St Luke's Housing Society Limited – Useful Information

Guest Room

Who can use the Guest Room?

We have a twin bedded guest room, with shower/WC and wash hand basin, and kettle. You can book the guest room for any relative or friend who wishes to visit you. Simply fill in your flat number on the calendar in the lobby for the dates you want to book. It is helpful if you mention your booking to the office staff, especially if it is at short notice.

Are there any restrictions?

You can book the room for a maximum of 14 nights at a time. However, if 7 days before the end of that period nobody else has made a booking, you may extend the booking if you wish to do so. This is so that everybody has the opportunity to have visitors.

If there is an urgent situation within the House (for instance a bad leak making somebody's home temporarily uninhabitable, or a tenant is ill and needs a carer to stay), priority will be given to our own tenant. Every effort will be made to assist any visitor to find suitable alternative accommodation if they are asked to leave at short notice.

What about practicalities?

- You are responsible for the behaviour of your visitor whilst they are staying at McMaster House.
- You are responsible for making up the bed(s) and for laundering the bed linen when your guests leave.
- You should ensure that the room is left undamaged and in a tidy condition.
- Keys can be collected from the office on the day (or last work day if it is before a weekend or bank holiday) before your visitor arrives, unless the room is occupied. You should check the room, and report any problems back to staff, who will do their best to resolve them before your visitor arrives. If the room is occupied immediately before your guest arrives, the key should be available by 2 p.m.
- When your guest leaves, please return the key to the office by 2 p.m. If there is a booking for the day you are leaving (or on a Friday if there is a booking over the weekend), please return the key by 10 a.m. and the bed linen by 1 p.m.
- The room will usually be cleaned/checked by staff between lettings. If there is a changeover at a weekend/bank holiday or staff are unavailable for some other reason, this service may not be available.
- If you need to adjust your guest's arrival/departure time, this will be accommodated whenever possible. Just check with staff.

Can staff or Board members use the guest room?

Yes, under the same rules as those that apply to Tenants (doing the laundry, paying the charge etc.). However, the Tenants will always take priority in the use of the guest room, and for that reason staff and Board members will not be able to book the use of the guest room until 2 days before its intended use.

What if I need the guest room in an emergency and there are no staff here?

In the case of a genuine emergency (i.e. urgent welfare issue, flat not safe to occupy, or similar) out-of-hours you should pull the orange cord, and explain to the operator that you would like a member of staff to call you as you need to use the guest room on an emergency basis. You will need to give them the best number for staff to contact you on. You will then receive a call from a staff member, who will take details, and if appropriate, issue you with the keycode for the guest room. You will also be asked to record how many guests are staying and your own flat number on the office whiteboard, for emergency evacuation purposes. You should also liaise with either then House Manager or General Manager when they are next in work.

Please note – an unplanned or unexpected visitor does not constitute an emergency. However, there is a fold up bed stored in the lounge, next to the organ, which you can use in your own flat should you have an unexpected visitor when you have not booked the guest room. It may also be a better option if you need support due to ill health.

Is there a charge?

The charge is currently £15 per night flat rate for the room. Any profit generated (after costs are taken into account) is returned to Tenants as a credit in the service charge.