



**Joint Policy for Cumbria Partnership Foundation Trust & North Cumbria  
University Hospital NHS Trust**

**Policy Title: Accommodation Policy (Joint)**

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<b>Accountable Director</b>	Director of Finance and Strategy
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## Policy On A Page

### **SUMMARY & AIM**

North Cumbria University Hospitals NHS Trust, and Cumbria Partnership Foundation Trust (The Trusts) are responsible for providing accommodation to doctors in training, students and locum staff who require accommodation

The aim of the Accommodation Policy is to provide clarity in respect of the accommodation services provided by the Trust and to identify the key roles and responsibilities of staff involved in this process and provide transparency in the methods used for allocating accommodation.

### **KEY REQUIREMENTS**

The Trust must meet the legislative and regulatory requirements set by the Department of Health (DOH), Hospital Accommodation Charter and (BMA) British Medical Association

The following information is included within this policy:-

- Room allocation process
- Accommodation charges and debt recovery information
- Responsibilities of staff and residents
- Fire safety
- Complaints process

### **TARGET AUDIENCE:**

Facilities Management  
Residents using staff accommodation  
Medical Staffing Manager

### **TRAINING:**

There is no mandatory training associated with this policy.  
Information will be provided to residents via the accommodation handbook.

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## 1. INTRODUCTION

The NHS has had a legal obligation to comply with the provisions and requirements of national housing law and regulations, and is required to meet the British Medical Association and Department of Health and Social Care standards. This is to ensure that the residents working and living environment is enhanced by acceptable standards of comfort and security.

The Trust is committed to providing good, quality, clean, safe and secure accommodation for staff to assist the Trust in recruiting and retaining employees.

## 2. PURPOSE

The aim of this policy is to;

- Determine duties and responsibilities of staff and residents
- Ensure a clean, comfortable and safe accommodation environment
- Ensure fair and concise method of room booking and allocation
- Determine the financial expectations for residents, and the duties of the Trust staff in obtaining the funds from residents.
- Support the Trust in meeting regulatory requirements such as BMA and DOH standards.

## 3. POLICY DETAILS

The following sections outline the requirements of this policy

### 3.1 Room Allocation

The demand for residential accommodation is variable and is requested by many staff employed within the Trust. The Trust cannot guarantee to meet the demand at all times. It is therefore imperative that requests for residential accommodation are prioritised.

1) Priority group one are: Doctors in training, placed with North Cumbria University Hospitals (West Cumberland and Carlisle Hospital sites) and in ascending order:-

- Foundation 1 will be provided with accommodation to be charged at the agreed rate as detailed in the “Services Provided at each site” document. EFM-QMS-F709 – appendices
- Foundation Year 2, and Specialist Trainees 1,2 and 3 are not compulsory residents. Where possible the Trust will provide residential accommodation for these staff. Charges will be applied at the agreed rate.
- Undergraduate medical students – fixed short term tenure.
- Any staff recruited from overseas.
- Locum or agency appointments (can stay in any accommodation). Short-term Locums shall be provided accommodation whilst on assignment with the Trust. Locums must vacate their accommodation in agreement with the

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Accommodation Manager. Where a Locum Doctor requires accommodation, full rent will be charged.

2) Priority group two are:

Care Groups and Departments with recruitment difficulties. (Tenure is usually for a maximum of three months but will be reviewed by the appropriate manager on a monthly basis). However, accommodation for this priority group will be dependent on availability and is no means guaranteed.

- Staff newly appointed who require temporary accommodation whilst a move into the area is completed.
- Staff attending interviews will be accommodated when possible and payment will be made by the individual.
- Accommodation for staff attending courses may be provided subject to availability.
- When possible guest rooms will be provided for family and friends of tenants and the appropriate daily rate charged.
- On Call Staff in extreme weather conditions.

Others/Non students are allocated a room on availability and originally for a maximum 6 week period, (some may be on a longer placement) which is reviewed thereafter depending on the individuals' circumstances and room availability at the time.

Medical staff are allocated a room, based on availability and is usually pre-booked in conjunction with medical placement dates and employment contracts.

On allocation of a room. It is expected that the tenant will occupy the room for the entire duration of their stay. Room changes/moves are strictly prohibited unless arranged by Facilities Management for the purpose of maintenance. Only in extreme circumstances and on written request, would a residents' case be considered by the Head of Facilities.

### **3.2 Accommodation Charges**

Accommodation charge for single accommodation can either be fully inclusive of utilities, cleaning charges and council tax, or for accommodation only.

There will be an annual review of all charges to reflect inflation and residents will be notified in writing 1 month prior to any changes being implemented.

All accommodation will be subject to a deposit. This will be returned at the end of the tenure provided the accommodation is vacated in a satisfactory condition.

### **3.3 Debt Recovery**

Where a long-term debt emerges, the Trust will utilize the services of a debt collection agency.

### **3.4 Council Tax**

All students including nurse students are exempt from having to pay council tax.

In these circumstances, a person qualifies as a student if they are on a full time course of education.

- Lasting at least one academic year
- Lasting for at least 24 weeks per year and involves at least 21 hours study per week during term time

### **3.5 Television License**

If a television is used within the tenant's private room, he/she is responsible for arranging the television license.

### **3.6 Fixtures, Fittings and Soft Furnishings**

All fixtures, fittings and soft furnishings belonging to the Trust must be looked after and respected throughout the period of occupancy. It is in the best interest of a tenant to observe that any damage caused in a bedroom must be reported immediately to the Domestic Supervisor/accommodation officer/accommodation manager, so that replacement or repair costs may be charged to the resident allocated to that room. If damage occurs in any communal area of the residence and no individual admits responsibility, the Trust will either split the costs incurred between the rooms within the flat or ultimately across tenants currently in residence at that time.

### **3.7 Maintenance**

The Accommodation Manager/Officer is responsible for reporting all maintenance issues and ensuring they are achieved within an acceptable timescale.

All communal areas, bathrooms, toilets and kitchens will be serviced on a daily basis Monday to Friday.

Programmed redecoration and minor works within the premises may require entry by Estates staff into occupied study rooms, however all endeavors would be made to ensure that maintenance work is carried out in unoccupied areas. If at times this is unavoidable, depending on room occupancy, the nature of the work involved and in agreement with the Accommodation Manager/Officer, notice would be given to all residents stating the nature, approximate commencement and completion date of the work required within the residence. Individual requests from residents directly to the Estates Department will not be processed.

### **3.8 Cleanliness**

#### **Tenants Responsibility**

It is the responsibility of the residents to ensure their accommodation is kept in a clean and tidy condition. If the cleanliness is not satisfactory on arrival, this must be reported immediately to the Accommodation Officer.

### **Facilities Department Responsibility**

The Accommodation Officer is responsible for the day to day housekeeping service provided within all residential accommodation.

### **Inspections**

An observational check of the unoccupied residential houses/flats/rooms will be completed by the Accommodation Officer on a monthly basis. All occupied bedrooms and residential houses/flats will on a 6 monthly basis or following a tenant permanently vacating their accommodation. If the cleanliness of the vacated room is deemed unacceptable, the tenants' deposit will not be refunded and other charges may be payable by the tenant for any additional cleaning/maintenance services that may be required.

## **3.9 Fire Safety**

It is the responsibility of all residents to ensure that they familiarize themselves with the fire safety code and evacuation procedure provided in each room. Electrical equipment in study rooms is permitted but is strictly the responsibility of the occupant and must be regularly maintained in respect of and for the safety of other residents. Smoking and lighting candles or a joss stick is not permitted throughout any Trust owned residential accommodation. Failure to comply with this procedure may lead to the termination of the residents' tenancy contract.

## **3.10 Security**

It is the responsibility of residents to ensure that the utmost care is taken and priority given to ensuring the security and safety of the building at all times. The main door must always be locked, windows closed when rooms unoccupied and keys kept in a safe place and used discreetly. A charge shall be made for the cost of replacing lost keys. Keys must not be duplicated for friends, visitors or any other unauthorized personnel

## **3.11 Visitors/Guests**

No overnight guests are permitted in any part of the residence unless a bedroom has been previously booked for their stay. Rooms must be requested in writing to the Accommodation Officer prior to the guests' stay and rooms will be allocated on availability. Failure to comply with this procedure may lead to the termination of the residents' tenancy contract.

## **3.12 Pets**

No animal may be kept in the accommodation, with the exception of Guide Dogs.

### **3.13 Noise**

Occupants are requested not to make or allow any loud noise between the hours of 23.00 and 08.00. In addition to this, music should not be audible outside bedrooms **at any time**, due to other occupants shift patterns. Occupants are requested to use headphones when listening to music late at night to avoid disturbing other residents and neighbours.

### **3.14 Parties**

Parties are not permitted in accommodation for reasons of safety and disturbance of other residents.

### **3.15 Complaints Procedure**

Residents should inform the Accommodation Officer in writing if standards have not been met. The matter will then be investigated and a response given within 7 working days.

If a resident feels that after a written complaint they are still not satisfied, then they should follow the Trust Complaints Procedure.

### **3.16 Vacating the Residence**

Residents are to vacate their accommodation on the date agreed with the Accommodation Officer.

The room must be clean and the keys returned to the Accommodation Officer before the resident vacates the premises.

The Accommodation Officer will inspect the room with the resident present if possible and if it has been left in a satisfactory condition, then their deposit will be returned.

## **4. TRAINING AND SUPPORT**

There is no mandatory training associated with this policy. Residents will be made aware of the policy prior to booking accommodation and information will be provided via the Accommodation Handbook.

## **5. PROCESS FOR MONITORING COMPLIANCE**

The process for monitoring compliance with the effectiveness of this policy is as follows:

Aspect being monitored	Monitoring Methodology	Reporting		
		Presented by	Committee	Frequency
Residents are issued with a short hold tenancy contract on first day of arrival	Tenancy Contract Records Inspection	Accommodation Manager	N/A	6 - monthly
Rental charges are kept in line with inflation	Rent Review	Accommodation Officer	Accommodation Manager	Annually
Active communications between Tenant and Landlord are maintained	Monitoring of Communications file held on S:drive/Accom office	Accommodation Manager	N/A	Ongoing
Cleanliness and General Maintenance of Accommodation	Scheduled room inspection followed by written findings report	Accommodation Officer	Accommodation Manager	Quarterly

Wherever the above monitoring has identified deficiencies, the following must be in place:

- Action plan
- Progress of action plan monitored by the Estates and Facilities Advisory Committee minutes
- Risks will be considered for inclusion in the appropriate risk registers

## 6. REFERENCES:

Hospital Accommodation Charter (BMA)  
Housing Act (1988)  
Landlord and Tenant Act (1985)

## 7. ASSOCIATED DOCUMENTATION:

Trust Cleaning Manual and Cleaning Service Policy  
Security Policy  
Fire Safety Policy (Joint)

## 8. DUTIES (ROLES & RESPONSIBILITIES):

### 8.1 Chief Executive / Trust Board Responsibilities:

The Chief Executive and Trust Board jointly have overall responsibility for the strategic and operational management of the Trust, including ensuring that Trust policies comply with all legal, statutory and good practice requirements.

## **8.2 Executive Director Responsibilities: Director of Finance and Strategy**

All policies have a designated Executive Director and it is their responsibility to be involved in the development and sign off of the policies, this should ensure that Trust policies meet statutory legislation and guidance where appropriate. They must ensure the policies are kept up to date by the relevant author and approved at the appropriate committee.

## **8.3 Accommodation Manager**

He/she will set the strategic plan for residential accommodation and liaise with Directors for determining their Directorate's needs.

He/she will set the long term financial plan for accommodation.

He/she will implement, control, monitor and review this policy.

He/she will be responsible for the operational and strategic maintenance and development of the service.

He/she will analyse the full cost of providing residential staff accommodation with due reference to income and expenditure.

## **8.4 Accommodation Officer**

Will allocate and manage the accommodation on a day to day basis, liaising as appropriate with the private partners and other managers and staff within the Trust.

He/she must ensure residents are provided with a comfortable and secure living environment, by auditing the accommodation property on a quarterly basis.

He/she is responsible for the day to day housekeeping operation of residential accommodation.

He/she will allocate accommodation to relevant and suitable applicants and frequently review allocated accommodation with due reference to current requirements and revised conditions of occupancy and charges.

He/she will issue accommodation occupancy notifications, and short term tenancy agreements.

He/she will monitor and maintain all records relevant to residents and staff.

He/she will administrate accommodation charges and liaise directly with finance to resolve any payment issues.

He/she will carry out a visual check to each room prior to any new tenants.

He/she is responsible for all stock of equipment for kitchen areas, ensuring any missing or damaged items are replaced prior to the next tenant moving in.

He/she is responsible for reporting Estates maintenance issues, and ensuring that they are achieved within the agreed timescale, reporting to the Facilities Coordinator/manager where these are not achieved.

He/she is the central and initial point of contact for the processing of departmental or personal requests for accommodation.

He/she will provide any written correspondence required for tenants, i.e. notice for maintenance or fire drills etc.

He/she will work in conjunction with the Fire Safety Officer; ensure compliance of the fire safety measures and procedures. And the Fire Safety Management File (red folder) is up to date and accurate.

He/she must provide tenants with all fire, health and safety, and security information on their arrival.

### **8.5 Medical Staffing Manager**

Will ensure that all medical staff, dental staff, students, including locums, are aware of the content of this procedure.

### **8.6 All Managers**

Those responsible for appointing staff must be familiar with the Accommodation Policy.

### **8.7 Residents**

All residents will familiarise themselves with the Trust Accommodation Policy and adhere to it at all times.

Tenants/Residents are to respect the accommodation and its furnishings/equipment, and to comply with all relevant Trust and private partners' policies and procedures at all times.

Tenants will be required to adhere to all terms of the contract agreement and need to vacate the property at the appropriate times. Written agreement to extend the tenancy/contract must be obtained from the Accommodation Officer.

Any damage incurred will be charged to the resident.

### **8.8 Domestic Assistant**

Following a tenant vacating the room, he/she must clean the room ready for the next tenant.

He/she is responsible for reporting any damage, maintenance issues, or missing items to the Accommodation Officer.

### **8.9 Main Reception Staff**

Following instruction from the Accommodation Officer, reception staff will issue accommodation keys to new residents arriving outside the normal working hours of the Accommodation Officer.

Reception staff are also responsible for the issue of spare or emergency keys in the event of accidents, emergencies or a resident losing their own keys outside the normal working hours of the Accommodation Officer.

### **8.10 Finance Department**

Provide support to the Accommodation Manager/Officer to enable them to process and manage all financial aspects of the staff accommodation.

#### **8.11 Estates Department**

Ensure any reported maintenance issues are resolved within an agreed timescale.

### **8.11 Tenants**

He/she must ensure all relevant paperwork is completed fully and accurately, and provided to the Accommodation Officer prior to their stay.

He/she is required to keep their accommodation clean during their stay.

He/she is responsible for reporting any damages or maintenance issues directly to the Accommodation Officer.

If a television is used within the tenant's private room, he/she is responsible for arranging the television licence.

He/she must familiarise themselves with the Fire Safety Code and Evacuation procedure provided within their accommodation.

He/she must ensure that care is taken to ensure the security and safety of the building at all times.

He/she is responsible for ensuring keys are returned to the Accommodation Officer on the day of departure.

### **8.12 Approving Committee Responsibilities: Estates and Facilities Advisory Committee**

The Chair of the approving committee will ensure the policy approval is documented in the final section of the Checklist for Policy Changes. The committee will agree the approval of the final draft of the policy.

## 9. ABBREVIATIONS / DEFINITION OF TERMS USED

<b>ABBREVIATION</b>	<b>DEFINITION</b>
BMA	British Medical Association
DOH	Department of Health and Social Care

<b>TERM USED</b>	<b>DEFINITION</b>
Trusts	Cumbria Partnership NHS Foundation Trust and North Cumbria University Hospitals Trust

**DOCUMENT CONTROL**

<b>Equality Impact Assessment Date</b>	20/08/18
<b>Sub-Committee &amp; Approval Date</b>	Estates & Facilities Advisory Committee 22/08/18

**History of previous published versions of this document:**

Trust	Version	Ratified Date	Review Date	Date Published	Disposal Date
Joint	1.0	22/08/2018	Aug 2021	Aug 2018	
CPFT	POL/002/033	Oct 2015	Oct 2017	Oct 2015	
NCUH	2.0	Jan 2014	Feb 2017	Feb 2014	

**Statement of changes made from previous version**

Version	Date	Section & Description of change
0.1	August 18	CPFT and NCUH policy content merged onto joint document
0.2	August 18	Document re-formatted and content updated
0.3	August 18	Changed 'Department of Health' to 'Department of Health and Social Care'
1.1	Sept 18	Change to Policy Reference number to align with joint policy protocol

**List of Stakeholders who have reviewed the document**

Name	Job Title	Date
Karen Edwards	Head of Facilities	August 2018
Laura McGregor	Facilities Manager – Admin and Contracts	August 2018
Estates and Facilities Senior Management Group	Chair – Stephen Prince	August 2018
Estates and Facilities Advisory Group	Chair – Michael Smillie	August 2018
Facilities Senior Management Group	Chair – Karen Edwards	August 2018
Linda Wills	Accommodation Manager – CPFT and NCUH	August 2018
Lisa Hodgson	Accommodation Officer - WCH	August 2018