



RCH Policy: Guest Facilities Policy

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Approval Body	Social Landlord Operations Committee
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This policy can be made available, on request, in different languages and in other formats such as large print, audio format and braille as required.

1. Scope

This is a River Clyde Homes policy and therefore applies to Staff, Board and Committee members of River Clyde Homes.

2. Introduction

River Clyde Homes (RCH) provides Guest Apartment/Guest Room facilities across its Retirement and Sheltered Developments and it is essential, therefore, to have a policy in place to establish the accepted uses of these facilities.

The main objectives of the Guest Facilities Policy are as follows:

- To specify the persons permitted to book the facilities and the circumstances under which they may be used and
- To outline the conditions to which guests using the facility must adhere to.

3. Policy Statement and Responsibilities

3.1 All staff working within the development that contains a guest facility have the responsibility for implementing this Policy.

3.2 The following are permitted categories of use for the guest facilities provided by River Clyde Homes:

- a) relatives or friends of a customer living in the development who is recently deceased, whilst they are making necessary arrangements for clearing and cleaning the property or attending the funeral or other services;
- b) relatives or friends providing support to a customer in the development who is ill;
- c) relatives or friends of a customer living in the development for social and recreational purposes (i.e. holiday or short break) and
- d) prospective tenants viewing a property within the development.

3.3 In addition, the guest facilities may be used as a short term decant solution for a customer of the development, or a customer from another development.

3.4 River Clyde Homes may also come to an agreement with other organisations, such as the local council, or another housing provider, for short term use of the guest facilities in an emergency situation where it is not suitable to accommodate the individual in another form of short term accommodation, for example evacuation due to fire or flood. In such circumstances, the guest facilities would be considered to be temporarily out of use for any other purposes.

3.5 River Clyde Homes 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 of the guest facility.

3.6 As appropriate, RCH will ensure the promotion of equal opportunities by publishing information and documentation in different languages and other formats such as large print, audio format and braille as required.

4. Conditions of use

4.1 Only persons listed in section 2 will be permitted to book the guest facilities (unless an alternative agreement is made by River Clyde Homes in exceptional circumstances). Bookings for a duration of more than 4 weeks should be approved by Housing Officer or any management prior to accepting the booking.

4.2 Occupancy of the guest facilities must not exceed the number of bed spaces available.

4.3 Persons under the age of 16 must be accompanied by an adult when staying in the guest facilities (unless an alternative agreement is made by River Clyde Homes).

4.4 Guests will be required to familiarise themselves with the fire procedure in the development, which will be made available to them on arrival and prominently displayed. All guests must be able to evacuate independently in the event of a fire or other emergency.

4.5 Smoking is not permitted in the guest facilities including the landing, lifts and foyers of the development. The fire alarm is very sensitive, and will be triggered by smoking in the building. If it is found that detectors have been covered or tampered with in any way, the police will be informed. This may result in criminal prosecution. River Clyde Homes is required by law to report any incidents of smoking to the appropriate authorities.

4.6 Pets are not permitted in the guest facilities, except in the case of assistance dogs.

4.7 Guests 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 guest refuses to do so, appropriate action may be taken to recover costs arising from such damage or negligence. River Clyde Homes would also reserve the right to refuse any booking requests from the guest.

5. Charging for use of Guest Facilities

5.1 All bookings will be charged per night.

5.2 The tariff is depending on the facility available e.g. guest apartment as opposed to a guestroom.

5.3 Charges will be reviewed on an annual basis and details of current charges will be displayed on the River Clyde Homes website and within the developments.

5.4 Guest rooms in Sheltered Housing complexes have no access to cooking facilities.

5.5 Where there are no ensuite facilities in guest rooms access will be given to a communal toilet/shower within the complex.

5.6 Wardens, Retirement Coordinators or Caretakers can advise customers of availability but the Customer Experience Team will manage the Guest Room Booking rota and take payment over the phone.

5.7 Customers may cancel up to 48 hours in advance of the booking otherwise may be charged a £15 cancellation fee.

5.8 RCH reserve the right to cancel any bookings where the guestroom is required for other purposes and will provide as much notice as possible when doing so.

6. Health and Safety

6.1 All portable appliances will be tested and labelled annually. Fire extinguishers will be tested annually, along with smoke and heat detection within the facility which is linked to the building fire alarm system. The fire alarm system is tested in accordance with the requirements of BS5839.

6.2 Fixed electrical systems will be tested every 5 years in accordance with the Electricity at Work Regulations 1989 and the most up to date IEE Wiring Regulations.

6.3 The lifts must not be used in the event of a fire alarm activation or evacuation. Guests must familiarise themselves with the fire evacuation information posted in the facility.

6.4 Gas heating systems for the property are maintained as required by the Gas Regulations.

6.5 Water quality checks are carried out on a cyclical basis to prevent legionella.

6.6 Maintenance defects must be reported immediately to ensure a prompt repair response. Any defects discovered by the guest must be reported to any RCH staff member in the building or by phoning RCH in the absence of any staff member on site.

7. Related documents

Guest Apartment Booking Form [Link](#)

Guest Apartment & Guest Room Staff Procedure [Link](#)

8. Related Legislation and Statutory Framework

Related legislation for this policy includes:

- Health and Safety at Work Act etc. 1974
- Electricity at Work Regulations 1989
- IEE (Institute of Electrical Engineers) Wiring Regulations 2018
- Fire (Scotland) Act 2005
- Fire Safety (Scotland) Regulations 2006
- The Gas Safety (Installation and Use) Regulations 1998
- The Control of Asbestos Regulations 2012
- Management of Health and Safety at Work Regulations 1999
- Control of Substances Hazardous to Health Regulations (COSHH) 2002
- HSE (Health and Safety Executive) Approved Code of Practice Legionella and Legionnaires' disease (ACOP) L8 and HSG274
- Liability Insurance Occupiers' Liability (Scotland) Act 1960
- Furniture and Furnishing (Fire) (Safety) Regulations, 1988
- Disability Discrimination Act (DDA) 1995, as amended 2005
- The General Data Protection Regulations (GDPR) 2016/679
- Data Protection Act 2018
- Equality Act 2010

9. Equality Impact Assessment

An Equality Impact Assessment has been carried out for this policy and there were no negative impacts or equalities. River Clyde Homes will treat all customers with fairness and respect in line with its Diversity Strategy and in compliance with the Equality Act 2010. River Clyde Homes recognises that we have an ethical and a legal duty to advance equality of opportunity and prevent discrimination on the

grounds of age, sex and sexual orientation disability, race, religion or belief, gender reassignment, pregnancy and maternity, marriage and civil partnership.

10. Policy Review

This policy will be reviewed in its entirety every 3 years, unless an earlier review is required due to changes in legal, regulatory or best practice requirements, or because monitoring and reporting reveals that a change in Policy is required sooner.