

APPLICANT DETAILS:	NAME	Khwaja Akbar Mir
	AGENT	Kamran Akbar Per CGHG Cameron Guest House Group
	LODGING AGENT	Khwaja Akbar Mir
PREMISES ADDRESS		26 Pilrig Street Edinburgh EH6 5AJ
CONDITIONS APPLIED FOR		12 OCCUPANTS
24 HOUR CONTACT NUMBER		SATISFACTORY
NOTICE OF APPLICATION		SATISFACTORY
OBJECTIONS RECEIVED		Katie & Neil Wight Jock & Charlotte Encombe Alison & Andrew Kinghorn Marc Pimbert
DETERMINATION DATE		12 July 2013
RENEWAL DATE		31 July 2013

NOTES: Continued from 14 December 2012. Applicant has requested the capacity to be reduced from 16 occupants to 12 and 10 bedrooms.

Licensing Sub-Committee of the Regulatory Committee

10am, Friday, 8 March 2013

House in Multiple Occupation Licence – 26 Pilrig Street, Edinburgh

Item number

Report number

Wards

12 – Leith Walk

Links

Coalition pledges

[P8](#)

Council outcomes

[CO10](#) and [CO21](#)

Single Outcome Agreement

[SO4](#)

Cathy King

Head of Housing & Regeneration

Contact: Alistair Somerville, Private Rented Services Manager

E-mail: alistair.somerville@edinburgh.gov.uk | Tel: 0131 469 5787

Executive summary

Houses in Multiple Occupation Licence – 26 Pilrig Street, Edinburgh

Summary

At the Licensing Sub-Committee of the Regulatory Committee on 14 December 2012 the Committee continued consideration of a House in Multiple Occupation (HMO) licence application for Khawja Akbar Mir's property at 26 Pilrig Street, Edinburgh to allow further reports and investigations to be conducted. Committee instructed the following matters to be investigated and reported on:

- A report by the Director of Services for Communities (SfC) on the tenancy management at the property.
- Details of the inspection and staff training regimes to be provided and circulated to the Sub-Committee.
- The fabric of the property to be inspected in particular the rear steps and chimney referred to in the objector's letters.
- The Director of SfC to undertake monitoring.

This report details the out come of these investigations.

Recommendations

That Committee, in considering the suitability of the applicant and the suitability of the property in determining whether to grant an HMO licence for the property, note that:

- 1) Tenancy management at the property is considered acceptable.
- 2) Appropriate training is provided.
- 3) The fabric of the building is safe and repairs are underway, and that there have been no further incidents at the property.
- 4) Monitoring work has established that there have been no further incidents at the property.

Measures of success

Not applicable.

Financial impact

Not applicable.

Equalities impact

An Equality & Human Rights Impact Assessment, applicable to the content of this report and associated legislation, was carried out prior to the enactment of the Private Rented Housing (Scotland) Act 2011.

<http://www.scotland.gov.uk/Topics/People/Equality/18507/EQIASearch/PrivRentedHsg>

Sustainability impact

Not applicable.

Consultation and engagement

Not applicable.

Background reading / external references

Appendix 1 – Details of training provided by the applicant.

Appendix 2 – Survey Report for 26 Pilrig Street.

Houses in Multiple Occupation Licence – 26 Pilrig Street, Edinburgh

1. Background

At the Licensing Sub-Committee of the Regulatory Committee on 14 December 2012 the Committee continued consideration of an HMO licence application for Khawja Akbar Mir's property at 26 Pilrig Street, Edinburgh to allow further investigations and reports to be brought before Committee. The minute of that Committee details these as:

- A report by the Director of SfC on the tenancy management at the property.
- Details of the inspection and staff training regimes to be provided and circulated to the Sub-Committee.
- The fabric of the property to be inspected in particular the rear steps and chimney referred to in the objector's letters.
- The Director of SfC to undertake monitoring.

This report details the outcome of these investigations.

2. Main report

- 2.1 The applicant, Khawja Akbar Mir, has held an HMO licence for his property at 26 Pilrig Street, Edinburgh since October 2011.
- 2.2 The applicant applied to renew his HMO licence in July 2012 whereupon it attracted a number of representations from members of the public who wished to object to the grant of the licence.
- 2.3 These representations were considered at the Licensing Sub-Committee on 14 December 2012 and concerned:
 - An incident where a needle had been found in a neighbour's garden and how the applicant dealt with that incident.
 - The state of repair of the property and concern that the chimney stack was unsafe.
 - The lack of training and inadequate training of staff.

- 2.4 In considering these representations, the Committee directed further enquires be made with regard to the tenancy management at the property, details of the staff training regime used by the applicant to be provided, the fabric of the building to be inspected, and monitoring of the property.

Tenancy Management

- 2.5 The property at 26 Pilrig Street, Edinburgh is operated as a Bed and Breakfast which houses people on behalf of the Council. The Council uses the property to discharge its obligations under homelessness legislation while it finds more suitable long term accommodation for those people that have presented themselves as homeless.
- 2.6 A condition is placed on the applicant that the Council has exclusive use of the property for housing homeless people to provide for the protection of vulnerable residents.
- 2.7 As the property operates as a 'Bed and Breakfast' tenancy legislation does not apply. However all HMO licences include tenancy management conditions which apply to all types of tenure.
- 2.8 The applicant does meet these HMO conditions, which require all residents to be issued information about their stay. In this type of accommodation, these take the form of "House Rules" and that all residents have lockable rooms to ensure privacy.
- 2.9 In addition to the HMO conditions, the Hostels and Temporary Accommodation Service (H&TAS) requires the property to be staffed 24 hours a day, 7 days a week to provide property management functions. This includes operating a curfew system that requires residents to return to the property before 11pm. The aim of this is to proactively manage disturbance at a late hour which helps the property co-exist with the local community.
- 2.10 H&TAS visit the property every week to provide support to the residents and help them find suitable long term accommodation. During these visits tenants will be asked about their stay, and any concerns about the management of the property are addressed. No such concerns have been raised.
- 2.11 H&TAS conduct a management standard inspection on a bimonthly basis to ensure compliance with the management standards required of the applicant. The last management visit was on 6 February 2013. These inspections have confirmed no breaches of these management standards.
- 2.12 In addition H&TAS conduct unannounced night visits between 22.00 and 00.00 to ensure that property is correctly staffed and complies with management standards. The property has had two such night visits in the last year, with the last night visit being conducted on 12 February 2013. These visits have confirmed no breaches of these management standards.

- 2.13 It is an H&TAS policy that the applicant will address concerns about substance abuse. There is a zero tolerance policy on alcohol, drugs or other substances being used in the property. The applicant is required to check for drug paraphernalia when cleaning the room and changing sheets. However the extent to which checks can be undertaken is limited and consideration must be given to personal privacy. If such paraphernalia is found, the resident should be booked out. There is evidence that this requirement is being actively enforced.
- 2.14 There has been one incident where a needle was found in a neighbour's garden in July 2012. The neighbour contacted the management of the property who offered to remove the needle. This was rejected by the neighbour who requested that H&TAS attend to remove it.
- 2.15 H&TAS subsequently investigated the incident and whilst accepting that the management action relating to incident confirmed to their requirements they were dissatisfied with the way that this day-to-day manager communicated with neighbours.
- 2.16 This resulted in a change of the day-to-day manager on 20 August 2012.
- 2.17 Private Rented Service (PRS) and H&TAS therefore have no current concerns about the management standards at the property or concerns in relation to this applicant.

Staff Training

- 2.18 The applicant's general manager has provided the following documents detailing the staff training that is undertaken (see appendix 1):
- Induction / Refresher Training Checklist.
 - Staff Training Log.
 - Staff Training Time Line.
 - Organisation chart showing lines of responsibilities.
- 2.19 The applicant's staff are only required by the Council to provide property management functions and the Council is satisfied that appropriate training has been provided to staff.

Property Inspection

- 2.20 A Building Standards Surveyor from the Council's Public Safety Service conducted a survey of the exterior of the property on 30 January 2013, with particular attention directed to the rear steps and mutual chimney stacks.
- 2.21 A copy of the surveyor's report has been included as appendix 2 of this report.

2.22 The report notes that repair and cosmetic works were being undertaken at the time of survey. The completed works were of a good standard and all defective items were discussed with the property owner who confirmed they would be attended to shortly.

2.23 The building surveyor report confirms the applicant's position that there are no safety concerns.

Monitoring

2.24 The Council's Private Rented Services (PRS) team has been monitoring the property from 14 December 2012 in conjunction with the Police and our colleagues in H&TAS.

2.25 No notification of further incidents have been received since monitoring commenced on 14 December 2012 to 6 February 2013.

2.26 PRS has been in contact with the objectors and they report no further incidents.

2.27 Lothian and Borders Police have confirmed that have had no reported issues.

2.28 The applicant's general manager has confirmed that he has not received any further complaints or experienced incidents in the monitoring period.

2.29 The applicant's general manager met with an objector and H&TAS on 31 January 2013. This meeting positively addressed the issues including the breakdown of communication between the applicant and the objector.

3. Recommendations

3.1 That Committee, in considering the suitability of the applicant and the suitability of the property in determining whether to grant an HMO licence for the property note that:

- 1) Tenancy management at the property is considered acceptable.
- 2) Appropriate training is provided.
- 3) The fabric of the building is safety and repairs are underway, and that there have been no further incidents at the property.
- 4) Monitoring work has established that there have been no further incidents at the property.

Cathy King

Head of Housing and Regeneration

Links

Coalition pledges	P8 Make sure the city's people are well-housed, including encouraging developers to build residential communities, starting with brownfield sites
Council outcomes	CO10 Improved health and reduced inequalities CO21 Safe – Residents, visitors and businesses feel that Edinburgh is a safe city
Single Outcome Agreement	SO4 Edinburgh's communities are safer and have improved physical and social fabric
Appendices	Appendix 1 – Details of training provided by the applicant Appendix 2 – Survey Report for 26 Pilrig Street.

Induction Training:

Name:.....

Date:.....

Employed as:....., Temporary Accommodation B&B's

1. Tour of Building:

- a. Managers are to show the relief staff member around the building and the fire evacuation procedures when they arrive for their shift.

2. Conditions of Employment:

- a. General Hours of Work
Employed as relief staff and hours will vary – night shift will be involved
- b. Salary and Conditions
per hour
- c. Dress Code
Dress code is smart casual due to cleaning duties
- d. Probationary Period
4 weeks trial, 3 months probation period and if everything is satisfactory after that they will be offered a permanent position.
- e. Outline of position
To ensure that the residents are provided with a safe and secure environment
Day to day duties are covered below, booking residents in/out, cleaning, house rules etc
- f. Where fits in Organisation
Explained about the group and individuals responsibilities. Reports directly to Temporary Accommodation Manager but if any issues they should contact other Senior Team Members
- g. Staff Handbook
Given to read and form to be signed and returned
- h. Timesheets
Explained how to complete timesheet and example of one given

3. Paperwork:

- a. Explained the importance of completing the B&B diary correctly. Recording daily all residents, issues and visitors to the Premises
- b. Weekly Sheets are completed and sent to the office on a Monday. Explained the need to have these completed correctly from information in the diary
- c. Room Inventory is to be done every month so there is an up to date record of what is on the premises
- d. Linen inventory is to be done every 3 months so there is an up to date record of what is on the premises

- e. Maintenance is reported on a daily basis. A sheet is completed and sent to the office on a Monday. Anything urgent like breakages, leaks etc should be reported to the office immediately during the hours 8am-5pm Monday to Friday. In the case of any emergency outwith these hours Sara or other Senior Managers are to be contacted

4. Booking Residents In:

- a. During the hours of 8am-5pm Monday to Thursday or 8am-3:40pm Friday, bookings are made by the Temporary Accommodation service through the central reservation line at the office. The office then contacts the guest house and advises them. At any other time the Out of Hours service will phone the houses directly
- b. The person booked in must be noted in the diary under (Booked In) showing the time of the booking, the name of the resident and the name of the person that booked the resident in
- c. When the resident arrives you need to confirm that the person is who was booked in (ask for their paperwork)
- d. The resident/s is then taken through the house rules by the manager. The resident/s must be told what day their room is cleaned and that they must vacate the premises between the hours of 10am and 2pm to allow this to happen. The manager and resident/s then sign two copies of the house rules and one is given to the resident/s. The other is kept on file.
- e. The resident/s is/are shown the dining room advised what time breakfast is and then shown to their room. When at the resident/s room the fire evacuation procedures must be explained verbally to the resident/s. If the room is not en suite the resident/s must be shown where the nearest bathroom is.
- f. Diary to be updated with name and reference number of resident/s

5. Boundaries:

At all times you must remember that you are employed by the group and that it is your responsibility to provide the residents with a clean, safe environment. You must be professional at all times and not discuss the business with the residents. If you have an issue then you need to contact Temp Accommodation Manager and if you are not happy with the decision/outcome you can contact the General Manager. No staff member is to socialise with residents on or off the premises.

6. Visitors to the Property:

Personal visitors are not permitted during working hours. This includes staff, relations, friends and staff not on shift at the property.

7. Food:

The food (including orange juice) on the property is for the residents. Staff are to bring their own food/drink when working shifts.

8. Sleepovers:

There is to be no smoking on the premises by staff. It is against the law as this is your workplace. All staff are to sleep in rooms allocated for staff to sleep in.

9. Curfew:

Curfew is 11pm. However, any resident returning to the property after 11pm is to be let into the building. If it is necessary to book the resident out, do so in the morning.

10. Confidentiality:

At no time is any information to be given out to any third party (including Salvation Army) about any resident residing on the property. This includes people phoning claiming to be the residents mother, sister, partner etc. We do not know the reason the person is in the B&B so people coming to the door looking for them must be told that we are not able to give information out as to who is in B&B. Any questions or concerns direct them to the Office.

11. Booking Residents Out:

- a. A resident can be booked out for several reasons
 - i. Council requested they be booked out
 - ii. Manager/Caretaker booked them out due to disobeying rules
 - iii. The resident booked themselves out
- b. Whenever a resident is booked out the room must be checked to ensure there is no damage to the room and nothing has been taken. Preferably, this should be done with the resident.
- c. The key must be collected from the resident
- d. If a manager books a person out an incident form must be completed because residents should only be booked out by managers if an incident has occurred.

12. Daily Duties:

- a. Preparing and cooking breakfast
- b. Clean the dining room and kitchen
- c. Updating the diary with the residents names for the day
- d. Knowing what rooms are vacant/offline and when then office phones each morning advising them of this (the office phones Monday to Friday)
- e. The Temporary Accommodation Unit of the council phones every morning Monday to Friday to get the names of everyone staying at the premises. At this time you advise the council of any resident/s that were booked out overnight or you are booking out that day. At the weekend if anyone is booked out you must contact Out of Hours and advise them
- f. All bathrooms are to be cleaned thoroughly once a day and once a night
- g. The foyer area must be cleaned once a day
- h. The rooms that had residents booked out must be cleaned and any refreshes for the day to be done (see memo dated 15th June 2012)
- i. When the post is delivered you must go through it and put the room number on the envelope for any post for current resident. If the resident no longer resides on the property the envelope must be noted "Return to Sender" and posted. If the

residents are in when the post is delivered you must take it to their room and if the resident/s is out the post is to be given when they return and collect their key

13. Phone Calls

- a. The phone line is a business line and therefore is not to be used for any personnel calls

14. Laptops/Ipads/phone etc

- a. These are not to be used during paid working hours

15. Weekly Duties

- a. Food/Supply Order – this is done once a week and is sent to the office on a Monday
- b. Stationery should be ordered on the Food/Supply order
- c. Weekly Fire Checks
 - i. Control Points
 - ii. Fire Extinguishers
 - iii. Fire Doors
 - iv. Escape Routes
 - v. Daily room check – each day when collecting the rubbish from the room you should do a visual check of the room to make sure all okay. Switches have been turned off, room in good repair, no cooking equipment in room etc
 - vi. Weekly risk assessment
 - vii. Rubbish bins – to be put out for collection
 - viii. First Aid Supplies – to be checked weekly and anything needed should be requested on the food/supply order. List attached showing what should be in First Aid Box.

16. Fire Checks:

The staff member on duty the day any fire checks are to be done must carry them out.

17. Reporting:

- a. Incident Reports – all incidents must be reported and sent to the office
- b. Accident Reports – all accidents causing injury no matter how small is to be recorded and reported
- c. Police Visits – all police visits to the property must be recorded in the diary, whether they have been called by Manager/Caretaker or the police have come to see a resident or check who is on the property. The date and time of the visit must be recorded in the diary.
- d. Visitor Register – visitors to the property need to complete the visitors register – this means social workers/support workers visiting the premises, contractors not part of the group.

18. Monthly Duties:

- a. Emergency Lighting check

19. Health & Safety:

- a. Cleaning – when cleaning gloves must be worn at all times, it is important that you check a room carefully to avoid stick injuries. Never just grab bedding or items out of drawers. Drugs/needles can be found in the hem of curtains, holes in mattresses underneath drawers, taped to back of drawers etc. When someone is booked out it is important to check the room thoroughly. All rooms are to be cleaned as per the letter dated 15/06/2012 which has been given to all staff.
- b. All rooms are to be checked briefly daily to ensure the guest is okay and no issues with the room.
- c. Legionella's – all shower heads must be cleaned and soaked thoroughly with bleach in hot water, then rinsed with hot water making sure they are drained thoroughly. This is to be done every 6 months and recorded.
- d. Challenging Behaviour – please read the Cameron Guest House Group Handbook for further information.
- e. First Aid – Do you know where the first aid boxes are.
- f. Linen – clean linen must not be put on the floor at any time. When washing the linen it is always important to put a capful of bleach in
- g. Kitchen – this must always be kept clean and tidy. Benches must be kept clear.
- h. Rooms – must ensure residents keep rooms tidy – open food items are not to be left lying around, rubbish is taken out of room etc
- i. Rubbish – this is to be collected from every room every day by the manager/caretaker and a visual check of the room carried out at this time. The form must be noted to show that this was done
- j. Cold Food – Fridge/Freezer temperatures are to be taken every am and pm and recorded on sheet provided for this. If you are not sure where sheet is you need to ask. Temperatures are as follows: Fridge 1-5 degrees ok – any different must check again and if still different, need to look at options, like fridge temperature control too high/too low? Freezer -18 to -21 degrees – any variance from this must be checked again and if still different options need to be looked at. Cleaning of fridge/freezer must be carried out weekly and recorded that this has been done on the appropriate forms.
- k. Hot Food – Temperatures of the hot food must be checked each day and the appropriate form completed. When cooking food it should be 75 plus degrees and for reheating food it should be 82 plus degrees before serving. All houses should have a probe to check the temperature with.

I have received and understood the training as shown above:

Name:

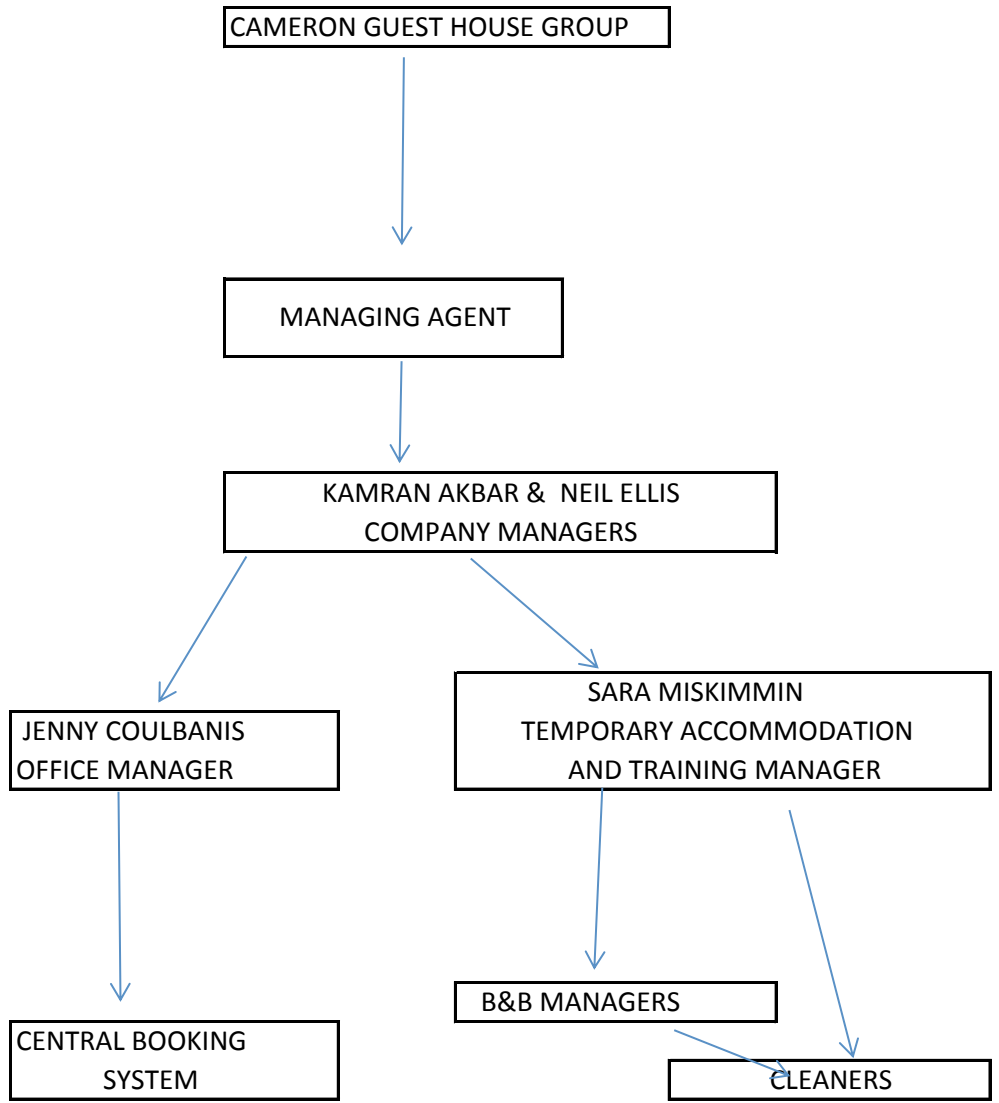
Signature:

Date:

Trainer's Signature:

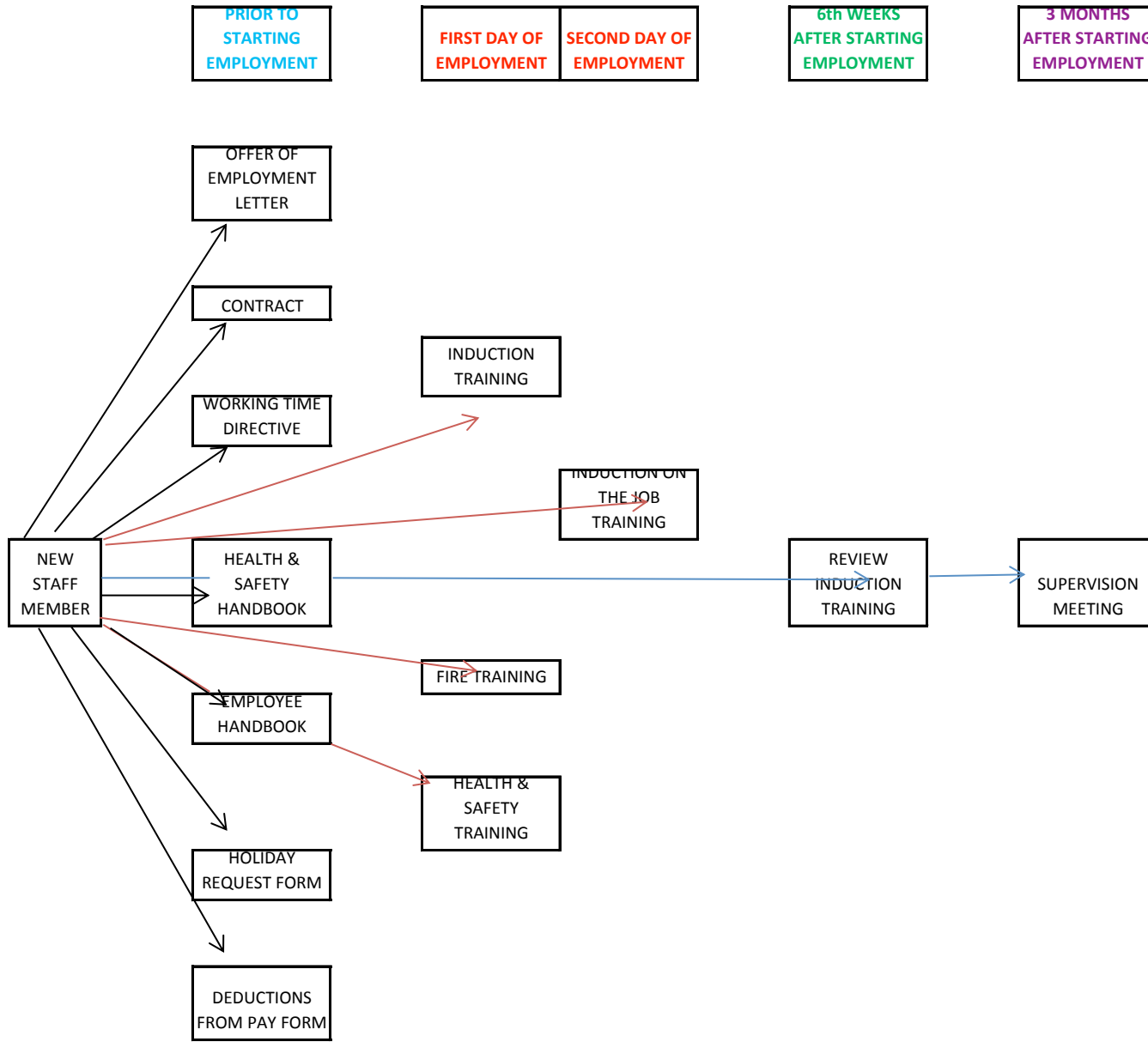
Date:

Appendix 1 - Organisation Chart Showing Lines of Responsibilities



STAFF TRAINING SPREADSHEET						
STAFF MEMBER						
	Induction and/or Refresher	Staff Handbook	Fire Training	6 wk Induction /Refresher Follow Up	6mth Fire Training Review	Supervision
	09/10/12	✓	09/10/12	20/11/12	Apr-13	Feb-13
	09/10/12	✓	09/10/12	20/11/12	Apr-13	Feb-13
	14/01/13	✓	14/01/13	to follow	Jul-13	Mar-13
	18/10/12	✓	18/10/12	29/11/12	Apr-13	Jan-13
	07/11/12	✓	07/11/12	w/c 21/1/13	May-13	Mar-13
	07/11/12	✓	07/11/12	w/c 21/1/13	May-13	Mar-13
	09/10/12	✓	09/10/12	20/11/12	Apr-13	Feb-13
	14/09/12	✓	14/09/12	25/10/12	Mar-13	Jan-13
	14/09/12	✓	14/09/12	25/10/12	Mar-13	Jan-13
	14/09/12	✓	14/09/12	25/10/12	Mar-13	Jan-13
	21/09/12	✓	21/09/12	01/11/12	Mar-13	Feb-13
	08/11/12	✓	08/11/12	08/11/12	May-13	Feb-13
	06/11/12	✓	06/11/12	w/c 21/1/13	May-13	Mar-13
	08/11/12	✓	08/11/12	w/c 28/1/13	May-13	Mar-13
	14/09/12	✓	14/09/12	25/10/12	Mar-13	Jan-13
	07/11/12	✓	07/11/12	w/c 21/1/13	May-13	Mar-13
	24/10/12	✓	24/10/12	w/c 21/1/13	Apr-13	Mar-13
	24/10/12	✓	24/10/12	w/c 28/1/13	Apr-13	Mar-13
	07/11/12	✓	07/11/12	w/c 28/1/13	May-13	Apr-13
	06/11/12	✓	06/11/12	w/c 28/1/13	May-13	Mar-13
	30/08/12	✓	30/08/12	27/09/12	Dec-12	Dec-12
	30/08/12	✓	30/08/12	27/09/12	Dec-12	Dec-12
	21/02/12	✓	20/01/12	30/03/12		Feb-13
			25/10/12	w/c 28/1/13	Apr-13	Mar-13
	20/08/12	✓	20/08/12	04/10/12	Jan-13	Apr-13
	08/11/12	✓	08/11/12	w/c 28/1/13	May-13	Mar-13
	02/07/12	✓	24/10/12	w/c 28/1/13	Apr-13	Mar-13
	07/11/12	✓	07/11/12	w/c 28/1/13	May-13	Mar-13
	07/10/12	✓	07/10/12	16/11/12	Apr-13	Feb-13
	08/11/12	✓	08/11/12	w/c 28/1/13	May-13	Mar-13
	10/10/12	✓	10/10/12	21/11/12	Apr-13	Feb-13
	06/11/12	✓	06/11/12	w/c 28/1/13	May-13	Mar-13
	12/09/12	✓	03/10/12	30/11/12	Mar-13	Mar-13
		✓	31/10/12	w/c 21/1/13	Apr-13	Jan-13

Appendix 1 - Staff Training Time Line



Appendix 2 Survey Report for 26 Pilrig Street, Edinburgh

Survey carried out on Wednesday 30th January 2012 by Scott Russell, Public Safety, City of Edinburgh Council.

Fabric survey requested with particular attention drawn to rear steps and mutual chimney stacks. (Reference Licensing Sub-Committee 14th December 2012)

The property is 'B' Listed and falls within the Leith Conservation Area.

Front Elevation



Figure 1: Lower ground boundary wall



Figure 2 Front dormer window



Figure 3 Front gutter

The front elevation masonry window ingoes and all windows have been recently painted. The stonework to this elevation has been repaired in the past however shows wear similar to other properties in the street and does not cause safety concerns.

The boundary wall leading from the lower ground area is in a good state of repair however the masonry paintwork is now tired. I understand from the painter on site that this wall is to be re-painted imminently.

The chimney stacks to the front elevation show signs of wear however are no worse than many of the chimney stacks on adjoining properties.

It was noted that there was a small amount of vegetation growing in the gutter however the owner assured the surveyor that this would be remedied shortly.

Rear Elevation



Figure 4 Rear steps



Figure 5 Rear right dormer and gutter



Figure 6 Rear left dormer and gutter



Figure 7 Rear left mutual chimney stack



Figure 8 Rear right mutual chimney stack

The rear elevation masonry shows signs of recent repair. The pointing is in good condition and a number of masonry repairs have been made using natural stone.

The rear steps have recently been repaired and the painter confirmed that these would be treated shortly.

Of the two rear dormer windows the left appears in a good state of repair and the right requires remedial repairs and re-painting. Again the owner confirmed this was in hand.

The rear gutters have vegetation growing within them which is causing the rainwater to overflow and water stain the rear stonework.

The rear chimney stacks require remedial stonework repairs.

The owner confirmed a scaffold is to be erected to the rear which will permit access to paint the dormers, clear the gutters and to be able to carry out chimney repairs.

SUMMARY

Repair/ cosmetic works were being undertaken at the time of survey. The completed works were of a good standard and all defective items were discussed with the property owner who confirmed they would be attended to shortly.

7/7/2012

Dear Ruth,

Please find enclosed my signed objection.

I did not discover this email until yesterday (it went straight to my junk folder), until my neighbour Charlotte alerted me to it.

I hope you can still use my objection.

I have printed the email to show when it was first sent to you.

Many thanks.

Regards,

Katie Wright

THE CITY OF EDMONTON OFFICIAL
LEGAL SERVICES DIVISION

11 SEP 2012

LICENSING DIVISION

HMO Licensing Section,
City of Edinburgh Council,
City Chambers,
249 High Street,
Edinburgh EH1 3YJ

Dear Sir/Madam,

19th August 2012

RE: HMO application 26 Pilrig Street, EH6

As immediate neighbours to no 26 Pilrig Street we continue to be extremely unhappy with the way that this homeless accommodation is being run. Our reasons for objecting to the application of another license are set out in this email.

Frequent turnover of staff/unsuitable/untrained staff

Although initially not a cause for concern, as we understood that the granting of an HMO license meant that reliable and suitably trained staff would be in charge, this now has become a serious problem. As stated in the attached report (email: 26 Pilrig Street, important deadline 20th August), the management company has admitted to not employing suitably trained staff. Some members of staff have stayed for no longer than a couple of days leaving it unclear who is responsible for the running of the premises. From chats with them we understand that their conditions of work are chaotic with little or no support offered.

We are opposed to the casual treatment of the employees of this company, which could affect vulnerable persons staying at the premises. It has also had a serious negative impact on the immediate neighbours:

Discarded needles in neighbour's garden

Recently used needles and other drug paraphernalia were found in the basement of no 24 which was reported to Nidily Brown, Housing Officer. (See rapport). In short, however, the response by the management company to this serious health risk to the family living there was unsatisfactory, factually incorrect and rude. Furthermore, it does not give us neighbours any reason to believe that the management company are remotely interested in maintaining good relations, something which we believe to be an essential part of running this type of premises successfully.

Premises not properly maintained

No 26 continues to look shabby with unwashed windows, peeling paintwork and threadbare carpets. Only when the HMO license renewal notice went up did the garden receive any maintenance. Otherwise the grass is cut no more often than twice a year. Staff can't go into the garden because the steps down are rotting away. A statutory communal chimney repair notice was ignored by the management company for the past 5 years until the owner of no 24 recently paid for the repairs himself. We consider these premises an unsuitable place to house homeless people, whose often chaotic lives don't need any further disarray.

We would like to highlight that local residents have objected to these particular premises being licenced for the past 5 years and have supplied plenty of evidence that the management company is unsuitable for this type of work. We were promised that an HMO license would resolve any issues, regulate and control any contraventions. We are not only very disappointed that this has not been the case, but are baffled that the Council continues to use the services of this management company.

Finally we would like to make a general point: there are already too many homeless hostels at the top of Pirig Street, which is having a negative impact on the road. The police come calling regularly and people under the influence are now a common sight. While we are very happy to welcome people who need a roof over their head, we object to having 3 hostels so close together, especially if they are badly run. In our opinion The Council urgently needs to overhaul its homeless accommodation policy to ensure the fair and even spread of homeless hostels throughout all of Edinburgh; tighten the regulations and ensure that only reputable organizations are licensed to carry out this type of service.

We would like to inform you that we also will be taking this issue up with Leith Central Community Council and our local Councillors.

I look forward to hearing from you soon.

Yours faithfully, *Katie Wight*

Jock and Charlotte Encombe, [REDACTED]
Mr and Mrs N Wight, [REDACTED]
Zoe Holman and Julie Houghton, [REDACTED]
Andrew and Alison Campbell, owners [REDACTED]
Sarah Cummings, [REDACTED]

Cc:
Cllr Angela Blacklock
Cllr Deirdre Brock
Cllr Maggie Chapman
Cllr Nick Gardner
Leith Central Community Council

HMO license application 26 Pilrig Street EH6

Katie Wight [REDACTED]
19 August 2012 23:15:28
katiewight@hotmail.com
1 attachment

Download HMO application 26 Pilrig Street, with 1 attachment (12/08/2012)

Dear Sir/Madam,
Please find attached our letter of objection for the renewal of an HMO license at 26 Pilrig Street. Unfortunately I do not have a reference number as all details were washed away by the rain on the displayed notice. We would appreciate it if you could acknowledge receipt of the email. Below are correspondence and information cited within the letter of objection for your reference.

We look forward to hearing from you.

Kind Regards,

Kate and Neil Wight
[REDACTED]

Begin forwarded message:

From: Zoe Holma [REDACTED]
Date: August 19, 2012 12:09:21 PM GMT+01:00
To: Katie Wight [REDACTED]
Subject: Re: 26 Pilrig Street - Important Deadline 20th August.

I contacted Acorn Lodge when I discover used needles and other drug paraphernalia in our garden, which could only have come from their premises. I phoned and spoke to the manager who was apologetic and assured me that she would speak to head office and the residents, but said that she had little control over what was brought into/out of the residence. She later left a message informing me that she had contacted head office and that they would like me to call and speak to them. I called head office only to be told that the manager had not informed them of the incident and had not been in contact at all.

As one of the staff members spoke up at head office that the notice did not advise residents with substance abuse problems, she stated that the notice advised the complete removal of the issue rather than that the residents could bring all the items to the premises (if they wish) which I am

more located in a more suitable area with more experienced staff. After speaking to the council I learned that this information was absolutely false and that while Acorn Lodge has a zero tolerance of drugs and alcohol on the premises, and will book out any residents found with these substances, due to data protection the council cannot release any information to the company about whether residents are substance abusers or pose any other risk to their neighbours and community.

I was also told by the company that the manager at Acorn Lodge conducts daily searches of the rooms to look for any contraband substances, including checking under mattresses etc. However, the manager informed me that when the residents suspected of being responsible for the discarded needles left the premises, their room was littered with needles and drug paraphernalia and had taken three hours to clean up. This raises the question of why this wasn't noticed sooner if the rooms were being checked. I was informed later by Neil Ellis, the company's area manager, that the manager of Acorn Lodge had not been conducting a thorough inspection of the rooms as she was unsure of right to do so. He noted that this was due to the manager's lack of training and experience which had been a cause for concern for some time. He also noted that the couple likely to be responsible were known to the company that runs Acorn Lodge and were supposed to be barred from any of that company's residences due to previous anti-social behaviour. Neil informed me that if the manager had been better trained and informed then she would have known not to book in these people.

I would also note that after my initial discussion with head office no one from the company called to update me or to see if there were any further issues. It took three days and a number of messages before I was contacted by Neil Ellis who assured me that he would send me an email to inform me the measures that were being put in place to help minimise the chance of something similar happening again, however four weeks later no one from the company has been in touch. I would like to emphasise that I have found the response from staff at the head office to be at times unhelpful, misleading and even offensive. I have felt at times that staff disbelieved that I had in fact found any needles and that they could have come from their property. One member of staff exclaimed how strange it was that the needles had 'floated' into our garden from the adjacent property.

My main concerns are the lack of communication and organisation within the company;

- The lack of communication between head office and Acorn Lodge
- The lack of understanding and agreement between the manager and the company of the role and duties of B&B manager
- The company's failure to address the manager's lack of training and experience when they were fully aware of this issue
- Inconsistent and inaccurate information given by both the manager and staff at head office
- What feels like a general contempt and disregard for neighbours and members of the local community who are affected

In my opinion a company that cannot manage or organise it's own staff is not an appropriate company to support vulnerable adults in our community and puts both the community, and the residents themselves, at considerable risk.

From: Nicky Brown
 Sent: 24 July 2012 15:58
 To: [REDACTED]
 Cc: [REDACTED]
 Subject: Acorn Lodge Guest House

Hi Zoe,

Thanks for contacting me last week to discuss the issues around the Acorn Lodge Guest House.

We received a further enquiry from another of your neighbours and I have copied her into this response.

I can confirm following your initial enquiry that the Housing Officer for this property, David Robertson, conducted an investigation, which included his visit to your property and concluded that the needle found in your garden was likely to have been disposed of by a resident of the Acorn Lodge.

Following this incident we have had a number of discussions with the owners, management team and staff from the Acorn Lodge. We have discussed with them specifically:

- The accuracy of the information which you received from the Cameron Guest House Group
- The level of customer service you received from the above company

- The need to ensure safe disposal facilities within the property
- A range of measure designed to, if possible, further minimise risk.

David has informed me that he will visit you soon and provide further details, if required, on these issues and the actions requested.

If you require any further information please do not hesitate to contact me.

Regards
Nicky

Nicky Brown | Senior Housing Officer | The City of Edinburgh Council | Hostels and Temporary Accommodation Service | 1 Cockburn Street | 0131 529 7383

This email and files transmitted with it are confidential and are intended for the sole use of the individual or organisation to whom they are addressed.
If you have received this eMail in error please notify the sender immediately and delete it without using, copying, storing, forwarding or disclosing its contents to any other person.
The Council has endeavoured to scan this eMail message and attachments for computer viruses and will not be liable for any losses incurred by the recipient.

Charlotte Encombe

From: Charlotte Encombe [REDACTED]
Sent: 19 August 2012 22:40
To: 'hmo.licensing@edinburgh.gov.uk'
Cc: [REDACTED]
Subject: HMO license application 26 Pirig Street EH6
Attachments: Objection HMO application 26 Pirig Street, EH6 19 August 2012.docx; Fwd: 26 Pirig Street - Important Deadline 20th August.

Dear Sir/Madam,

Please find attached a letter of objection to the above HMO license application. I believe that the deadline for objection is the 20th of August. Unfortunately the rain washed away any details of the paper application on the railing of the premises, so I can't supply a case number. Can you please confirm that you have received this email and the attached documents.

Please note that I have also sent copies to my local councillors and Leith Central Community Council.

I look forward to hearing from you at your earliest convenience.

Yours faithfully,

Charlotte Encombe

[REDACTED]

HMO Licensing Section
City of Edinburgh Council,
City Chambers,
249 High Street,
Edinburgh EH1 1Y

THE CITY OF EDINBURGH COUNCIL
LEGAL SERVICES DIVISION

Dear Sir/Madam,

- 3 SEP 2012

19th August 2012

RE: HMO application 26 Pirig Street, EH6

LICENSING

As immediate neighbours to no 26 Pirig Street we continue to be extremely unhappy with the way that this homeless accommodation is being run. Our reasons for objecting to the application of another license are set out in this email.

Frequent turnover of staff/unsuitable/untrained staff

Although initially not a cause for concern, as we understood that the granting of an HMO license meant that reliable and suitably trained staff would be in charge, this now has become a serious problem. As stated in the attached report (email: 26 Pirig Street, important deadline 30th August), the management company has admitted to not employing suitably trained staff. Some members of staff have stayed for no longer than a couple of days leaving it unclear who is responsible for the running of the premises. From chats with them we understand that their conditions of work are chaotic with little or no support offered.

We are opposed to the casual treatment of the employees of this company, which could affect vulnerable persons staying at the premises. It has also had a serious negative impact on the immediate neighbours.

Discarded needles in neighbour's garden

Recently used needles and other drug paraphernalia were found in the basement of no 24 which was reported to Nicky Brown, Housing Officer. (See report). In short, however, the response by the management company to this serious health risk to the family living there was unsatisfactory, factually incorrect and rude. Furthermore, it does not give us neighbours any reason to believe that the management company are remotely interested in maintaining good relations, something which we believe to be an essential part of running this type of premises successfully.

Premises not properly maintained

No 26 appears to lack stability with revealed windows, peeling paintwork and discoloured carpets. Only once the HMO license renewal notice went up did the garden receive any maintenance. Otherwise the only way to get in there other than taking a leap that risked going into the garden because the steps down are most likely to be extremely slippery (possibly covered with oil spilt by the last tenant) is to use a ladder. It has been noted the issue of no 26 recently used for this purpose several times. The house was reported to be unsafe in a previous report. The management company have been informed of this and have not responded.

Finally we would like to make a general point: there are already too many homeless hostels at the top of Pirig Street, which is having a negative impact on the road. The police come calling regularly and people under the influence are now a common sight. While we are very happy to welcome people who need a roof over their head, we object to having 3 hostels so close together, especially if they are badly run. In our opinion The Council urgently needs to overhaul its homeless accommodation policy to ensure the fair and even spread of homeless hostels throughout all of Edinburgh; tighten the regulations and ensure that only reputable organizations are licensed to carry out this type of service.

We would like to inform you that we also will be taking this issue up with Leith Central Community Council and our local Councillors.

I look forward to hearing from you soon,

Yours faithfully,

Jock and Charlotte Ericsson, [REDACTED]

Mr and Mrs N Wight, [REDACTED]

Zoe Holman and Julie Houghton, [REDACTED]

Andrew and Alison Campbell, [REDACTED]

Sarah Cummings, [REDACTED]

Cc:

Or Angela Blacklock

Or Deirdre Brock

Or Maggie Chapman

Or Nick Gardner

Leith Central Community Council

[REDACTED]

HMO Licensing Section,
City of Edinburgh Council,
City Chambers,
249 High Street,
Edinburgh EH1 1YJ

19th August 2012-08-20

Dear Sir or Madam

As the owners of 24 Pilrig Street, we write to object strongly to the latest HMO application for Acom Lodge Guest House, 26 Pilrig Street, as we have very serious anxieties about the management of this business, and a lack of faith, born of past experience, in any undertakings given by the owners to remedy the situation.

We had contact with the owners on several occasions over the years with regard to their unwillingness to maintain their property.

In 2007 we noticed that there was a problem with the mutual chimney stack between our property and no. 26, and after weeks of phonecalls and fobbing-off finally managed to get one of the owners to attend and agree that there was a problem that needed to be addressed. We duly got quotes and were ready to go ahead, but the owners of 26 could not agree on the contractor and we reached an impasse. With great reluctance we then asked the Council to impose a statutory repair order, which they did. This was also ignored and not complied with. Eventually we went ahead on our own, got scaffolding erected and got our side of the chimney stack repaired and stabilised, but the side belonging to Acom Lodge remains the problem that it was five years ago.

Failure to maintain the property or make essential repairs may be one thing - but we were absolutely HORRIFIED to be contacted a few weeks ago by our tenant who had found discarded hypodermic needles lying beside her young son's paddling pool and was understandably very upset and distressed. She had then had a very unsatisfactory response from the management at number 26 and had contacted the Council Housing Department.

I also contacted the Senior Housing Officer and made him aware of the situation.

The owners of 26 Pilrig Street are apparently unable, or unwilling, to comply with the requirements for operating an HMO for homeless people and by this lack of compliance are not only causing a nuisance but are putting their neighbours at risk. This is unacceptable.

This is a commercial business whose profits derive primarily from the Council's referring homeless people to them. It is therefore incumbent on the Council to ensure that the accommodation is properly managed, the staff are properly paid and trained and that their neighbours are treated with respect, consideration and above all with regard for their safety. If the owners of 26 Pilrig Street cannot or will not do this, then they should not be treated with an HMO licence.

Yours faithfully
Glen and Andrew Kirkburn

[REDACTED]

Council Solicitor:
The Licensing Section
CEC
249 High St
EH1 1YJ

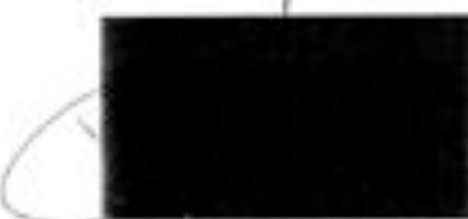
12/08/12

Dear Sir or Madam

I am writing again to express my serious concern about the renewed HMO license application, now for **16 residents**, at 26 Pilrig St. The last application in 2011 was for 12 residents and the property has shown no sign of maintenance in the last few years and is now falling into serious disrepair. If the owners cannot maintain the property how can they expect to offer acceptable accommodation for 16 potential residents. I am aware that the council has a responsibility to house individuals who are suffering from serious economic and social problems but is it wise to concentrate these establishments in a few streets in North Edinburgh? Pilrig Street and the nearby area already has a very high proportion of B&B's and HMO properties, two of which already offer temporary accommodation for the homeless as well as the Edinburgh City Mission.

I am worried, regardless of the use of the HMO, that 16 "beds" could be too large a number of people to reside in a property, albeit a very large family house. I hope the council will give due attention to these concerns. In the event of the property being granted the licence, I would like firm assurances, from the council and the owners, that the property will be upgraded from its present condition and that the operation of the hostel will not be detrimental to the Pilrig St community.

Yours sincerely

A large black rectangular redaction box covers the signature area. A thin vertical line extends upwards from the top center of the box, and a thin curved line extends to the left from the bottom left corner of the box.

Marc Pimbert

A black rectangular redaction box covers the contact information, likely a phone number or email address.

12/08/12
COMMUNICATIONS

CAMERON GUESTHOUSE GROUP
K.A.MIR

CAMERON GUESTHOUSE
[REDACTED]

Tel: [REDACTED]
Fax: [REDACTED]

To: HMO Licensing Committee
CC: Nicky Brown – CEC Temp Accommodation

25th January 2013

Cameron Guest House Group (CGHG) is the Managing Agent for several HMO licensed properties that are used by CEC Temporary Accommodation for Emergency B&B use only.

There is daily communication with all House Managers supplemented by rotated daily day/evening visits by Company Supervisors and Managers including our Temporary Accommodation & Training Manager, Sara Miskimmin, Maintenance Staff and myself. There are supplementary day and night visits carried out by other Managers of CGHG, Housing Officers from Temporary Accommodation Unit and also ad hoc inspections carried out by the Scottish Housing Regulator.

Every morning each property is contacted to confirm vacancies, obtain incident reports if any and maintenance issues are raised and recorded at this time.

Maintenance is coordinated through our Head Office and scheduled on a priority basis with all Senior Managers notified.

24hr CCTV monitoring and recording occurs throughout our portfolio.

Each property has 24 hour on site management presence and our Central booking & Head Office are located in Leith. 24hr emergency contacts are available and on stand by and we have a dedicated pool of staff to cover holidays and sickness.

Our in-house Training Manager carries out all induction, follow up and all regulatory training either on site or in our Training room at Head Office. Copies of our internal training contents and schedule are included in this pack.

Daily contact is maintained with CEC – HMO and Temporary Accommodation and regular review meetings are also carried out.

Should you have any further questions or concerns, please do not hesitate to contact me.

Sincerely yours

[REDACTED]

Neil Ellis
General Manager

STAFF TRAINING SPREADSHEET

STAFF MEMBER

	Induction and/or Refresher	Staff Handbook	Fire Training	6 wk Induction /Refresher Follow Up	6mth Fire Training Review	Supervision
	09/10/12	✓	09/10/12	20/11/12	Apr-13	Feb-13
	09/10/12	✓	09/10/12	20/11/12	Apr-13	Feb-13
	14/01/13	✓	14/01/13	to follow	Jul-13	Mar-13
	18/10/12	✓	18/10/12	29/11/12	Apr-13	Jan-13
	07/11/12	✓	07/11/12	w/c 21/1/13	May-13	Mar-13
	07/11/12	✓	07/11/12	w/c 21/1/13	May-13	Mar-13
	09/10/12	✓	09/10/12	20/11/12	Apr-13	Feb-13
	14/09/12	✓	14/09/12	25/10/12	Mar-13	Jan-13
	14/09/12	✓	14/09/12	25/10/12	Mar-13	Jan-13
	14/09/12	✓	14/09/12	25/10/12	Mar-13	Jan-13
	21/09/12	✓	21/09/12	01/11/12	Mar-13	Feb-13
	08/11/12	✓	08/11/12	08/11/12	May-13	Feb-13
	06/11/12	✓	06/11/12	w/c 21/1/13	May-13	Mar-13
	08/11/12	✓	08/11/12	w/c 28/1/13	May-13	Mar-13
	14/09/12	✓	14/09/12	25/10/12	Mar-13	Jan-13
	07/11/12	✓	07/11/12	w/c 21/1/13	May-13	Mar-13
	24/10/12	✓	24/10/12	w/c 21/1/13	Apr-13	Mar-13
	24/10/12	✓	24/10/12	w/c 28/1/13	Apr-13	Mar-13
	07/11/12	✓	07/11/12	w/c 28/1/13	May-13	Apr-13
	06/11/12	✓	06/11/12	w/c 28/1/13	May-13	Mar-13
	30/08/12	✓	30/08/12	27/09/12	Dec-12	Dec-12
	30/08/12	✓	30/08/12	27/09/12	Dec-12	Dec-12
	21/01/12	✓	20/01/12	30/03/12		Feb-13
			25/10/12	w/c 28/1/13	Apr-13	Mar-13
	20/08/12	✓	20/08/12	04/10/12	Jan-13	Apr-13
	08/11/12	✓	08/11/12	w/c 28/1/13	May-13	Mar-13
	02/07/12	✓	26/10/12	w/c 28/1/13	Apr-13	Mar-13
	07/11/12	✓	07/11/12	w/c 28/1/13	May-13	Mar-13
	07/10/12	✓	07/10/12	16/11/12	Apr-13	Feb-13
	08/11/12	✓	08/11/12	w/c 28/1/13	May-13	Mar-13
	10/10/12	✓	10/10/12	21/11/12	Apr-13	Feb-13
	06/11/12	✓	06/11/12	w/c 28/1/13	May-13	Mar-13
	12/09/12	✓	03/10/12	10/11/12	Mar-13	Mar-13
		✓	11/10/12	w/c 25/1/13	Apr-13	Jan-13

**CAMERON GUESTHOUSE GROUP
ACCIDENT/INCIDENT RECORDING FORM**

Name of Staff _____

Date and time of incident _____

Location of incident _____

Description of incident: _____

Details of the person who is the subject of the concern

1. _____

Name & Address of Witness

2. _____

Were any external bodies involved? Yes/No

If 'YES' please give details & Outcomes

Outcomes/Further Recommendation

Staff Signature: _____

Date: _____

Please now place in Incident Report File

HOUSE RULES

RESIDENTS NAME/S:.....

.....

1. I/we will not cause any noise, nuisance or disturbance at or in the vicinity of the property.
2. I/we will leave the keys upon departure of the building and collect upon return.
3. I/we will not commit or allow members of my/our household or persons visiting me/us at the above property to commit any act of violence or any form of harassment towards other occupants, neighbors or staff.
4. I/we will not enter other people's rooms/apartments.
5. I/we will have no unauthorised visitors in my/our room
6. I/we will not alter, decorate, paint or damage any part of the property.
7. I/we will not keep any animals or pets within the property.
8. I/we will occupy the property each night unless permission for absence has been obtained from the City of Edinburgh Council Temporary Accommodation Team.
9. I/we will agree to vacate my/our room/apartment for a reasonable period whilst it is being cleaned.
10. I/we acknowledge that it may be necessary for management reasons for me/us to be moved to another room or apartments within the property.
11. I/we will allow entry into the apartments/rooms for random apartment checks.
12. I/we will not bring alcohol into the building.
13. I/we agree that all the electrical appliances will be switched off when not in use.
14. I/we agree not to tamper with any fire fighting equipment within the apartments.
15. I/we agree not to smoke in the communal areas.
16. I/we agree not to use or bring into the property any illegal substance.
17. I/we agree not to use the property for any illegal purpose.
18. I/we agree not to throw any item out of our window/s.
19. I/we agree to adhere to the curfew time which is **11pm**
20. I/We understand that should I/We be in breach of any of these Rules, then, I/we may be required to immediately leave and vacate the property.

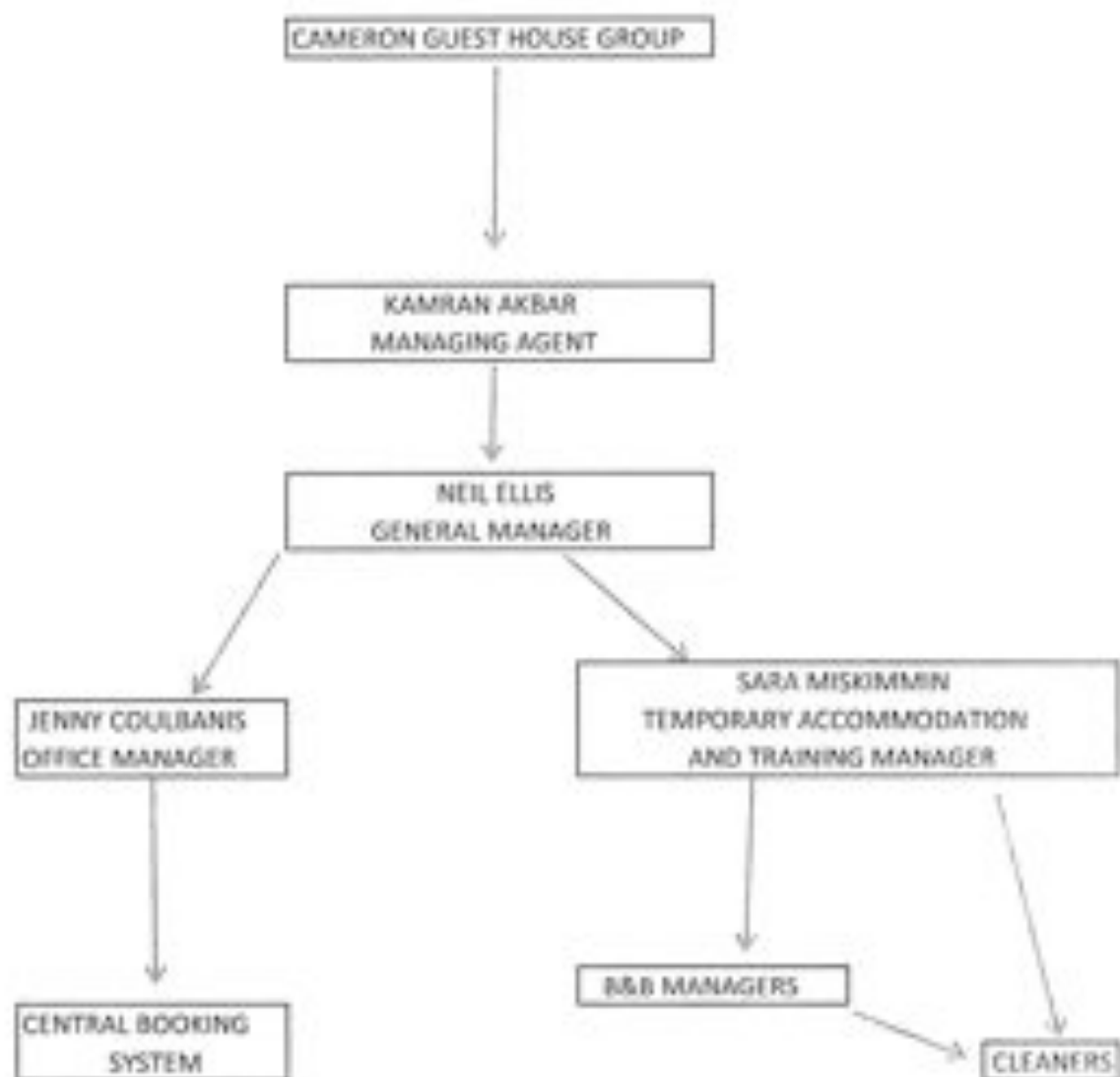
Signature of Resident/s: _____

Date: _____

Date: _____

Managers Signature: _____

Date: _____





Induction Training:

Name: _____

Date: _____

Employed as: _____, Temporary Accommodation B&B's

1. Tour of Building:

- a. Managers are to show the relief staff member around the building and the fire evacuation procedures when they arrive for their shift.

2. Conditions of Employment:

- a. General Hours of Work
Employed as relief staff and hours will vary – night shift will be involved
- b. Salary and Conditions
_____ per hour
- c. Dress Code
Dress code is smart casual due to cleaning duties
- d. Probationary Period
4 weeks trial, 3 months probation period and if everything is satisfactory after that they will be offered a permanent position.
- e. Outline of position
To ensure that the residents are provided with a safe and secure environment
Day to day duties are covered below, booking residents in/out, cleaning, house rules etc
- f. Where fits in Organisation
Explained about the group and individuals responsibilities. Reports directly to Temporary Accommodation Manager but if any issues they should contact other Senior Team Members
- g. Staff Handbook
Given to read and form to be signed and returned
- h. Timesheets
Explained how to complete timesheet and example of one given

3. Paperwork:

- a. Explained the importance of completing the B&B diary correctly. Recording daily all residents, issues and visitors to the Premises
- b. Weekly Sheets are completed and sent to the office on a Monday. Explained the need to have these completed correctly from information in the diary
- c. Room Inventory is to be done every month so there is an up to date record of what is on the premises
- d. Linen inventory is to be done every 3 months so there is an up to date record of what is on the premises

- e. Maintenance is reported on a daily basis. A sheet is completed and sent to the office on a Monday. Anything urgent like breakages, leaks etc should be reported to the office immediately during the hours 8am-5pm Monday to Friday. In the case of any emergency outwith these hours Sara or other Senior Managers are to be contacted

4. Booking Residents In:

- a. During the hours of 8am-5pm Monday to Thursday or 8am-3:40pm Friday, bookings are made by the Temporary Accommodation service through the central reservation line at the office. The office then contacts the guest house and advises them. At any other time the Out of Hours service will phone the houses directly
- b. The person booked in must be noted in the diary under (Booked In) showing the time of the booking, the name of the resident and the name of the person that booked the resident in
- c. When the resident arrives you need to confirm that the person is who was booked in (ask for their paperwork)
- d. The resident/s is then taken through the house rules by the manager. The resident/s must be told what day their room is cleaned and that they must vacate the premises between the hours of 10am and 2pm to allow this to happen. The manager and resident/s then sign two copies of the house rules and one is given to the resident/s. The other is kept on file.
- e. The resident/s is/are shown the dining room advised what time breakfast is and then shown to their room. When at the resident/s room the fire evacuation procedures must be explained verbally to the resident/s. If the room is not en suite the resident/s must be shown where the nearest bathroom is.
- f. Diary to be updated with name and reference number of resident/s

5. Boundaries:

At all times you must remember that you are employed by the group and that it is your responsibility to provide the residents with a clean, safe environment. You must be professional at all times and not discuss the business with the residents. If you have an issue then you need to contact Temp Accommodation Manager and if you are not happy with the decision/outcome you can contact the General Manager. No staff member is to socialise with residents on or off the premises.

6. Visitors to the Property:

Personal visitors are not permitted during working hours. This includes staff, relations, friends and staff not on shift at the property.

7. Food:

The food (including orange juice) on the property is for the residents. Staff are to bring their own food/drink when working shifts.

8. Sleepovers:

There is to be no smoking on the premises by staff. It is against the law as this is your workplace. All staff are to sleep in rooms allocated for staff to sleep in.

9. Curfew:

Curfew is 11pm. However, any resident returning to the property after 11pm is to be let into the building. If it is necessary to book the resident out, do so in the morning.

10. Confidentiality:

At no time is any information to be given out to any third party (including Salvation Army) about any resident residing on the property. This includes people phoning claiming to be the residents mother, sister, partner etc. We do not know the reason the person is in the B&B so people coming to the door looking for them must be told that we are not able to give information out as to who is in B&B. Any questions or concerns direct them to the Office.

11. Booking Residents Out:

- a. A resident can be booked out for several reasons
 - i. Council requested they be booked out
 - ii. Manager/Caretaker booked them out due to disobeying rules
 - iii. The resident booked themselves out
- b. Whenever a resident is booked out the room must be checked to ensure there is no damage to the room and nothing has been taken. Preferably, this should be done with the resident.
- c. The key must be collected from the resident
- d. If a manager books a person out an incident form must be completed because residents should only be booked out by managers if an incident has occurred.

12. Daily Duties:

- a. Preparing and cooking breakfast
- b. Clean the dining room and kitchen
- c. Updating the diary with the residents names for the day
- d. Knowing what rooms are vacant/offline and when then office phones each morning advising them of this (the office phones Monday to Friday)
- e. The Temporary Accommodation Unit of the council phones every morning Monday to Friday to get the names of everyone staying at the premises. At this time you advise the council of any resident/s that were booked out overnight or you are booking out that day. At the weekend if anyone is booked out you must contact Out of Hours and advise them
- f. All bathrooms are to be cleaned thoroughly once a day and once a night
- g. The foyer area must be cleaned once a day
- h. The rooms that had residents booked out must be cleaned and any refreshes for the day to be done (see memo dated 15th June 2012)
- i. When the post is delivered you must go through it and put the room number on the envelope for any post for current resident. If the resident no longer resides on the property the envelope must be noted "Return to Sender" and posted. If the

residents are in when the post is delivered you must take it to their room and if the resident/s is out the post is to be given when they return and collect their key

13. Phone Calls

- a. The phone line is a business line and therefore is not to be used for any personnel calls

14. Laptops/ipads/phone etc

- a. These are not to be used during paid working hours

15. Weekly Duties

- a. Food/Supply Order – this is done once a week and is sent to the office on a Monday
- b. Stationery should be ordered on the Food/Supply order
- c. Weekly Fire Checks
 - i. Control Points
 - ii. Fire Extinguishers
 - iii. Fire Doors
 - iv. Escape Routes
 - v. Daily room check – each day when collecting the rubbish from the room you should do a visual check of the room to make sure all okay. Switches have been turned off, room in good repair, no cooking equipment in room etc
 - vi. Weekly risk assessment
 - vii. Rubbish bins – to be put out for collection
 - viii. First Aid Supplies – to be checked weekly and anything needed should be requested on the food/supply order. List attached showing what should be in First Aid Box.

16. Fire Checks:

The staff member on duty the day any fire checks are to be done must carry them out.

17. Reporting:

- a. Incident Reports – all incidents must be reported and sent to the office
- b. Accident Reports – all accidents causing injury no matter how small is to be recorded and reported
- c. Police Visits – all police visits to the property must be recorded in the diary, whether they have been called by Manager/Caretaker or the police have come to see a resident or check who is on the property. The date and time of the visit must be recorded in the diary.
- d. Visitor Register – visitors to the property need to complete the visitors register – this means social workers/support workers visiting the premises, contractors not part of the group.

18. Monthly Duties:

- a. Emergency lighting check

19. Health & Safety:

- a. Cleaning – when cleaning gloves must be worn at all times, it is important that you check a room carefully to avoid stick injuries. Never just grab bedding or items out of drawers. Drugs/needles can be found in the hem of curtains, holes in mattresses underneath drawers, taped to back of drawers etc. When someone is booked out it is important to check the room thoroughly. All rooms are to be cleaned as per the letter dated 15/06/2012 which has been given to all staff.
- b. All rooms are to be checked briefly daily to ensure the guest is okay and no issues with the room.
- c. Legionella's – all shower heads must be cleaned and soaked thoroughly with bleach in hot water, then rinsed with hot water making sure they are drained thoroughly. This is to be done every 6 months and recorded.
- d. Challenging Behaviour – please read the Cameron Guest House Group Handbook for further information.
- e. First Aid – Do you know where the first aid boxes are.
- f. Linen – clean linen must not be put on the floor at any time. When washing the linen it is always important to put a capful of bleach in
- g. Kitchen – this must always be kept clean and tidy. Benches must be kept clear.
- h. Rooms – must ensure residents keep rooms tidy – open food items are not to be left lying around, rubbish is taken out of room etc
- i. Rubbish – this is to be collected from every room every day by the manager/caretaker and a visual check of the room carried out at this time. The form must be noted to show that this was done
- j. Cold Food – Fridge/freezer temperatures are to be taken every am and pm and recorded on sheet provided for this. If you are not sure where sheet is you need to ask. Temperatures are as follows: Fridge 1-5 degrees ok – any different must check again and if still different, need to look at options, like fridge temperature control too high/too low? Freezer -18 to -21 degrees – any variance from this must be checked again and if still different options need to be looked at. Cleaning of fridge/freezer must be carried out weekly and recorded that this has been done on the appropriate forms.
- k. Hot Food – Temperatures of the hot food must be checked each day and the appropriate form completed. When cooking food it should be 75 plus degrees and for reheating food it should be 82 plus degrees before serving. All houses should have a probe to check the temperature with.

I have received and understood the training as shown above:

Name:

Signature:

Date:

Trainer's Signature:

Date: