



Hospital Accommodation Policy

Version 1.1

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Version Control

Note: minor updates increase version number by 0.1, major updates increase version number by 1.0.

| Version Number | Sections Amended | Date of update | Approved by |
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| 1.0 | First issue in new template | 15/3/18 | |
| 1.1 | Policy reviewed, minor wording change | 28/03/19 | Matt Pyke |
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Policy

Policy Statement

The Hospital Accommodation Policy outlines what service we provide to key workers mainly for Yeovil District Hospital, what we provide and how we provide an effective and efficient service.

Definition

Yarlington Housing Group is working in partnership with Yeovil District Hospital (YDH) (the Trust) and together we provide 36 flats on St George's Avenue, Yeovil which are provided for staff who work at the hospital. The accommodation is comprised as below:-

- **Saphira House** A 3-storey building with communal gardens, car parking, bin & bike stores – 3 x 1 bed flats, one on each floor, 9 x 2 bed flats, three on each floor
- **Pendragon House** A 2-storey building with communal gardens, car parking, bin & bike stores – 6 staircases (pods) with four flats in each pod, two on each floor. The flats are designed for 'shared' accommodation, contain 2 bedrooms, both with ensuite shower room (Room A) or ensuite bathroom (Room B) and a living room and open plan kitchen which are shared. When the flats are not able to be filled with two adults sharing they are 'converted' although not physically to allow a family to live there – max. 2 adults & 2 children. This is at a reduced rate to two sharing – see table below but reduces void costs, bills are also included as per shared accommodation.

At Saphira House (family accommodation) the tenant is responsible for paying their own bills and the service charge includes building and contents insurance, wi-fi, communal cleaning and garden maintenance.

At Pendragon House (shared accommodation), the rent & service charge includes all bills – council tax, water, gas & electric, building and contents insurance, wi-fi, communal cleaning and garden maintenance.

In partnership with YDH, Yarlington has an agreement for applicants to apply for accommodation upon receipt of a job offer and confirmation of Right to Rent. They are required to pay a holding fee (deductible) and one months rent as a deposit using Deposit Protection Service (DPS).

Yarlington will ensure that the applicant is provided with a comprehensive Move In Pack prior to moving in.

Yarlington will provide good quality fully furnished and equipped accommodation. We will complete regular property inspections to ensure that the properties are well maintained and decorated and that any faulty items are replaced.

Complaints Process

YHG operates a formal customer feedback procedure, where an applicant or any other person receiving a service can complain about any aspect of the service with which they are unhappy.

Equality and Diversity

Yarlington is committed to fairness and equality for all regardless of any disability, gender reassignment, marriage or civil partnership, pregnancy and maternity, race – this includes ethnic or national origins, colour and nationality, religion or belief, sex/gender, family circumstances, age or offending history. Our aim is to ensure that our policies and procedures do not create an unfair disadvantage for anyone, either directly or indirectly.

Review

The YDH Policy will be reviewed every 24 months.