewed and agreed by tenants from the Older Persons Performance Review Group. Future reviews will take place on a three yearly basis and more frequently should this be required. Reviews involve both staff and tenants to ensure account is taken of operational issues and the opinions of service users.

Appendix 1

| Guest Bedroom Location: | Facilities |
|--|--|
| Danemark Court Gordon Road, Winchester SO23 7TB | Single room, kitchenette, en-suite bathroom with level access shower |
| Eastacre Berewecke Road, Weeke, Winchester SO22 6AL | Twin room, en-suite bathroom with shower |
| Godson House Lawn Street, Winchester SO23 8ED | Twin room, en-suite bathroom with shower over bath and kitchenette |
| Hyde Lodge Worthy Lane, Winchester SO23 7AB | Small double bed, en-suite bathroom with level access shower |
| King Harold Court Christchurch Road, Winchester SO23 9SA | Twin room, en-suite bathroom with level access shower |
| Makins Court Windsor Road, Alresford, Nr Winchester SO24 9HX | Double room, en-suite bathroom with level access shower |
| Mildmay Court Eastgate Street, Winchester SO23 8RJ | Twin room, kitchenette and en-suite bathroom with shower over bath |

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|--|--|
| Normandy Court Station Close, Wickham, Nr Fareham PO17 5JZ | Twin room, en-suite toilet and basin (no bath or shower) |
| Richard Moss House St Peters Street, Winchester SO23 8BX | Twin room, en-suite bathroom with shower |
| White Wings House Ashling Park Road, Denmead, Nr Portsmouth PO7 6DL | Twin room, en-suite bathroom with level access shower |
| Chesil Lodge Chesil Street Winchester SO23 0AH | Twin room, kitchenette and en-suite with level access shower |

Appendix 2

Guest Bedroom Conditions of Use – Covid-19

Please be aware that there is an additional cleaning charge of £35 per stay to cover the deep cleaning required between guests. This is payable in addition to the £15.91 per night room hire charge.

Guests are required to familiarise themselves with the fire notice upon arrival which is displayed in the guest bedroom.

In the event of an emergency, please pull the red alarm cord in the guest bedroom.

Smoking is not permitted in the guest bedroom and in any of the communal areas inside the building.

Pets are not permitted in the guest bedrooms, except in the case of assistance dogs for disabled persons.

Guests must not exceed the stated occupancy for the guest bedroom.

Persons under the age of 18 staying in the guest bedroom must be supervised by an adult at all times.

The hire of the guest bedroom does not include access to any of the communal facilities at the scheme, including any communal lounge, kitchen and laundry facilities.

The guest bedroom forms part of the sheltered housing scheme and guests are requested to ensure they respect the lifestyle of the residents throughout their stay.

Guest bedrooms must be vacated by 10:00 am at the end of the booking. The Council reserves the right to charge for another night should a guest fail to vacate the room by this time.

To minimise the risk to guests and staff, guests must leave the guest bedroom in the condition which it is found on arrival. Bedding must be stripped and placed in the black bag

provided and tied up, any rubbish must be left in the bin provided, any cups/glasses/spoons used must be washed and dried.

Guests will be required to pay for any damage caused or other extensive cleaning needed relating to their stay.

The key to the guest room should be left in the guest room upon vacating the facility.

Should keys be lost or unreturned keys, there will be a £8.00 replacement charge for each key. The call out fee for a lock out is £14.00.

Guests are not entitled to any notice period if they are required to vacate the guest bedroom at the request of the Sheltered Housing team.

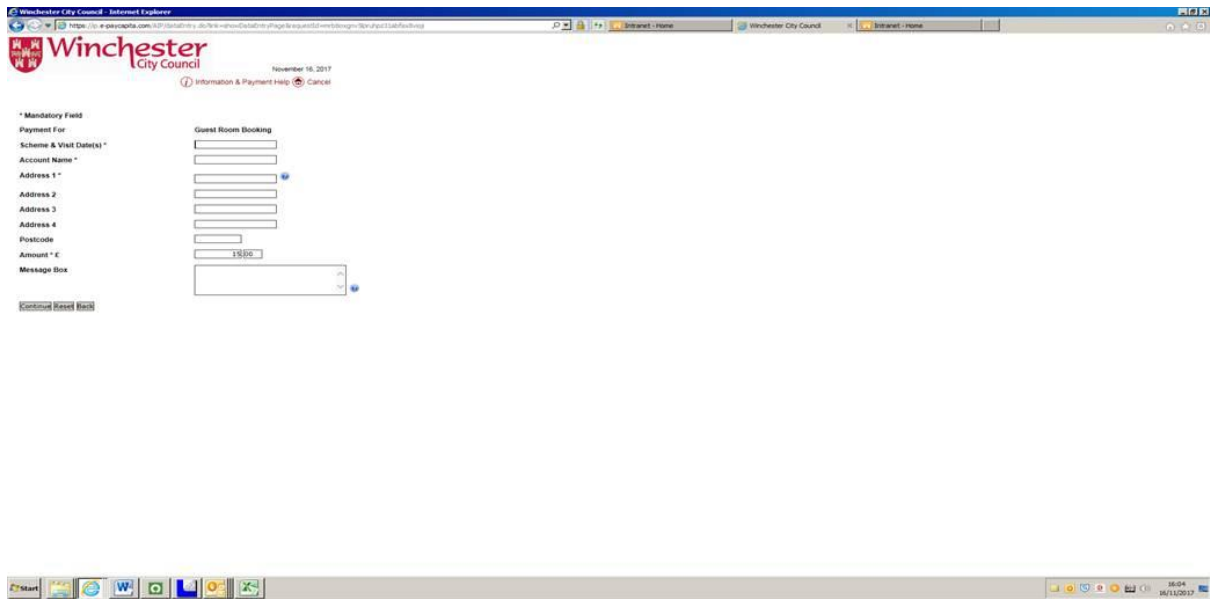
Appendix 3

Booking and Payment Instructions

All bookings for the guest bedroom must be made through the duty desk to ensure that the required guest bedroom is available.

Tenants can make the payment for this on line through My Winchester.

1. The visitor will need to access the WCC website at <http://www.winchester.gov.uk/>
2. Click on the “Pay” box (with the £ symbol)
3. Click on “Miscellaneous Payment” (currently the option at the bottom left of the options available)
4. Click on “Miscellaneous Payments” (currently the bottom of the list)
5. Open the drop down box where it will say “Select One” and click on “Sheltered Scheme”
6. Another drop down box will appear, open it and select “Guest Room Booking” (currently the only option)
7. This will take you to the screen shown below.



If tenant does not have access to the internet to do this and their family or visitor is unable to do this for them then the Duty Officer can take the payment over the telephone using this system provided that the person booking the room has a Debit card. The system is not yet able to process Credit cards.