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# Visitor Room Policy

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June 2021

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Independent Living - Tenant  
Services

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**Next document review by:** *June 2022*

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## 1.0 **Introduction**

- 1.1 Independent Living schemes provide Visitors Room facilities in 11 schemes across the district (Appendix A), historically these have been used intermittently and often not for the purpose they were intended for.
- 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 considered to 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 Service Delivery 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.
- 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 with the exception of 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, in order 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 Service Delivery Manager, taking into account of any other demand.
- 5.4 Payment should be made online on receipt of an invoice at £20 for the first night plus £10 for each additional night. In case of emergency/difficulty cash may be accepted at time of booking.
- 5.5 Keys must normally be collected from staff during office hours – week days only, at which point visitor room regulations will be explained to the visitor.
- 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 **Visitor Facilities**

- 6.1 Visitor rooms will be fully cleaned for every new booking. Rooms will not be cleaned during the visitor's stay.

- 6.2 Visitor rooms will be equipped with fresh bed linen and towels at the start of any stay.
- 6.3 Some visitor rooms have en-suite facilities; visitors will be advised at the time of booking if this is not the case.
- 6.4 All visitor room will have a kettle/hot water facility, however there will be no fresh provisions available such as tea/coffee/milk.
- 6.5 Visitor rooms do not have cooking facilities and visitors are responsible for making their own catering arrangements.
- 6.6 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.

#### **7.0 Charging for use of visitor room**

- 7.1 All bookings will be charged on a per night, single or double occupancy basis. The double occupancy will be the equivalent of the single charge plus 50%. 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, but there are increased servicing costs for two visitors.
- 7.2 A seven-night stay will be charged at the price for six nights.
- 7.3 A lesser charge will apply where visitors do not have sole use of bathroom facilities.
- 7.4 Charges will be reviewed on an annual basis.

#### **8.0 Application of the policy**

- 8.1 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.
- 8.2 An information note on visitor rooms will also be produced, clarifying the conditions of use.

#### **9.0 Equal Opportunities**

- 9.1 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.

9.2 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.

9.3 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.

## 10.0 **Policy Review**

10.1 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.

10.2 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.

## **Appendix A**

### **List of Independent Living Schemes with Visitor Rooms.**

- Archway Gardens – Paganhill
- Ashwell House – Painswick
- Concorde – Nailsworth
- Dryleaze house – Wotton-Under-Edge
- Grange View – Uplands (Stroud)
- Hamfallow Court - Berkeley
- Hazelwood – Stonehouse
- St Nicholas Court – Hardwicke
- The Corriett – Cam
- Walter Preston Court – Cashes Green

## **Appendix B**

### **Procedure for Visitor Room Bookings.**

The Booking System will operate through a central telephone number with an answerphone service available. The contact details will be displayed on the Independent Living Scheme Information Point located by the main entrance on every scheme.

On contact, arrangements will be made for the keys to be handed to the Visitor or tenant of visitor. On arrival the visitor will be informed of the booking conditions, fill in the Visitor Booking form and pay the fees. The tenant may complete the forms if visitor arriving out of hours.

Information required;

- Name, address and contact details of person(s) staying
- Name and address of tenant being visited

The room will be prepared and cleaned for each new booking, provision of towels and fresh bed linen will be in place.

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 and towels in preparation for next booking. A thorough clean will also take place.