

## **Taunton Deane Borough Council**

**Tenant Services Management Board – 13<sup>th</sup> January 2011**

### **Report of the Supported Housing Manager**

#### **Guest Rooms in Sheltered Housing**

##### Executive Summary

This report is an update

The Tenant Services Management Board are asked to note the recommendations as a result of the comments at the Board meeting on the 11<sup>th</sup> October 2010 and the outcome of the Sheltered Housing Forum meeting on the 28<sup>th</sup> October 2010.

##### Guest Rooms in Sheltered Schemes

The purpose of this report is to update the Tenant Services Management Board following the report submitted on the 11<sup>th</sup> October, 2010.

At this meeting it was suggested that this service be more widely advertised.

The conditions of use of Guest Rooms, as shown in Appendix A, states that the “guest room facilities are only for the use of relatives and friends of tenants on the schemes”.

This was raised at the Sheltered Housing Forum to confirm whether this condition should still apply or whether this facility could be offered to all tenants. Those present considered that this condition should still apply. It was suggested by the Forum that flyers should be sent to residents and information provided in the tenants newsletters. An example of the flyer and wording for the advert is shown in Appendix B.

##### Recommendation

1. That the availability of guest rooms is advertised more widely to residents in Sheltered Schemes.
2. The use of these facilities to be monitored and reported back to the Sheltered Housing Forum.
3. In consultation with residents groups, consideration be given to better use being made of this facility where it continues to be under used.

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## Appendix A

### GUEST ROOMS – SUPPORTED HOUSING SERVICES

#### CONDITIONS OF USE

1. All bookings are subject to availability, and an individual booking will be subject to a maximum duration of two weeks.
2. The guest room facilities are only for the use of relatives and friends of tenants on the schemes. Bookings for any other purpose will not be accepted.
3. Only named persons on the booking form are allowed to use these facilities.
4. The accommodation fee is calculated per person per night and Supported Housing Management will bill guests for their use.
5. **SMOKING IS NOT PERMITTED** in the guest rooms.
6. TDBC regret that children under the age of 8 years old, or unsupervised children of any age, will not be allowed to stay.
7. The guest rooms must be left in a clean and tidy condition after use.
8. Guests must show consideration to other residents. In particular:
  - Please do not arrive or leave late at night
  - Do not disturb residents with excess noise
  - Do not block access to the scheme e.g. by parking.
9. Pets are not allowed in the guest room.

# Guest Rooms in Sheltered Schemes

Available to friends and family of residents in Sheltered Housing, at the addresses listed.



For further information contact the Sheltered Housing Team on

**01823 331635**

or to make a booking on

**01823 254336**

Bulford, Wellington, Somerset  
Churchill/Middleway, Taunton  
Darby Way, Bishops Lydiard, Taunton  
Kilkenny Court, Taunton  
Lodge Close, Wellington, Somerset  
Moorland Place, Taunton  
Parmin Close, Taunton  
Hope Corner Lane, Taunton  
Robin Close, Taunton,  
Heathfield Drive, Taunton  
Tauntfield Close, Taunton