

## OLD GRACE HOUSING CO-OPERATIVE

### GUEST ROOM BOOKING POLICY

#### 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 reserve a room in their own suite for this purpose, or 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, 200 Arlington Street. 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. The co-op does not have public access internet. If their hosts subscribe to the co-op's internet service, guests will have internet access in any part of the building using their host's user name and password. If their hosts use another service provider, guests can access the internet using the slower *Guests@200 Arlington* connection. A password will be provided on arrival.
- e. During their stay, guests are welcome to use the co-op's common areas and facilities (for example, the Common Room, Kitchen, 2<sup>nd</sup> and 3<sup>rd</sup> floor Lounges, Laundry and Library).
- f. The co-op has 2 parking spaces for use by short-term visitors, subject to posted limitations. These are available for overnight parking from 9:00 pm to 9:00 am, on a first-come, first-served basis. Members who are expecting guests with vehicles are encouraged to email other co-op residents in advance to find out if any parking spaces will be temporarily available. Otherwise, overnight guests must park on the street.

#### 3. MEMBER RESPONSIBILITIES AS HOST

- a. Guests 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 volunteer to act as host.
- b. Member hosts should remind their visitors of the co-op's Occupancy Rules, specifically:
  - Smoking or vaping tobacco or marijuana is not allowed in the guest rooms or in any part of the co-op building or property. This includes the courtyard, walkways, rooftop patio and parking lots.
  - Pets, except for service animals, are not allowed in any common areas, including the guest rooms. If guests bring their pet to the co-op, the animal must stay in their hosts' suite overnight.
  - The common areas of the co-op are scent-free zones. It is preferred that guests avoid wearing or using scented products, which may leave lingering odours in the guest rooms.
- c. Any damage or loss of co-op property for which guests are held 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 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 the used sheets and pillowcases from the beds.  
(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 provided.
  - replacing used towels with clean ones, from the supply provided.
  - removing all used linen and towels from the guest suite for washing.
  - thoroughly cleaning the bath, toilet, and handbasin; sweeping and washing the bathroom floor; wiping down all surfaces; leaving the mirror spotless.
  - dusting / wiping all hard surfaces in the bedroom
  - vacuuming the bedroom floor; washing the floor if visibly dirty
  - emptying the trash bins, and putting in new bin-liners
  - making sure there is an adequate supply of toilet tissue, hand-washing soap, and bin liners
  - washing the used linen and towels, using unscented laundry products (unscented laundry soap can be supplied if the member does not have any).
  - returning the clean linen and towels to the Guest Room Coordinators within 72 hours.
- f. Supplies of unscented cleaning products are provided in the Guest Suite for member use.
- g. The Guest Room Coordinators can bring a vacuum cleaner and floor mop from the basement Janitor's Room, upon request. Additional supplies of toilet tissue and liquid handwashing soap are also available.
- h. 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.
- i. If the Guest Room Coordinators find that a guest room is left in poor condition, and not ready for use, the cost of having it re-cleaned will be charged back to the hosting member, together with an administrative penalty.
- j. Once a guest room has been checked as ready to use, any further cleaning that the member host wishes to do is considered the host's responsibility.

#### 4. BOOKING A ROOM

- a. Reservations must be made by the co-op member who is acting as host. Except in emergency situations, reservations must be made a minimum of 24-hours before guest arrival.
- b. Reservations may be made up to one year in advance and will be acknowledged on a first-come, first-served basis.
- c. It is preferred if members 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 one of the Guest Room Coordinators to make the room booking for them.
- 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.
- g. If a booking needs to be changed or cancelled, this should be done as soon as possible using the link provided on the Guest Room Booking page of the co-op website.
- h. The Guest Room Coordinators will contact hosts directly to confirm their guests' arrival time, and to make arrangements with the host for collecting the room keys.
- i. In order to allow all members an equal opportunity to make use of the guest rooms, the number of bookings per household per year will be monitored. At times of peak demand, members may be asked to email their requests to the Guest Room Coordinators before a stated deadline, so that the Coordinators can see if there are likely to be conflicts. In this situation, members who have used the guest rooms less, or did not request a peak-period booking the previous year, will be given priority.

## **5. PAYMENT**

- a. The co-op's annual 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, as part of the annual operating budget. Guest room fees will be approved by the board, after budget consultations 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. Member hosts will be invoiced when their guests leave. The bill can be paid through their MyBrydges account, or by cheque made out to Old Grace Housing Co-op and mailed to Brydges Property Management.

## **6. GUEST ROOM KEYS**

- a. The day before their guests arrive, member hosts should collect a set of 3 keys (guest suite door key, guest bedroom key, common area key) from the Guest Room Coordinators for each room that has been booked. However, a room that has been booked the previous night may not be available for use by the next guest until 4:00 pm.
- b. 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.
- c. As soon as the room has been made ready for the next visitor, hosts must return the guest room keys to the Guest Room Coordinators. Clean linen and towels can be returned later.
- d. 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 co-op staff when available. Two or more co-op members will act as volunteer Guest Room Coordinator(s). Their responsibilities are to:

- contact the hosting member to confirm guest arrival time
- issue room keys; record when keys are returned
- check the condition of the guest room(s) after each rental
- maintain a list of co-op 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 repairs needed or maintenance concerns
- schedule seasonal room cleaning as necessary
- arrange for periodic laundering of duvet covers, pillow shams etc.
- periodically conduct an inventory of furniture, linens and towels.
- recommend replacement of furniture, equipment, bed linen or towels as 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.