



# **EXTRA CARE HOUSING GUEST ROOM POLICY**

**This document can be made available in large print, on tape, in Braille or translated into another language.**

**Please contact the Association if you wish to discuss this.**

**Following the partnership with Caledonia Housing Association in April 2014, Cordale Housing Association has agreed a new policy review timetable for reviewing all its policies and introducing new policies that are required.**

**This policy is due for review in August 2015**

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### **1. INTRODUCTION**

Cordale Housing Association's extra care housing has guest room facilities . 2 rooms. This policy outlines the arrangements relating to such facilities.

## **2. EQUAL OPPORTUNITIES**

In line with the Association's commitment to equal opportunities, this policy can be made available free of charge in a variety of formats, including large print, translated into another language or on audio tape.

## **3. WHO CAN USE CORDALE'S GUEST ROOMS?**

Guest rooms are provided to enable family/friends of tenants living in the extra care housing to stay within the scheme overnight.

## **4. BOOKING ARRANGEMENTS AND CONDITIONS**

No minimum advance notice is required. However we would suggest that you book early to avoid disappointment. A provisional booking can be accepted several months in advance but will not be confirmed until 4 weeks before your stay.

The maximum length of stay is usually 2 weeks, however, in exceptional circumstances, this period can be extended. If you wish to stay beyond 2 weeks please discuss this with the Housing Support Assistant of the building.

There may be rare occasions when a situation arises and your stay needs to be cancelled or postponed. If this happens the Housing Support Assistant will offer alternative dates.

When booking, the Housing Support Assistant will require the following information:

- The proposed dates for your stay
- The total number of nights
- The name of your relative who stays in the building
- Your name, address and telephone number (in case staff need to contact you)
  
- Total number of occupants and the approximate age of each occupant

The Housing Support Assistant will then advise you of the following:

- The facilities available to guests
- Any facilities which guests are required to share
- The location of the guest room within the building i.e. ground floor
- Accessibility of the guest room i.e. is there a lift?
- The charge which will be made for using the guest facilities and payments arrangements. The current charge is £10 per night per room, however this is subject to change. Please check with the Housing Support Assistant if there has been any increase before making your booking.
- The options of a morning call from the Housing Support Assistant.
- Carers accompanying residents of care schemes/service users will be responsible for ensuring that any necessary support arrangements will be in place and that they will have all relevant information that would be required in the event of an emergency with them i.e. family contact details, medical history, medication etc.

Please note the following conditions relating to the guest facilities:

- Meals may be provided by staff, but this is at the discretion of the Housing Support Assistant, however they must consider the needs of tenants and whether they can offer the service. This can be discussed when booking and a charge will be made.
- Each apartment has a double bed and can only accommodate a maximum of two people. Under no circumstances will more than two guests be allowed to stay in one room.
- Guests are responsible for making their own transport arrangements.
- No pets are allowed within the guest facilities (except guide dogs for the blind/hearing dogs).
- Smoking is not permitted in guest facilities or in communal areas such as lounges, corridors, etc.
- Children must be supervised at all times.
- Generally the communal laundry is not available to guests. However, if you have a requirement to use these facilities please discuss with the Housing Support Assistant.

## **5. ARRIVAL/DEPARTURE TIMES & HOUSEKEEPING**

To ensure that staff are available to book you into your guest room you must arrive at the scheme during staff working hours and ideally between Monday to Friday. These will be discussed with you when you initially arrange your booking.

Guest Rooms must be vacated by 12noon on day of departure.

Generally guest rooms will only be cleaned and bed linen changed once you have booked out or after your first week.

If any items are damaged during your stay in the guest room please advise the Housing Support Assistant as soon as possible. A charge may be made for any deliberate damage or vandalism.

If you have any other concerns during your stay please discuss these with the Housing Support Assistant who will try and resolve these for you.

## **6. FIRE SAFETY**

Each guest room has on display a fire notice outlining the action to be taken by guests in the event of a fire. As part of the booking arrangements the Housing Support Assistant will explain these procedures and show you the nearest emergency exits.

## **7. CAR PARKING**

Limited car parking is available to the rear of the building.

## **8. PAYMENT FOR USE OF GUEST ROOMS**

When you arrive the Housing Support Assistant will ask you to pay for each person staying in the guest room based on the number of nights. The current charge is £10 per person per night.

Payments should be made by cheque but cash will be accepted.

Cheques must be made out to %Cordale Housing Association+.

Once you have paid the Housing Support Assistant you will be asked to sign a receipt confirming the charge made and the amount paid by you. This receipt will be issued to you to confirm payment.

## **9. COMPLAINTS**

Cordale Housing Association, with its partners the Carman Care and West Dunbartonshire Council aim to provide a first class service in all aspects of our service delivery within the extra care building. Despite our best efforts, errors and therefore, complaints are inevitable.

If you feel we have let you down, the complaints system serves as a safety valve for you to tell us about it and try to put it right.

The complaint procedure also gives us the chance to keep an eye on the quality of services we provide. Its key aim is to:

- Provide an easy and straightforward framework for service users to obtain information and record a complaint.
- Keep people informed about how their complaint is progressing.
- Provide a means to redress the complaint whenever possible.
- Improve service delivery by learning from and acting upon information obtained.

With your help we can identify problems, resolve them quickly and prevent them from happening again.

Copies of the Complaints Policy and Procedure are available on request from the Housing Support Assistant within the building or the Association's office.

## **10. INCOME FROM GUEST ROOMS**

The income generated from the use of guest rooms will be used to fund activities identified by the residents of the building.

## **11. REVIEW OF USE OF GUEST ROOM POLICY**

The Association will review this policy every 3 years.