

## **Frequently Asked Questions (FAQs)**

### **What is the Hotel and Guest House Accommodation Framework Agreement?**

The framework agreement governs the relationship between the Council and hotels or guest houses when booking rooms for households who are experiencing homelessness. There are two lots:

- Lot 1: Block book hotel or guest house nightly rooms for a specified period in the district
- Lot 2: Spot purchase hotel or guest house nightly rooms in the district

The hotel or guest house will within the tender return submit a price for rooms in their premises and answer a series of questions to confirm they meet the necessary standards to go on the Framework. The Council will process the applications and successful applicants will join the Framework and sign the Framework Agreement.

The hotel or guest house booking is made via a Call-off Contract from the Framework Agreement (which confirms the booking).

### **What is a Call-off Contract?**

A Call-off Contract is a booking which is made in accordance with the terms and conditions of the Framework Agreement. The Council will contact the hotel or guest house it considers to be most suitable by telephone to find out their availability and the hotel and guest house will confirm the booking. The Council will email the Provider with a copy of the Call-off Order Confirmation Form to confirm the booking. The hotel or guest house must terminate the placement when instructed to do so by the Council. (See Schedule 1, page 17-24 of the Framework Agreement for the Call-off Contract terms and conditions and Schedule 2, page 25-26, of the Framework Agreement for the Call-off Confirmation and Termination Forms).

### **How do you decide which hotel or guest house to book for spot purchasing?**

When hotels or guest houses join the Framework, the Council cannot guarantee exclusivity or the volume of bookings.

In addition to price and availability, the Council may consider special considerations which take precedence over the Pricing Schedules. This includes the individual circumstances of the homeless applicant(s), any risks and mitigation measures, community concerns and numbers of existing homeless placements and proximity to each other and the Providers' previous record of accepting or refusing bookings and submitting invoices on time. The household will be placed into accommodation as quickly as possible and with the most appropriate hotel or guest house for that household endeavouring to treat all hotels and guest houses in a fair and transparent manner. (Please see Section 4, page 6-9, of the Framework Agreement for more information about the procedure).

### **How do you decide which hotel or guest house to use for block booking arrangements?**

The Council may decide to block book hotels or guest houses in the same way that is outlined above for spot purchasing arrangements. However, the Council may invite hotels or guest houses to submit a price as part of a mini competition. This would normally involve emailing hotels and guest houses on the framework inviting them to submit a price, setting a time limit for responses to be received. (Please see Section 4 including paragraph 4.1b and 4.6, page 7-8 of the Framework Agreement).

## **What happens if the hotel or guest house do not apply to go on the Framework Agreement?**

Unfortunately, we will not be able to use hotels or guest houses for homeless placements if they have not applied to go on the Framework and signed a Framework Agreement, except in exceptional circumstances.

## **Terms and Conditions of the Framework Agreement**

The Framework agreement details the terms and conditions including in relation to service standards, compliance with health and safety, invoicing, DBS checks, safeguarding, data protection, freedom of information, confidentiality, insurance, supplying Information, performance, and outcome monitoring.

## **What is the Specification?**

Hotels and guest houses are required to provide good quality accommodation to accommodate households experiencing homelessness (who may be single people, couples, or families) with a range of needs. The Provider is requested not to provide support or offer money to households. If the Provider has any concerns about the support needs of households, the Provider will notify the Council so we can make appropriate referrals for support.

Section 3.11, page 8-9, of the Specification details the expectations of Essential Requirements for the accommodation. This includes information about the requirements for the accommodation, including maintaining rooms in a suitable condition and allowing the property to be inspected to ensure the property is in a safe and fit condition. It is necessary for rooms to have a fridge, kettle, and for facilities to be available for households to warm up food (but not cook) and to eat their own food. The Specification outlines compliance including fire, electrical safety, housing standards and other legislative requirements.

The Specification outlines expectations around hotels and guest houses responding to booking requests and terminating placements when requested to do so.

There must be sufficient staffing for effective operational management to oversee the day to day running of the building including any concerns about repairs and anti-social behaviour.

The hotel or guest house must comply with DBS, safeguarding, confidentiality, data protection, insurance, and other policy requirements.

## **House Rules**

Households placed in hotels or guest houses are asked to sign the Guest House/Hotel Terms of Residence House Rules. The hotel or guest house must display a copy of the house rules in each room the Council books for households experiencing homelessness. In circumstances where a household has breached the House Rules, the hotel or guest house should provide the Council with regular updates of the issues in the accommodation which could lead to them being asked to leave. The hotel or guest house is able to ask the household to leave, following discussion with the Council, for example where behaviour is not acceptable or manageable. (See section 3.10, page 7-8 of the Specification).

## **Notification of Concerns**

The hotel or guest house is required to notify the Council within 24 hours (or the next working day if issues arise on a non-working day) if a person or a member of their household is not occupying accommodation or if there are any issues with the condition of

premises, health and safety, breach of house rules/behaviour, visitors, returning keys or safeguarding issues or any other matters of concern.

### **Terminating Placements, Belongings and Evictions**

The hotel or guest house must terminate the hotel or guest house placement when requested to do so by the Council.

The hotel or guest house is required to notify the Council if belongings are left or keys not returned within 24 hours and to store possessions in a secure area of the building until they are removed by the Council (within 48 hours of the hotel or guest house requesting this).

The hotel or guest house is responsible for ensuring the household does not remain in accommodation beyond the booked period (please see Section 3.7 -3.9, page 6-7 of the Specification).

### **Working Relationship and Outcomes**

It is necessary for there to be a good working relationship with the Council and for the hotel or guest house to deliver a good service. There is provision for the hotel or guest house to meet with the Council to discuss any requirements relating to spot purchasing or block booking arrangements if required. The hotel or guest house is required to deliver on the key outcomes.

### **Invoicing**

The hotel or guest house will invoice the Council on a monthly basis by the 7<sup>th</sup> day of each month with the required information. (Section 4.1-4.3, page 11-12 of the Specification provides further details).

### **How do I apply to join the Framework Agreement?**

You will need to complete and submit the short tender return (qualifying questionnaire) and attach the documentation requested to apply to go on our Framework Agreement.

### **Clarification questions**

If you do have any questions about the tender, please email us on [procurement@stratford-dc.gov.uk](mailto:procurement@stratford-dc.gov.uk) We will publish all our responses to clarification questions on the website so that all potential providers have access to the same information.