City of London Corporation
Department of Community & Children’s Services
Housing Service

Guest Rooms Policy

Approved by: 
Housing Management & Almshouses Sub-Committee

Approval Date: 27/11/2018

Review Date: 27/11/2021
1. **Introduction**

This policy explains how the City of London’s Housing Service will manage the guest rooms located at Golden Lane and Middlesex Street Estates.

The rooms are intended for use by residents and their visitors. There are six at Golden Lane (located in Crescent House) and two at Middlesex Street (both in Petticoat Square), which are managed by staff from the relevant estates.

2. **Aims of this Policy**

This policy aims to explain how the rooms will be managed and how income and expenditure will be handled.

3. **Scope**

This policy applies to the eight guest rooms located at Golden Lane and Middlesex Street Estates.

4. **Conditions of Use**

The guest rooms are available for use by residents of Golden Lane and Middlesex Street. The Golden Lane guest rooms are also available to residents of the Barbican Estate. They are available to tenants, leaseholders and sub-tenants of leaseholders, to book for their guests. They must be booked by the resident, who will be responsible for the room and its contents. They cannot be booked directly by the guest.

Use of the rooms is subject to the Guest Accommodation Terms & Conditions. Some local differences apply between the different sites. The Terms & Conditions must be accepted prior to collection of the keys. Refusal to sign the booking form, which refers to the Terms & Conditions, will mean that the booking cannot proceed.

The maximum duration for a single stay is two weeks.

5. **Income**

Charges are set by the Housing Service. They will be set at a level that reflects the costs of running the rooms. The market value will also be considered, including the cost of booking comparable accommodation in the vicinity. The charges will be reviewed annually in accordance with our policy on charges for non-domestic facilities.

Income and expenditure will be routinely monitored by senior management in the Housing Service and will be reported to Members at appropriate intervals.

Net income from the guest rooms, once running costs have been met, is allocated to the Housing Revenue Account (HRA) as general income.

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**Guest Rooms Policy**
6. Running Costs

The costs incurred in providing this service will be paid from the income. This will cover:

- ‘housekeeping’ expenses, such as laundry and cleaning
- utilities
- replacement furniture, bed linen and electrical appliances
- interior decoration (including carpets and curtains)
- repairs to internal fixtures and fittings
- “wear and tear” repairs
- the cost of staff time spent on managing the facilities

The facilities are available to all residents and some repairs costs may still be charged to them, for example any repairs to the common parts of the building. A proportion of this will be charged to leaseholders.

7. Policy Exceptions

In exceptional circumstances, we may consider making a variation to this policy. This will depend on the individual circumstances of the case. Our reasoning can be provided in writing on request.

8. Monitoring and Performance

We will monitor our use of this policy and the way in which it is implemented, ensuring that any relevant information is reported at appropriate intervals.

9. Training

We will provide all staff responsible for implementing this policy with comprehensive training as required.

10. Equality and Diversity

This Policy has been subject to a full Equalities Analysis and will be implemented in accordance with our responsibilities and duties under relevant legislation, including the Equalities Act 2010.

11. Accessibility

We will ensure that tenants’ needs are considered when implementing this Policy to ensure that they are treated fairly. We will make appropriate arrangements to ensure that customers with distinct communication needs are not unreasonably and disproportionately affected. This could involve providing communications in alternative languages or formats, or providing interpretation or transcription as appropriate.
12. Data Protection and Information Exchange

We will comply with our obligations under relevant data protection legislation and regulations. We will process and store personal information securely.

There are some circumstances in which we are required by law to disclose information given to us.

13. Policy Review

We will review this policy at least every three years, or following relevant changes to legislation, regulation or policy.

14. Related documents

- Guest Accommodation Terms & Conditions