

<b>Title:</b>	Guest Room Policy
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## 1. Introduction

- 1.1. Women’s Pioneer provides a guestroom in each of the following sheltered housing schemes:
- Dain Court W8
  - Mary Flux Court SW5
  - Mary Smith Court SW5
  - 26/29 Stanley Gardens W11
- 1.2. The guest rooms are bookable by residents for family members to stay for a small charge.

## 2. Charging for use of guest rooms

- 2.1. Income from guest room bookings will be credited to the communal service charge account for the scheme, thus benefitting all tenants in that scheme.
- 2.2. No charge will be made for bookings made in the priority categories 3.1.1 and 3.1.2

- 2.3. All other bookings will be charged on a per night basis. Payment must be made to the Scheme Manager or by telephone to a member of Housing Management before the stay or, at the latest, on arrival (or as soon as a member of staff is on duty should a guest arrive outside duty hours) by card payment or cheque. We do not accept cash payments.
- 2.4. If bookings are cancelled 7 clear days before the start of the stay, the payment will be refunded in full. However, if the booking is cancelled in less than 7 days, the payment will be non-refundable.
- 2.5. Charges will be reviewed on an annual basis, in consultation with residents and details of current charges will be made available at the schemes and on request from Women's Pioneer Housing. A higher charge applies at Mary Smith Court to reflect the en-suite facilities there.

### **3. Criteria for use of the guest room**

- 3.1 The guest rooms are provided primarily for (in priority order):
  - 3.1.1 During an emergency to WPH residents.
  - 3.1.2 WPH residents who are required to leave their home for a short period during repairs
  - 3.1.3 Relatives or friends of a sheltered housing tenant who is recently deceased, while they are making necessary arrangements for clearing the property or attending the funeral or memorial service (normally not expected to be no more than 3 days and only available to people coming from a distance where travel back and forth each day is not practical).
  - 3.1.4 Relatives or friends of a sheltered housing tenant who are visiting the tenant at the time. Any sheltered housing tenant can use any sheltered scheme's guest room but priority for a particular guestroom will go to tenants living where the guest room is situated
  - 3.1.5 Women's Pioneer may also come to an agreement with another organisation, such as the local council or another local housing provider, for the short term use of the guest room facilities in an emergency situation, for example evacuation due to fire or flooding.
- 3.2 Priority will be given to categories 3.1.1-3.1.2 even where a prior booking has been made. Normally we will give seven days' notice of a cancellation but if there is an urgent issue we will try and provide 24 hours' notice where a prior booking will be cancelled. We will make every effort to accommodate the person with the prior booking in another of our guestrooms but cannot guarantee this.
- 3.3 We will refuse any booking where we have reasonable cause for concern for example previous history of a particular person misusing or damaging the guest room or not paying for the room.
- 3.4 Frequent bookings by the same person are permitted, but only if this does not prevent others from booking the guest room for their use.
  - 3.4.1 If there are 3 or more bookings within a 12-month period, the Scheme Manager may turn down a further request if there is a concern that this is preventing others from using the guest room.

- 3.5 In the case of 3.1.1 and 3.1.2, WPH will make a contribution towards the guest room income (to be offset against communal services). The contribution will be 50% of the daily rate.

#### **4. Conditions of use of guest rooms**

- 4.1 Occupancy of guest rooms must not exceed the number of bed spaces available i.e. two people in Mary Smith Court, one person in all other schemes.
- 4.2 No-one under the age of 16 can occupy a guest room except in the case of Mary Smith Court, where they must be accompanied by an adult.
- 4.3 Smoking or vaping is not permitted in guest rooms or in the common parts of the building. Pets will not be permitted in guest rooms, except in the case of assistance dogs for disabled persons.
- 4.4 Guests will be required to pay for any damage or breakages. Should such circumstances arise and the guest refuses to pay, we may charge the tenant whom they were visiting or in the case of 3.1.1 or 3.1.2, the organisation they work for or are a tenant of. We would reserve the right to refuse any future booking requests from the tenant or organisation.
- 4.5 We may ask a guest to leave early without refunding their remaining stay if their behaviour breaches that which we would expect of our residents in the building according to their tenancy or lease.

#### **5. Booking arrangements**

- 5.1 Minimum notice of 24 hours is normally required for booking a guest room. Advance bookings can be made at any time from three months before the stay begins.
- 5.2 Bookings are made with the Scheme Manager for the scheme where the guest room is situated. In the absence of the Scheme Manager, the booking can be made via the Housing Inclusion Manager or another member of the sheltered housing team.
- 5.3 Bookings must be entered on the intranet calendar as well as noted in the scheme diary.
- 5.4 The maximum length of stay would normally be up to seven nights. Any requests for longer bookings would be considered at the discretion of the Housing Inclusion Manager.
- 5.5 Keys must normally be collected during scheme office hours. Where there has been another guest the previous night, keys can only be collected from 12 noon, after the room has been cleaned.
- 5.6 Guest rooms must be vacated by 10am at the end of the stay, in order that the room can be cleaned and laundered and made available for use by other

guests. We reserve the right to charge for another night should a guest fail to vacate the room by 10am.

## **6. Services**

- 6.1 Guestrooms will be cleaned for each new booking and clean bedding provided. Rooms will not be cleaned or clean bedding provided during a guest's visit.
- 6.2 All guest rooms have tea/coffee making facilities but do not have cooking facilities.
- 6.3 Staff support will only be available to guest room users in the event of an emergency.
- 6.4 Communal facilities e.g. laundry may be available to guests; this should be discussed locally with the Scheme Manager or Housing Inclusion Manager.
- 6.5 Inside the guest room will be a fire safety notice, usually on the back of the entrance door, detailing the fire evacuation procedure, location of fire exits and meeting point in the event of a fire. All guests are advised to familiarise themselves with this notice.

## **7. Monitoring**

- 7.1 The use of guestrooms will be monitored from time to time to determine type and frequency of usage. Any feedback received from guests and tenants will be used to ensure quality and standards are being maintained.

## **8. Exceptional circumstances**

- 8.1 WPH reserve the right to remove the guest room from service due to exceptional circumstances (such as the Covid-19 pandemic in 2020). This decision will be agreed by EMT and communicated to all residents in our housing for older women.
- 8.2 WPH reserve the right to alter aspects of the above procedure in exceptional circumstances. These alterations will be agreed by EMT and communicated to all residents in our housing for older women.

## **9. Equality and diversity**

- 9.1. WPH will ensure that this policy is applied fairly and consistently. We will not directly or indirectly discriminate against any person or group of people in line with our Equality and Diversity Policy. We will act sensitively towards the diverse needs of individuals and communities and will take positive action or make reasonable adjustments where appropriate.

## **10. Related Policies**

## 10.1 Decant policy