

OFFICIAL

Premier Inn: Charing Cross Glasgow

03/11/21

Complaint of Poor Heating at the Hotel by Mutual Aid Officers.

I was asked to investigate a complaint about the lack of adequate heating at the above hotel by email from James Bertram the Health and Safety Manager and forwarded to me via **S38(1)(b)** Assistant Health and Safety Manager at 06:09 On 03/11/2021.

During the course of my duties I was able to visit the Premier Inn Charing Cross at around 11:45 hrs that same day. I spoke with the Hotel Manager a **S38(1)(b)** regarding the situation of Officers complaining of the rooms being cold.

S38(1)(b) was aware of the issues with cold rooms and explained that the Hotel's original central heating system had become obsolete and that all the rooms had since been retrospectively fitted with electric heating and that some of these heaters may have been switched off by other guests before the arrival of our Mutual aid officers which would have left some rooms cold but would soon warm after the heating was switched back on.

I was assured by the manager that anyone who felt that their rooms were cold could easily be given supplementary electric heating that could be sourced from reception on request along with extra bedding in the form of blankets and duvets. To provide this assurance, I was shown a substantial but limited quantity of portable electric heaters and bedding stored within the reception area for issue on request should the need arise. I was informed that all officers who had already complained had received a portable heater and extra bedding to boost the temperature in their rooms and provide extra warmth required.

S38(1)(b) informed me that officers could leave the heating on at a low setting all day to maintain a reasonable room temperature. The manager requested that any officers who had issues with their room heating should make reception aware of the situation, which his staff would endeavour to rectify in the first instance. I asked the manager to put a notice up in the reception to advertise this service which he said he would do.

During my visit I walked round the public areas of the hotel which were warm enough and didn't seem cold. I never inspected any bedrooms as I was unaware of the room numbers of those bedrooms that were affected. However, I did speak with some Mutual Aid Officers who were at lunch in the dining area at the time. They informed me that though none of their individual rooms had been affected, they had heard other officers complaining of rooms being cold. I updated them regarding the availability of extra heating that was held at reception that could be issued on request and asked them to relay this information to all Officers affected.

On return to **S38(1)(b)** I appraised **S38(1)(b)** of the situation in an email update at 13:24 03/11/21 indicating that Premier Inn staff were dealing with the situation.

The following day I spoke at my desk with Inspector **S38(1)(b)** of the Logistics Cell regarding the situation and provided an email update at 14:40 04/11/2021.

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