

Sutton Housing Partnership Limited

Guest Room Policy

Company Registration Number: 05589014

OUR VISION

“By listening to and involving our residents and others, Sutton Housing Partnership will create and maintain **neighbourhoods where people feel at home**”



Guest Room Policy

Policy Statement	<p>Sutton Housing Partnership (SHP) manages a number of 'Guest Rooms' on behalf of the Council. We intend that the Guest Room Policy will provide:</p> <ul style="list-style-type: none">• Fair and transparent guidance in respect of how guest rooms will be managed• Identify the priority by which guest rooms will be allocated and let• Clarity as to status of guest room users
Objective	<p>We aim to adopt a consistent, fair and transparent approach in the way we manage Guest Rooms.</p>
Scope	<p>This policy explains how we will manage Guest Rooms located at:</p> <ul style="list-style-type: none">• Elizabeth House, Cheam• Milton House, Sutton• Crownbourne Court, Sutton <p>The above Guest Rooms are all located within sheltered or 'extra care' sheltered housing schemes.</p>
Definitions	<p>Guest Rooms are defined as rooms available for short term lettings within the above schemes for which a nightly fee is payable.</p> <p>Guests are defined as individuals who access guest rooms on a short term basis and whom are expected to either pay a nightly fee or have this fee met on their behalf by a third party.</p> <p>Older people are defined as being persons of 60 years or more. Exceptionally, people above 45 years suffering from a disability or ill health will be considered.</p>
Lettings Criteria	<p>Bookings for guest rooms are accepted in the priority order laid out below:</p> <ul style="list-style-type: none">• Relatives, friends and informal carers of sheltered tenants (of any age)• Older people requiring a short period of respite following an event (e.g. illness, bereavement, own home uninhabitable)• Older homeless people referred by the Council• Visiting/newly engaged staff employed by either the Council or SHP and in need of short term accommodation• Other staff employed by either the Council or SHP in exceptional circumstances

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	<p>Guests staying in Guest Rooms for a short period of respite must have a permanent place of residence.</p> <p>Where a homeless person is referred by London Borough of Sutton Housing Team, acceptance as a guest will be at the discretion of the Head of Older Persons Services at Sutton Housing Partnership or their authorised representative and will in all cases be subject to a full risk assessment.</p> <p>Acceptance of all guests is subject to availability and at the discretion of the Head of Older People's Services at SHP or their authorised representative. In all cases, the safety and well being of resident tenants and staff will be paramount.</p> <p>Visiting or newly employed staff employed by either London Borough of Sutton or Sutton Housing Partnership will, providing a guest room is available be offered the opportunity to access guest room accommodation subject to agreement from the Head of Older Persons Services at Sutton Housing Partnership or their authorised representative. Where the newly employed member of staff is employed by Sutton Housing Partnership, referral must be made by the Head of Human Resources or their appointed representative.</p> <p>Likewise in exceptional circumstances, other staff employed by either London Borough of Sutton or Sutton Housing Partnership will, providing a guest room is available, be offered the opportunity to access guest room accommodation subject to agreement from the Head of Older Persons Services at Sutton Housing Partnership or their authorised representative. Where the newly employed member of staff is employed by Sutton Housing Partnership, referral must be made by the Head of Human Resources or their appointed representative.</p> <p>In all cases, the safety and well being of resident tenants and staff will be paramount</p>
Services Offered	<p>Guest Rooms will normally provide accommodation for one or two people dependent on availability.</p> <p>Basic furnishings will be provided including linen. The linen provided is laundered prior to arrival and on departure but a small additional charge is made to cover this service.</p> <p>Cooking facilities are not normally provided. However, in the case of homeless individuals or respite guests, cooking facilities or the provision of meals may be available by arrangement.</p>

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	<p>Support may be available from SHP staff by arrangement but this support does not constitute personal care services and is subject to additional charges. Where a guest is in need of personal care services, these should be arranged prior to arrival.</p> <p>An emergency alarm with 24 hour response service is provided as part of the Guest Room service. Authorised staff will explain the use of this service and other facilities on arrival.</p> <p>A Guest Room inventory is taken prior to arrival. A copy is provided to the guest and forms part of the letting agreement.</p>
<p>Terms of Occupancy</p>	<p>A Guest Room letting does not constitute any form of tenancy nor does occupancy entitle a guest to any security of tenure.</p> <p>Guests are not entitled to any notice period and are required to vacate the Guest Room at the request of authorised staff. In all cases, guest room lettings may not exceed a period of 6 weeks.</p> <p>Guests are liable for all fees which are agreed in advance but fees may be paid on their behalf by an agreed third party.</p> <p>Guests must leave the Guest Room in the condition it is found on arrival otherwise they are liable for additional payments incurred in restoring the room to that condition. Where a tenant has made the booking, they accept responsibility for the well being of their guest and the good condition of the Guest Room. They agree to make good, or accept financial liability for, any damage caused by their guest to the Guest Room, furnishings and fittings, or any other aspect of property or equipment owned or managed by SHP.</p>
<p>Equality and Diversity</p>	<p>All bookings for Guest Rooms are accepted, subject to meeting the qualifying criteria above, regardless of race, religion, colour, national origin, culture, class, gender, sex, marital status, or disability including where double occupancy is appropriate, couples of the same sex wishing to share the Guest Room.</p>
<p>Related Documents</p>	<p>The following documents are available to support this Policy:</p> <ul style="list-style-type: none"> • SHO Policy and Procedure Guide • Use of Guest Rooms – Our Policy Explained • Guest Room Charges
<p>Contact Us</p>	<p>Please feel free to contact us if:</p> <ul style="list-style-type: none"> • You feel this policy fails to meet the standards we set for ourselves in format, clarity or consistency of information;

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	<p>or</p> <ul style="list-style-type: none">• You believe that we are failing to meet any commitments made in this policy; <p>or</p> <ul style="list-style-type: none">• You simply wish to discuss any aspect of this policy
	<p>Sutton Housing Partnership Sutton Gate 1 Carshalton Road Sutton SM1 4LE</p> <p>Tel: 0800 195 5552</p>