



Guest Room Booking Policy

Homes for Independent Living

1. Introduction

- 1.1 Medway Council Landlord 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.

2. Purpose

- 2.1 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 Home for Independent Living Schemes.

3. Scope

- 3.1 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.

4. Legislation and Guidance

4.1 Internal

- 4.1.1 Employee Code of Conduct
- 4.1.2 Homes for Independent Living A Handbook for Residents
- 4.1.3 Tenancy sign up procedures
- 4.1.4 Guest room booking procedure
- 4.1.5 Handling Payment & Transaction Policy and Procedure

5. The Policy

- 5.1 The guest room may be hired out in the following circumstances:
- 5.1.1 hired to residents for their guests subject to availability (maximum length of stay 14 nights) and at the discretion of the Scheme Support officer;
 - 5.1.2 stay for Scheme Support Officer (at senior manager's discretion and availability).
 - 5.1.3 hired to other Medway staff (at senior managers discretion and availability). This will require pre-authorisation by the Service Manager.

- 5.2 Children under the age of 18 cannot stay in the guest room on their own and must be accompanied by a responsible adult.
- 5.3 When the guest room is hired, documented records will be kept showing all details of the transaction. These details must be recorded in the official triplicate receipt books, the scheme diary and the guest room register relevant to each scheme.
- 5.4 In all cases a receipt is issued to the hirer in compliance with the Handling Payment and Transactions Policy.
- 5.5 Residents are responsible for their guest's behavior for the duration of their stay. The Scheme Support Officer will remind residents of this when they hire the room.
- 5.6 If a Medway employee hires the room he or she is responsible for their behavior/conduct within the scheme for the duration of their stay.
- 5.7 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.
- 5.8 Smoking is prohibited in the guest rooms.

6. Role, Responsibilities and Authority

- 6.1 The Assistant director Physical and Cultural Regeneration retains the overall responsibility for the implementation of this policy.
- 6.2 The Head of Housing Management 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 residents.

7. Monitoring, Review and Evaluation

- 7.1 Senior management will regularly monitor this process to ensure that Scheme Support Officers are hiring out the guest room in line with this policy.
- 7.2 The results will be used by Landlord Services to inform future policy review in this area and drive up service standards. All reviews will consider whether:
 - 7.2.1 the current policy adheres to legislative and regulatory requirements, and reflects current good practice;
 - 7.2.2 the aims and objectives of the policy are being met;
 - 7.2.3 the current policy outcomes meet the needs and aspirations of the Councils diverse resident base;
 - 7.2.4 residents are aware of and understand the policy and believe it to be consistent and fair;
 - 7.2.5 the policy provides sufficient choice for residents; the service offers value for money;

7.2.6 partnership arrangements are working effectively.

7.3 Overall monitoring and review of the policy will be undertaken in consultation with:

7.3.1 staff groups;

7.3.2 members;

7.3.3 existing and future service users;

7.3.4 resident and community groups.

7.4 This policy will be reviewed every two years or in line with legislative or regulatory changes.

Policy Version Control Sheet
<p>Policy Title: Guest Room Booking Policy V3</p> <p>Policy Author(s): Homes for independent Living Team Leader, Business Development Officer</p> <p>This Version: October 2018</p> <p>Projected Date of Review: October 2020</p> <p>Cross References: Homes for Independent Living Handbook, Handling Payment & Transaction Policy</p> <p>Amendments Made:</p> <p>This Version: V3 - October 2018 – Point 5.2 included to ensure that children under 18 cannot stay in the guest room on their own for safeguarding purposes.</p> <p>V2 - June 2017 - Changes made to previous policy to ensure that it coincides with current processes.</p>