



Guest Room Policy

There are two Guest Rooms available at Rockdale. These rooms are intended for a) emergency use by family and friends when a Resident is ill, and b) use by a Residents' family and friends who are visiting but may not live locally.

The Guest Rooms can be booked by contacting the Receptionist or Duty Support Coordinators who will check availability. Guest Rooms are allocated on a first-come first-served basis, and any decisions on allocation will be taken by the Receptionist and Duty Support Coordinators, with ultimate decisions (if needed) being taken by the Deputy Chief Executive Officer, Head Of Housing & Maintenance.

Visitors will be charged a daily rate to stay in the Guest Room which must be paid in advance. Charges are reviewed on an annual basis. A cancellation charge of £10 will be levied if you cancel or change your booking after 2pm on the day of arrival.

Visitors are restricted to a maximum of five nights per visit. To ensure fairness to the families of all residents Visitors must leave a six-week period between bookings. If Visitors have more than one relative at Rockdale (with relatives not co-habiting but residing in separate Rockdale flats) then separate bookings will be considered.

Guest rooms can accommodate a maximum of two guests only.

We do not allow pets in the Guest Rooms (except Guide Dogs).

Visitors can pick up the key to their Guest Room from 2.30pm on the day of their booking. If visitors are not expected to arrive at Rockdale during office hours an alternative arrangement for the key can be made. This will consist of either a) the key being given to the Resident by a Duty Support Worker, or b) the Visitor can phone our 24-hour support number on arrival at Rockdale (07522 413 834).

Keys must be returned to Reception by 10.30am on the morning of departure. We ask that keys are returned promptly to allow us time for cleaning ahead of the next booking. If Reception is closed, key wallets can be posted through our letter box.

Guest Room users are allowed to park at Rockdale during their visit. They should display the 'Guest Room Parking Permit' (included in the Guest Room key wallet) on their dashboard. Please note: this permit does not guarantee a parking space (parking at Rockdale is very limited). The 'Guest Room Parking Permit' must be replaced into the Guest Room key wallet at end of the Visitors' stay and returned to Reception, as above.

There is a strict No Smoking policy in place within the Guest Rooms and all communal areas.

Visitors should not allow unknown people access to their rooms or to Rockdale.

Visitors should leave the Guest Rooms clean and tidy. A charge may be made by Rockdale if further cleaning is necessary. If it is not possible to charge the Visitor the Resident will then be held liable for these costs.

Health and Safety information is clearly displayed in each room, including the fire procedures. Following an outbreak of Covid-19, additional measures and restrictions may be imposed at short notice and/or Guest Rooms may become unavailable.

Implementation

The Guest Room Policy exists to confirm Rockdale's position on Visitors and good practice. The Policy is governed by the Tenancy Agreement because this has greater legal standing.

Any failure of Residents to ensure Visitors comply with the Tenancy Agreement and relevant policies will result in a discussion of the policy and tenancy agreement by the Deputy Chief Executive Officer, Head of Housing & Maintenance.

The responsibility for Visitors to behave in a reasonable manner lies with the Resident and not with Rockdale staff.

All final decisions about the Guest Rooms are at the discretion of the Deputy Chief Executive Officer, Head Of Housing & Maintenance.