
Visitor Room Policy

March 2024

Independent Living - Tenant
Services

Next document review by: *March 2026*

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1.0 **Introduction**

- 1.1 Independent Living schemes provide Visitors Room facilities in 12 schemes across the district (Appendix A).
- 1.2 It is essential, therefore, to have a policy in place to establish the accepted uses of this facility and enable the effective management of this facility.

2.0 **Aims and Objectives**

- 2.1 The main aims and objectives of the visitor room policy are as follows:
 - To specify the persons permitted to book the visitors rooms and the circumstances under which they may be used.
 - To clarify the order of priority for visitor room bookings.
 - To outline the conditions to which visitors using this facility must adhere.
 - To ensure fairness and equal opportunity to those seeking to use this facility.

3.0 **Permitted categories for use of visitor rooms.**

- 3.1 The following are permitted categories of use of the visitor room facility in an Independent Living scheme:
 - Relatives and friends of a tenant in an Independent Living scheme which is geographically closest.
 - Short term decant solution - emergency/crisis of a tenant in the wider community i.e., evacuation due to fire/flood.
- 3.2 Stroud District Council (SDC) may use the visitor room for a short term let during remodeling works, the visitor room would then be temporarily unavailable for any other purpose.
- 3.3 SDC reserves the right to refuse any booking where it has reasonable cause for concern about the booking, for example previous history of misuse or damage to the visitor room.

4.0 **Conditions of use of visitor room**

- 4.1 Only persons listed at Section 3 will be permitted to book an SDC visitor room (unless an alternative is agreed by Independent Living Manager in exceptional circumstances for example temporary accommodation is required by tenancy Management in case of flood/fire). Bookings will be cancelled or refused where this is not the case.
- 4.2 Occupancy of the visitor room must not exceed the number of bed spaces, with the exception a travel cot for babies/toddlers.
- 4.3 Persons under the age of 18 must be accompanied by an adult when staying in a visitor room (subject to 4.2).

- 4.4 Visitors will be required to familiarise themselves with the fire procedures in the scheme, which will be made available to them on arrival and prominently displayed in the room.
- 4.5 Smoking, vaping/e-cigarettes and use of any non-prescribed drugs will not be permitted in the visitor room.
- 4.6 Pets will not be permitted in the visitor room, except in the case of assistance dogs for disabled persons. However, if a guest is visiting a tenant of the scheme, their pet would be permitted to stay in that tenant's property, subject to SDC Pet Policy.
- 4.7 Visitors will be notified that they will be held responsible for any damage caused during their stay, and that they will be required to pay for any damage or breakages. Should such circumstances arise, and the visitor refuses to do so, appropriate action may be taken to recover costs arising from such damage or negligence. SDC would also reserve the right to refuse any future bookings from the visitor.
- 4.8 Visitor rooms should not be over occupied except for babies'/toddlers' travel cots.
- 4.9 There is no designated Car Parking for visitors using visitor rooms.

5.0 **Booking Arrangements**

- 5.1 A minimum of 24 hours' notice is normally required for booking a visitor room, to ensure the room can be made ready for use.
- 5.2 Advance bookings can be made up to one month in advance.
- 5.3 The maximum length of stay would normally be seven nights. Any requests for longer bookings would be considered locally, at the discretion of the Independent Living Manager/Team Leader, considering of any other demand.
- 5.4 Booking and payment of facilities will be made via SDC Customer Services Team on 01453 766321.
- 5.5 Keys will be delivered by staff during office hours on the day of the booking on weekdays only, at which point visitor room regulations will be explained to the visitor. If the booking is for a Saturday or Sunday, keys will be given on the last working day.
- 5.6 Visitor rooms must be vacated by 11.00am at the end of the agreed stay. SDC reserves the right to charge for an extra night should the visitor fail to vacate the room by this time.

6.0 **Charging Facilities**

- 6.1 Charges for the Visitor room are calculated daily and are as follows:

Site	Bed space	En-suite	Other	Cost Night 1	Subsequent nights
Archway Gardens	2 singles	Yes	w.c. shower	£25.00	£20.00
Ashwell House	2 singles	No	w.c. only	£25.00	£20.00
Burdett House	1 double	Yes	w.c. shower	£25.00	£20.00
Concord	2 singles	Yes	w.c. shower	£25.00	£20.00
Dryleaze House	1 single	No	w.c. only	£25.00	£20.00
	1 double	No	w.c. only	£25.00	£20.00
	1 single	No	w.c. only	£25.00	£20.00
Grange View	1 Single	Yes	w.c. shower	£25.00	£20.00
	1double	Yes	w.c. shower	£25.00	£20.00
Hamfallow Court	2 singles	No	w.c. only	£20.00	£15.00
Hazelwood	1 single	No	w.c. only	£25.00	£20.00
	1 single	No	w.c. only	£25.00	£20.00
St Nicholas	1 double	No	w.c. shower	£25.00	£20.00
The Beeches	2 singles	Yes	w.c. shower	£25.00	£20.00
The Corriett	2 singles	Yes	w.c. shower	£25.00	£20.00
Walter Preston	1 single	Yes	w.c. shower	£25.00	£20.00
	1 double	Yes	w.c. shower	£25.00	£20.00

7.0 **Visitor Facilities**

- 7.1 Visitor rooms will be fully cleaned for every new booking. Rooms will not be cleaned during the visitor's stay.
- 7.2 Visitor rooms will be equipped with fresh bed linen and towels at the start of any stay.
- 7.3 Some visitor rooms have en-suite facilities; visitors will be advised at the time of booking if this is not the case.
- 7.4 All visitor room will have a kettle/hot water facility, however there will be no fresh provisions available such as tea/coffee/milk.
- 7.5 Visitor rooms do not have cooking facilities and visitors are responsible for making their own catering arrangements.

- 7.6 Other communal facilities can be available to visitors; it must be noted that they will not have sole use of these facilities and priority will be given to tenants for example the communal kitchen and lounge area.

8.0 **Charging for use of visitor room**

- 8.1 All bookings will be charged on a per night, single or double occupancy basis. This charging structure recognises the fact that there is no real difference in the cost of managing the visitor room for one or two people.
- 8.2 A lesser charge will apply where visitors do not have sole use of bathroom facilities.
- 8.3 Charges will be reviewed on an annual basis.

9.0 **Application of the policy**

- 9.1 The delivery of the policy objectives will be achieved via an accompanying procedure which sets out the process to be followed by staff when taking visitor room bookings.
- 9.2 An information note on visitor rooms will also be produced, clarifying the conditions of use.

10.0 **Equal Opportunities**

- 10.1 SDC aims to promote equality and diversity and operate equal opportunities policies which inform all aspects of its business. It will ensure that it adheres to the Equality Act 2010 by continuing to being committed to equal and fair treatment for all and opposed to any form of unlawful discrimination.

As such, in considering bookings for visitor rooms, no one will be treated differently or less favourably than others because of any of the protected characteristics as defined in the Equality Act 2010:

SDC will make reasonable adjustments for those with disabilities where necessary and possible to do so.

- 10.2 Upon request, SDC will make information on visitor rooms available in alternative formats, such as large print, Braille, pictorial representations, and community languages if required.

11.0 **Policy Review**

- 11.1 This policy will be reviewed on an annual basis and more frequently should circumstances require. The review will assess the effectiveness' of the policy and accompanying procedure (Appendix B) and identify any changes which may be required.

- 11.2 As part of this policy review, consultation will take place with both staff and tenants to ensure account is taken of operational issues and opinions of service users.

Appendices

Appendix A

Visitors Room facilities in 12 schemes across the district

Site	Bed space	En-suite	Other
Archway Gardens	2 singles	Yes	w.c. shower
Ashwell House	2 singles	No	w.c. only
Burdett House	1 double	Yes	w.c. shower
Concord	2 singles	Yes	w.c. shower
Dryleaze House	1 single	No	w.c. only
	1 double	No	w.c. only
	1 single	No	w.c. only
Grange View	1 Single	Yes	w.c. shower
	1double	Yes	w.c. shower
Hamfallow Court	2 singles	No	w.c. only
Hazelwood	1 single	No	w.c. only
	1 single	No	w.c. only
St Nicholas	1 double	No	w.c. shower
The Beeches	2 singles	Yes	w.c. shower
The Corriett	2 singles	Yes	w.c. shower
Walter Preston	1 single	Yes	w.c. shower
	1 double	Yes	w.c. shower

Appendix B

Procedure for Visitor Room Bookings.

The Booking System will operate through Customer Services via a shared calendar. To book the Guest Rooms tenants will need to:

- Call Customer Service with Name, Site name, and their visitor's name/relationship
- Payment will be made over the telephone.
- Booking entered onto the shared calendar.

The contact details will be displayed on the Independent Living Scheme Information Point located by the main entrance on every scheme.

Enabling Officer will ensure all Visitor Rooms have fresh linen and are ready to be made up. Used linen will be removed and laundered.

Site Officer will make up beds, ensure cleanliness of room and hand keys to tenant on the date of arrival of guest. If the booking is for a weekend, the keys will be given out on the closest working day. If tenant is not available, keys will be put through the tenant's door.

Once the room has been vacated, the keys must be left in the post box outside the visitor room. Site Officer will launder bed linen in preparation for next booking. A thorough clean will also take place.