

Committee: Housing Management and Almshouses Sub-Committee	Date: 27/11/2018
Subject: Guest Rooms Policy	Public
Report of: Director of Community and Children's Services	For Decision
Report author: Liam Gillespie, Head of Estates	

Summary

A Guest Rooms Policy has been drafted to outline how the Housing Service will manage the guest room accommodation it provides on two of its estates in the City of London. The policy explains how income will be managed and monitored and how running costs will be accounted for.

This policy forms part of the review of housing management policies taking place in 2018/19.

Recommendation

Members are asked to:

- Approve the Guest Rooms Policy for use by the Housing Service.

Main Report

Background

1. The City's Housing Service manages guest room accommodation on its Golden Lane and Middlesex Street Estates. These rooms are available to book by residents of these estates (and, in the case of Golden Lane's guest rooms, by Barbican residents) for use by their visitors.
2. The Guest Rooms Policy explains how these facilities will be managed, with focus on how we will monitor and set the charges and how running costs will be covered.

Current Position

3. There are six guest rooms at Golden Lane and a further two at Middlesex Street Estate. The charges for these rooms are set by the Housing Service and they reflect the standard of the accommodation, as well as the cost of providing the service. Demand for the rooms varies, with those at Golden Lane being the most popular.

4. As the policy explains, the cost of running the rooms is met from the income generated. An error was identified recently in relation to the rooms at Middlesex Street, in which the cost of cleaning and utilities for the rooms was incorrectly coded. This means that a small refund is due to leaseholders on the estate; this will be calculated and refunded to them or off-set as appropriate during the next billing cycle. The policy addresses this issue and clarifies how expenditure will be accounted for.

Conclusion

5. The Guest Rooms Policy forms part of the review of housing management policies taking place in 2018/19. It explains how we will manage these facilities and how income will be handled.
6. Running costs will be set off against the income generated by the facilities. A recent coding error relating to the Middlesex Street rooms will be corrected by officers.

Appendices

- Appendix 1 – Guest Rooms Policy

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