Guest Room Booking Policy

# Introduction

* 1. Medway Council Housing Services endeavour to ensure the well-being and safety of both residents living in our Homes for Independent Living Schemes, and employees. In order to safeguard, support and protect Medway Council employees against any allegations of mismanagement, this policy gives guidance on Guest Room Booking within the Homes for Independent Living schemes.

# Purpose

* 1. Scheme Support Officers are encouraged to maximise the use of the guest room by residents. The purpose of this policy is to ensure the fair letting of guest rooms in Homes for Independent Living Schemes.

# Scope

* 1. This policy applies to Medway Council Staff and residents of Medway Council owned Homes for Independent Living schemes and their friends and family. This policy will be communicated to both staff and residents, and it will be highlighted that the contents of this policy are in everyone’s interest.

# Legislation and Guidance

* 1. Internal
     1. Employee Code of Conduct
     2. Homes for Independent Living A Handbook for Residents
     3. Tenancy sign up procedures
     4. Guest room booking procedure
     5. Handling Payment & Transaction Policy and Procedure

# Policy

* 1. The guest room may be hired out in the following circumstances:
     1. hired to residents for their guests subject to availability (maximum length of stay 14 nights), longer period of time to be agreed by HFIL Senior Support Officer.
     2. stay for Scheme Support Officer (at senior manager’s discretion and availability).
     3. hired to other Medway staff (at senior managers discretion and availability). This will require pre-authorisation by the Service Manager.
  2. Children under the age of 18 cannot stay in the guest room on their own and must be accompanied by a responsible adult.
  3. When the guest room is hired, documented records will be kept showing all details of the transaction, this is to include persons name, address, contact details of whom is staying in the room. These details must be recorded in the official triplicate receipt books, the scheme diary and the guest room register relevant to each scheme.
  4. In all cases a receipt is issued to the hirer in compliance with the Handling Payment and Transactions Policy.
  5. If bookings are paid for this will be non-refundable. Days cannot be held in lieu; new bookings will be made and paid for.
  6. Residents are responsible for their guest’s behaviour for the duration of their stay. The Scheme Support Officer will remind residents of this when they hire the room.
  7. If a Medway employee hires the room he or she is responsible for their behaviour/conduct within the scheme for the duration of their stay.
  8. Scheme Support Officers are responsible for handing the guest room keys to the hirer, ensuring the room is cleaned prior to the guests’ arrival. Upon departure the hirer is responsible for ensuring that the keys are returned to the Scheme Support Officer.
  9. Scheme Support Officer to ensure that the Norse HFIL Cleaners clean the room and bedding prior to any hiring of the room. Scheme Support Officer to check room is up to standard.
  10. Smoking is prohibited in the guest rooms.
  11. Guests using the room cannot use the facilities of the laundry room during their stay.
  12. In the event of a pandemic the scheme guest room will not be rented out.

# Role, responsibilities and authority

* 1. The Assistant Director RCET retains the overall responsibility for the implementation of this policy.
  2. Housing Services Chef Officer is responsible for the operational delivery of this policy and the associated procedures. This includes responsibility for monitoring and review, staff awareness and training, policy development and communication to customers.

# Monitoring, review and evaluation

* 1. This policy will be reviewed on a biennial basis or in line with legislative or regulatory changes.

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