



VISITORS AND GUEST ROOM POLICY

Originator:	Regulatory Compliance Team
Approval date:	June 2025
Review date:	June 2028

1	Introduction
1.1	The policy has been developed to clearly outline Pine Court Housing Association (PCHA) procedures covering visitors and the use of the guest rooms within Retirement Living Schemes.
1.2	PCHA recognises the importance of customers being able to have a visitor or visitors to their home. However, PCHA also has a responsibility to ensure that customers comply with their tenancy and that any actions of their visitors, which breach their tenancy are dealt with as described in the individual tenancies and related policies.
1.3	<p>The application of this policy ensures compliance with the outcomes of the Regulatory Framework for Social Housing in England, adopted by the Regulator for Social Housing (RSH), as outlined below:</p> <ul style="list-style-type: none"> In relation to the housing and landlord services they provide, registered providers must take action to deliver fair and equitable outcomes for tenants and, where relevant, prospective tenants
1.4	Access and Communication
1.4.1	PCHA is committed to ensuring that our services are accessible to everyone. PCHA will seek alternative methods of access and service delivery where barriers, perceived or real may exist, that may make it difficult for people to work for us or use our services.
1.4.2	Working with our customers we have established a Vulnerable Persons and Reasonable Adjustments Policy to ensure we make best use of every customer interaction to meet customers' needs in our service delivery and ensure this information is kept up to date.
1.5	Equality, Diversity and Human Rights
1.5.1	PCHA is committed to fairness and equality for all customers, colleagues, and stakeholders.

1.5.2	PCHA's approach to Equality, Diversity, and Inclusion (EDI) goes beyond legal or statutory obligations, however, PCHA will meet or exceed its legal requirements as outlined in the Equality Act 2010 and the Human Rights Act 1998. This policy also demonstrates how PCHA will meet the requirements of Public Sector Equality Duties, which it has chosen to adopt and implement as a matter of good practice rather than as a legal obligation.
1.5.3	PCHA is fully committed to eliminating unfair and unlawful discrimination. Hate Crime, Harassment, and Bullying will also not be tolerated, and take proactive steps to prevent such behaviours.
1.5.4	<p>It is unlawful to discriminate directly or indirectly based on the following protected characteristics:</p> <ul style="list-style-type: none"> • Disability • Gender • Gender identity, or gender reassignment status • Race, racial group, ethnic or national origin, or nationality • Religion or belief • Sexual orientation • Age • Marriage or civil partnership status • Pregnancy or maternity
1.5.5	PCHA are also committed to ensuring that individuals are not treated less favourably due to their social, economic, or cultural backgrounds, as well as specific medical conditions as defined in the Equality Act.
1.5.6	PCHA regularly review policies and practices to ensure they reflect its commitment to equality and diversity.
1.6	<p>This Policy should be read in conjunction with the following:</p> <ul style="list-style-type: none"> • PCHA Tenancy Transfer, Succession and Mutual Exchange Policy • PCHA Starter Tenancy Policy • PCHA Rent Setting Policy • Sub-Regional Choice Based Letting Policy
2	Statement of intent
2.1	PCHA will comply with all relevant legislation, regulation and contractual obligations in determining and confirming the right of customers to have visitors to their home, and where applicable, to the communal areas of their home.
2.2	PCHA will take all reasonable and practical steps to ensure customers are able to invite visitors to their home and to the communal areas of schemes, where applicable.
2.3	PCHA will maintain confidentiality in all information relating to individuals and their visitors and will only share information according to:

	<ul style="list-style-type: none"> Any joint working or information sharing protocols developed as part of effective assessment and service provided When information comes to light that indicates the safety of individuals or communities may be at risk In line with existing PCHA Safeguarding Policies and relevant Data Protection legislation
2.4	PCHA will respect the rights of individuals to make their own decisions and will factor in this approach of empowerment and creation of independence. This is particularly important in allowing people to choose their own friends and visitors.
2.5	In all situations there will be an assumption of capacity unless circumstances or information indicate otherwise (defined by the Mental Capacity Act 2005 as being <i>unable to make a decision for him / herself</i> because of an impairment of or a functioning of the mind or brain when professional advice will be sought and an advocate used as appropriate).
2.6	In such instances any visitors believed to be placing the customer or others at risk will be discussed with the individual or relevant agencies in line with the agreed Housing Action Plan, safety plan or safeguarding and risk assessment approach.
3	Policy
3.1	Any customer may invite a visitor or visitors to their home. The actions of visitors and responsibility of customers for their visitors is as described in individual tenancies and related policies.
3.2	In Retirement Housing Schemes, where there is communal space, visitors are welcome to sit with customers in the communal space and have refreshments. Visitors may be involved in events as appropriate with the general agreement to this principle by the majority of customers in the scheme.
3.3	The relatives or friends of staff members should not visit the scheme and are therefore not covered by this policy.
3.4	Visitors must adhere to the expectations of the customer's tenancy agreement by behaving courteously, legally and with consideration and respect for others. It is the PCHA customer's responsibility to make sure that their visitors behave appropriately. Any concerns over the behaviour of visitors should be discussed with the Senior Housing Officer (SHO) in the first instance.
3.5	Visitors are welcome to stay over occasionally although, customers cannot allow anyone to move into their property without seeking the consent of the organisation. If customers wish visitors to become permanent members of their household, this must be discussed first with the SHO.
3.6	Visitors causing disturbance, upset or carrying out acts of anti-social behaviour, harassment, hate crimes, violence or any other illegal activity in or around PCHA property or in the local area may be subject to action by PCHA to prohibit such activities. Customers may be subject to legal action if their visitors cause nuisance or disturbance to others or act in any way that breaches the tenancy agreement or our policies relating to anti-social or other unacceptable behaviour.

3.7	In Retirement Housing Schemes, customers may book the guest room for a small fee to allow visitors to stay for a few days. A stay of more than one week should be discussed first with the SHO.
3.8	In cases of illness or where relatives may have travelled significant distances for a visit, a longer stay may be granted (in which case this should be discussed at booking with the SHO), this would usually be agreed unless a prior booking exists. Decisions on the length of stay permitted in guest rooms will be taken on a case-by-case basis and will be at the SHO's discretion.
3.9	Professional visitors (e.g. carers) are expected to behave with the same level of courtesy as other invited visitors.
3.10	Children visiting must be subject to supervision at all times in the communal areas of Retirement Housing Schemes and in any communal space such as gardens, corridors, lifts in all properties. At no point will PCHA staff be responsible for visiting children. PCHA staff will not bring their own children to schemes. Children (those aged 18 or under) may not occupy the guest rooms in Retirement Housing Schemes unless accompanied by an adult.
3.11	People visiting with the intention of selling anything (clothes, safety devices, kitchenware etc.) or canvassers for political or other groups should only be admitted by prior appointment and only to see customers who have requested/agreed to such a visit.
3.12	Visitors organised by PCHA such as those training customers, leading group activities in communal space etc. are also expected to observe professional standards of behaviour and may not bring children or other individuals not connected with the service being delivered to the scheme.
3.13	Confidential information about customers must only be shared with visitors in line with PCHA's policies.
3.14	Risk assessments (including those completed under Multi Agency Public Protection Arrangements - MAPPA protocols) will be undertaken if a Schedule 1 person (anyone convicted of an offence listed in schedule 1 of the Children and Young Persons Act 1993) or other serious offender is rehoused to ensure visitors do not place other customers, their visitors, staff, or communities at risk.
3.15	Agency staff, who may not be known to all customers, will be provided with access to buildings and PCHA identification to ensure they are not seen as visitors and do not have to trouble customers for access.
3.16	Information relating to access for visitors when the Housing Assistant is offsite at Retirement Housing Scheme will be shared as appropriate with Forest Care and any particular instructions relating to this will be identified in the housing action plan e.g. individuals who are not welcome who may try to get access via the access panel at scheme entrances.
3.17	There is a strict No Smoking Policy in place within the guest room.
3.18	The charge of £15.00 per night; has been set following a local benchmarking exercise. Any monies realised from the use of the room will be ring fenced into a budget for renewal and replacement of the guest room equipment. The charge will be reviewed on an annual basis.

4	Implementation
4.1	The Visitors and Guest Room Policy exists to confirm PCHA's position on visitors for good practice. The policy is governed by the tenancy agreement as this has greater legal standing.
4.2	This Policy and its contents will be made available to customers and their visitors in a range of ways such as through display on notice boards and internet.
4.3	Any failure of customers to ensure visitors comply with the tenancy agreement and relevant policies will result in a discussion of the policy and tenancy agreement by the Housing Assistants in the first instance and then, if necessary, by SHO. If appropriate, the assistance of the Community Safety Team will be sought. The responsibility for visitors to behave in a reasonable manner lies with the customers and not with PCHA staff.
4.4	Although customers in Retirement Housing Scheme may give keys to their own front door to visitors, we will only provide additional fobs in certain circumstances. The fobs must be purchased; we must be advised who will hold them and the reason for which they are being provided must be in response to the customer's needs. For example, a need for urgent access in response to medical needs by a family member would not usually be deemed reasonable. Providing additional fobs must not significantly increase risk to other service users who may share the communal entrance and areas.
4.5	Customers will regularly be reminded that they and their visitors should not allow access to unknown people (particularly in schemes with communal areas were giving access to strangers/those who claim to be other people's visitors risks the safety of all who live within the scheme).
4.6	Housing Assistants will arrange the booking, collect, record and bank any related monies as per PCHA's policy. Housing Assistants are responsible for reporting repairs, changing the bedding and preparing the room for use by guests. The cleaners (contracted by PCHA) will clean the room ready for use.
4.7	Payment will be taken at the point of the visitors arriving with a receipt issued by the Housing Assistants.
4.8	The Housing Assistants will ensure that all health and safety information is clearly displayed, in particular fire procedures.
4.9	The guest room will be allocated on a first come first served basis, any decisions of allocation will be taken by the Housing Assistants+.
4.10	Bookings may not normally be made more than three months in advance, unless there are extenuating circumstances.
4.11	The Housing Assistants has the right to refuse a booking; these circumstances must be reported to the SHO at the earliest opportunity.
4.12	It is the responsibility of the Operational Director for PCHA in conjunction with the SHO to ensure this policy and any supporting procedures are effectively implemented.

5	Performance			
5.1	There is currently no performance measure linked directly to visitors. Any complaints or reports of anti-social behaviour by visitors will be recorded through usual channels and relevant performance monitored accordingly.			
6	Consultation			
6.1	All PCHA staff and the Customer Empowerment Panel have been consulted in the development of this Policy.			
7	Review			
7.1	The policy will be reviewed every three years from the date of the Operation Director’s (PCHA) Approval or more quickly in response to changes in legislation/ system audits that impact on PCHA’s provisions of independent living services.			
8	Equality Impact Assessment			
8.1	Was a full Equality Impact Assessment (EIA) required?	No		
8.2	When was EIA conducted and by who?	The Policy and Strategy Administrator and Strategic Regulatory Compliance Manager in March 2025.		
8.3	Results of EIA	The EIA did not reveal any differential impact on any of the protected characteristics.		
9	Scheme of delegation			
9.1	Responsible committee for approving and monitoring implementation of the Policy and any amendments to it	PCHA DMT		
9.2	Responsible officer for formulating Policy and reporting to committee on its effective implementation	Operations Director-PCHA		
9.3	Responsible officer for formulating, reviewing and monitoring implementation of procedures	Operations Director-PCHA		
10	Amendment log			
Date of revision:		Reason for revision:	Consultation record:	Record of amendments:
26 February 2019		Not applicable	See Section 6	<ul style="list-style-type: none">Fees for booking a visitors’ guest room in PCHA Retirement Housing Schemes have been increased

			<p>from £10.00 to £15.00</p> <ul style="list-style-type: none"> • The term 'tenant' has been changed to 'customer' throughout the Policy • The whole Policy has been amended in line with current PCHA business practices
12 th April 2022	Not applicable	See Section 6	There are no significant changes to the Policy in this review.
17 th June 2025	In Line with the Review Schedule	See Section 6	<ul style="list-style-type: none"> • EIA information updated in Section 8 • Equality, Diversity and Human Rights statement updated • Team names updated throughout