

# OLD GRACE HOUSING CO-OPERATIVE

## GUEST SUITE BOOKING POLICY (INTERIM VERSION)

### 1. BACKGROUND AND PURPOSE

When Old Grace Housing Co-operative was planned, members agreed to include a guest suite as part of the co-op's common space. This shared resource enables co-op members to invite guests to stay overnight, without needing to have a room in their own suite for this purpose, or to store extra bedding, linens and towels that are only needed periodically. Members are expected to treat the guest suite like part of their own home, not as a hotel. This policy establishes guidelines for booking and managing the guest rooms for the benefit of all co-op members.

### 2. FACILITIES

- a. The co-op's guest suite is on the 3<sup>rd</sup> floor. It consists of two bedrooms, with an adjoining shared bathroom (bath plus shower).
- b. The south-facing guest room overlooks the courtyard. It can accommodate two adults in twin beds. The room has a shelving unit with hanging space for clothes and a wall-hung desk unit.
- c. The north guest room contains a bunk bed, with a double bed on the lower level and a single bed above. It can accommodate 3 adults. If a child is using the upper bunk, he/she should be at least 6 years old. The north bedroom also has a shelving unit with hanging space and a wall-hung desk unit.
- d. During their stay, guests can use the co-op's common areas and facilities (for example, the Common Room, Library, Fitness Room, courtyard and rooftop patio).
- e. Smoking is not allowed in the guest rooms, in suites, or on any part of the co-op property. This includes the rooftop patio, courtyard and parking lot.
- f. Pets, except for service animals, are not allowed in the guest rooms. If guests bring a pet to the co-op, the animal must stay in their hosts' suite overnight.
- g. The co-op does not have public access WiFi. If their hosts are subscribers to the co-operative internet service, guests will be able to access WiFi in the guest rooms using their host's internet password. If their hosts are not subscribers, guests will only have WiFi access in their hosts' own suite.
- h. The co-op doesn't have any overnight visitor parking. Members who are expecting guests with vehicles are encouraged to email the co-op residents in advance to find out if any parking spaces are temporarily available. Otherwise, overnight guests must park on the street.

### 3. MEMBER RESPONSIBILITIES

- a. Guests staying in a guest room must be hosted by a co-op member. If a guest is invited by the board of directors (such as a speaker at a co-op event), one of the board members will be designated as host.
- b. Hosts should remind their visitors of the co-op's Occupancy Rules with regard to smoking and pets. Visitors who do not follow the co-op's Occupancy Rules and policies will be asked to leave.
- c. Any damage or loss of co-op property for which guests are responsible will be charged back to the co-op member who invited them.
- d. Hosts are expected to clean the room(s) used within 24 hours of their guests leaving. If another guest is booked-in the same evening, the Assistant Property Manager or Guest Room Coordinators will let the member know in advance that the room has to be made ready before 4:00 p.m. the same day.

- e. Getting a guest room ready for the next visitor involves:
  - stripping sheets and pillowcases from the beds that have been used (duvet covers and pillow shams do not need to be washed each time, unless visibly dirty)
  - remaking the beds with clean sheets and pillow cases, from the supply stored in drawers beneath the north guest room bunk-bed
  - replacing used towels with clean ones, from the supply available in the bathroom under-sink cabinet
  - thoroughly cleaning the bathroom
  - emptying the trash bins, and putting in new liners
  - making sure there is an adequate supply of toilet tissue, hand-washing soap liquid, and bin liners
  - dusting / wiping all hard surfaces
  - vacuuming the floor; washing the floor if visibly dirty
  - removing all used linen and towels from the guest suite
  - washing the used linen and towels, using unscented laundry products
  - returning the clean linen and towels to the co-op office or to the Guest Room Coordinators within 48 hours.
- f. The Assistant Property Manager or Guest Room Coordinators can supply a vacuum cleaner, floor mop, and unscented cleaning supplies from the basement Janitor's Room, upon request. Supplies of toilet tissue and liquid handwashing soap are also available. Unscented laundry soap can be supplied if the member does not have any.
- g. Members who are unable to clean the guest room(s) themselves, or who are too busy, may hire someone to do this for them. The Guest Room Coordinators can provide a list of co-op members and other persons who are willing to do room cleaning and laundry for a fee. Members should arrange this service in advance of their guests arriving to be sure that the room(s) will be cleaned in a timely manner.
- h. If the Guest Room Coordinators find that a guest room is not ready for use, the cost of having it cleaned will be charged back to the hosting member, together with an administrative penalty.

#### 4. BOOKING A ROOM

- a. Reservations must be made by the co-op member who is acting as host.
- b. Reservations may be made up to one year in advance and will be acknowledged on a first-come, first-served basis.
- c. Members can use the co-op's online *Guest Room Booking System* to make reservations. Detailed instructions, with a link to the booking page, will be provided to all co-op members.
- d. Members who are not comfortable using the online booking system can ask the co-op's Assistant Property Manager to make a room booking for them from the co-op office.
- e. Members who book online can view reservations that have already been made, by date and room booked. Each new booking (for a specific room, on a specific date) must be made separately as the online booking system doesn't allow block bookings at present.
- f. Each booking event will be acknowledged immediately by an automatic message sent to the co-op member's email address. Room bookings will be confirmed by an email from the Assistant Property Manager within 7 days.
- g. The online booking system doesn't accommodate cancellations. If a booking has to be cancelled or changed, the member should send an email to the OGHG Gmail account

([oldgracehousingcoop@gmail.com](mailto:oldgracehousingcoop@gmail.com)) as soon as possible or go to the co-op office in person. Corrections will not immediately appear on the online booking calendar, so can result in double bookings.

- h. The 64 households in the co-op have an equal opportunity to use the guest rooms, which amounts to 10 room-nights per household per calendar year (1 January – 31 December). The 10 room-nights may be taken as one booking or several shorter ones. Reservations longer than 10 room-nights are possible if no other member is claiming his/her share at the same time.
- i. The co-op's Assistant Property Manager will monitor booking requests, noting dates when room keys need to be issued, and payments are expected. When the Assistant Property Manager is not available, the Guest Room Coordinators will carry out these tasks.

## 5. PAYMENT

- a. The co-op's operating budget includes income derived from renting out the two guest rooms to co-op members.
- b. Fees will be determined annually by the Finance Committee, in consultation with the Amenities and Common Areas Committee. Guest room fees will be approved by the board, as part of the annual budget process, after consultation with co-op members.
- c. The co-op charges per room per night for the guest suite. The two bedrooms can be rented individually (the doors are separately keyed), or the whole suite can be rented to one family or group.
- d. Payment should be made by the host when the room keys are picked up. Payment can be made by e-transfer to the OGHC Gmail account ([oldgracehousingcoop@gmail.com](mailto:oldgracehousingcoop@gmail.com)) or by cheque.

## 6. KEYS

- a. Before their guests arrive, members should contact the co-op office to sign out a set of 3 keys (guest suite door key, guest bedroom key, common area key) for each room that has been booked. If the co-op office is closed, the Guest Room Coordinators can issue these keys.
- b. At busy times of the year, a room that has been booked the previous night may not be available for use by the next guest until 4:00 pm. Any cleaning deficiencies should be reported immediately to the Guest Room Coordinators.
- c. Guests are expected to vacate their room(s) by 11:00 am on the day they are leaving the co-op, even if they plan to spend the remainder of the day with their host.
- d. As soon as the room has been made ready for the next visitor, hosts must return the guest room keys to the co-op office (or to the secure co-op mailbox if the office is closed). Clean linen and towels can be returned later.
- e. If guest room keys are lost, or guests take them away by mistake, co-op members will be charged a key replacement fee.

## 7. ADMINISTRATION

Guest room coordination is a task carried out by co-op members, with the support of the co-op's part-time Assistant Property Manager. One or more co-op members will act as volunteer Guest Room Coordinator(s). Their responsibilities are to:

- issue room keys and receive room payments, when the Assistant Property Manager is absent
- check the condition of the guest room(s) after each rental
- maintain a listing of members and other persons willing to work as guest room cleaners
- resolve any cleaning issues (such as arranging for additional cleaning to be done)

- inform the co-op Maintenance Committee of any concerns
- schedule seasonal room cleaning as necessary
- arrange for periodic laundering of duvet covers, pillow shams etc.
- report room usage quarterly to the Chair of the Amenities and Common Areas Committee
- periodically conduct an inventory of furniture, linens and towels; report any damage or losses
- recommend replacement of furniture, equipment, bed linen or towels when necessary

The Guest Room Coordinators are empowered by the board of directors to resolve any problems or conflicts arising from use of the guest rooms.