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1. Purpose and introduction

A number of our independent living (IL) sheltered housing schemes have a guest room facility. While not available at every scheme, no standing charge is levied for individual schemes that do have one. These are intended as a resource for all of our sheltered housing residents to use for their visiting family and friends.

This procedure sets out the arrangements for booking these facilities and the criteria for using them.

Scope: The guest rooms are available for the use of relatives and visitors of a resident of one of Lewisham Council's directly managed sheltered housing schemes. These rooms may also occasionally be used by us as a short stay resource where a resident is required to be decanted (See Temporary relocation policy).

2. Roles and responsibilities

Job title and/or team	Key tasks
Independent Living Housing Officer (ILHO)	Receive notification of stays and approve or pass to ILH Manager for approval where over 2 weeks. Manage the guest stay process
Independent Living Housing Manager (ILH Manager)	Approve stays over 14 days, will monitor the management of the guest room. Lead on resident consultation, audit the process annually, review the charges annually, review the policy 2 yearly
Independent Living Support Coordinator (ILSC)	Support ILH Manager and Officers in their roles

3. Provision and booking process

3.1 Guest rooms are at the following locations:

- Fairfield's
- The Vineries
- Lewis Silkin
- Lawrie Park
- Merrydown
- Commodore Court
- John Penn



- Waverley
- Hollowcombe
- Siddons
- Roseview
- Kirkdale
- Talbot
- Welland Court

3.2 Typical facilities will include: bed, use of a restroom and kitchen area. Guests must provide their own bed linen and towels.

Note: Some smaller guestroom sites do not have restroom or kitchen facilities, and in these cases a guest may be required to use their relative's facilities. If unsure, check with the ILHO whether this guestroom will be appropriate before making the booking.

3.3 ILHOs will carry out six monthly checks to ensure the room meets fire safety requirements, to test Telecare equipment and check door meets fire safety regulations. A Fire Notice must be displayed on the back of the guest room door.

3.4 The ILHO will complete the Independent Living calendar for guest rooms. (This calendar is internal only and can be used by all ILHOs to see availability of all guestrooms).

3.5 To check availability and book a guest room contact the ILHO managing the scheme. The ILHO will confirm the booking with the resident before payment takes place. In exceptional circumstances if you or your guest cannot pay online, please speak to your ILHO.

3.6 The ILHO can authorise stays of up to fourteen days. Stays of over fourteen days need authorisation from the IL Housing Manager.

3.7 Priority will be given in the following way:

- Decanted residents
- Residents requiring care/support
- Other visitors

Note: Occasionally we may need to rearrange a planned stay to an alternative guestroom where an urgent need has occurred. We will always give at least 48 hours' notice.

3.8 Cancellations must be made 48 hours in advance for a full refund.

4. Checking in and out

4.1 Keys/keycode for guest rooms need to be collected from the ILHO at the scheme. If this is not possible, due to mobility difficulties or out of office hours, an alternative arrangement will be made for it to be given to the resident who has made the booking.

4.2 Residents should agree with ILHO in advance where to return keys/fobs when guests vacate the guest room.

4.3 As soon as the keys have been returned, the ILHO will check the guest room has been left clean and tidy, and inform the Domestic Assistant the room is ready for cleaning.



5. Charges

- 5.1 Charges are displayed in the guest room and on scheme notice boards.
- For 2 persons with facilities £15.00 per night, includes: Commodore, Fairfields, Lawrie Park, and Waverley
 - For 2 persons with no facilities £14.00 per night, includes: Hollowcombe, Welland Court, and John Penn
 - For 1 person with facilities £13.00 per night, includes: Roseview, Vineries, and Lewis Silkin
 - For 1 person with no facilities £12.00 per night, includes: Merrydown, Talbot, Siddons and Kirkdale
- 5.2 A charge will be levied, payable by the resident, for any damages over to guest rooms when vacated in line with Lewisham Councils' Housing Services Rechargeable costs policy. (See guestroom rules below).
- 5.3 No standing or service charge is levied for an individual scheme that has a guest room.
- 5.4 After deductions for the upkeep of the guest rooms, any surplus from guest room charges will be pooled across schemes for the benefit of residents, to go towards social activities and provisions.

6. Conditions of use

- 6.1 Residents are responsible¹ for the conduct of their guests while at the schemes, in accordance with their Tenancy Agreement.
- 6.2 The following 'house rules' are in place across all schemes and must be followed:
- Guests must provide their own bed linen and towels
 - Guests must leave the room clean and tidy when guests leave
 - A charge will be levied if damage is caused
 - Residents must ensure that any guest staying is made aware of emergency procedures such as fire alarms
 - Residents must return the key as agreed with the ILO on booking
 - Guest rooms and all communal areas have a no smoking policy
 - Pets are not allowed in the guest rooms
 - No disturbance to residents is allowed (e.g. loud music)
- 6.3 Linkline support in the guest rooms is for the exclusive use of residents staying in a guest room, not visiting relatives or friends/carers.

7. Monitoring and review

- 7.1 The IL Housing Manager will monitor the use of the guest room records, income received and the physical condition of the guest room, with the support of the ILSC.
- 7.2 Any issues or concerns should be reported to the IL Housing Manager.

¹ Where the guestroom is being used for decanted residents the Decant manager is responsible



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- 7.3 Charges for the guest room and maximum lengths of stay are set and reviewed annually by the IL Housing Manager.
- 7.4 Income received and costs for the upkeep of the room will be reported to residents annually. Residents will be consulted on the use of surplus funds
- 7.5 The IL Housing Manager is responsible for reviewing this procedure. Residents and key staff have been consulted on the development of this procedure.

New written procedure which confirms current practice and publishes it for residents (updated 13/03/24 to reflect move into Lewisham Council)	
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Procedure owner: Independent Living Housing Manager	