

# FAREHAM

## BOROUGH COUNCIL

### Report to Housing Tenancy Board

**Date**                    **20 May 2013**

**Report of:**            **Director of Community**

**Subject:**              **REVIEW OF SHELTERED GUEST ROOM CHARGE**

#### **SUMMARY**

This report reviews the current Sheltered Guest Room charge.

#### **RECOMMENDATION**

That the Board note and discuss the contents and endorse one of the options outlined in the report which will then be presented to the Council's Executive for approval.

## **INTRODUCTION**

1. At the present time the following sheltered schemes have guest rooms which can be made available for use by tenant's friends and family when they visit:
  - Assheton Court, Castle Street, Portchester;
  - Barnfield Court, Butser Walk, Fareham;
  - Crofton Court, Bells Lane, Stubbington;
  - Downing Court, Churchill Close, Titchfield Common;
  - Lincoln Close, Titchfield Common;
  - Melvin Jones House, St Marys Road, Stubbington; and
  - Trafalgar Court, Fairfield Avenue, Fareham
2. In 2012/13 the charge was £6.62 per person per night which generated a total income of approximately £2,500.
3. In previous years the charge has been increased by 5% per annum. However in response to concerns that this may be too low the Board at its meeting on 21 January 2013 agreed to increase this to £10.00 per person per night an increase of 51%.
4. Details of the increase were shared with tenants at a Sheltered Tenants Forum in March and in response a number of tenants voiced their dissatisfaction about the charge and scale of the increase.
5. In April a petition signed by 28 residents at Lincoln Close was received. The main points raised were that:
  - (a) There was little notice given of the increase;
  - (b) That the increase was very high; and
  - (c) That the room facilities are very basic
6. Sheltered Housing staff have also commented that a number of sheltered tenants across the borough are generally unhappy about the scale of the increase.

## **SHELTERED GUEST ROOM FACILITIES**

7. Each room contains one or two single beds, bed linen is provided.
8. There are no washing, toilet or cooking facilities in the room. Guests may make use of any onsite communal facilities that may be available such as shower room, kitchenette and toilet. However facilities do vary from site to site.

## **MAINTAINING GUEST ROOMS**

9. The average length of stay in a guest room is generally 2-3 days. However in some cases where a friend or relative has travelled any distance this can be for up to 2 weeks.

10. Each room is cleaned after use no matter if this is for one day or two weeks.
11. The room is cleaned and any bedding laundered by the Sheltered Scheme Cleaner, Cleaning Contractor or other member of the Sheltered Housing Team. The time taken to clean is estimated to be 1 hour.

### **SHELTERED GUEST ROOM CHARGE OPTIONS**

12. In reviewing the charge there are a number of different options that the Board could consider, these include;
  - (a) Take no further action - Keeping charges the same as approved in January 2013;
  - (b) Remove Charge completely - Making this a Free Service;
  - (c) Reduce the charge to £6.95 per person per night (An increase of 5% on the charge made in 2012/13); or
  - (d) Reduce the charge to £6.95 for one person per night and £10.00 per night for a couple
13. The Board is asked to comment on the above options and propose one of these which can be put forward to the Council's Executive.

### **RISK ASSESSMENT**

14. There are no significant risk considerations in relation to this report

### **CONCLUSION**

15. This report has provided the Board with feedback from sheltered tenants in response to the increase in charge for the use of Sheltered Guest Rooms.
16. The report has also provided the Board with a number of options in reviewing the charge.

**Background Papers:** None

**Reference Papers:** Report to Housing Tenancy Board 21 January 2013

### **Enquiries:**

For further information on this report please contact Jon Shore. (Ext 4540)