

The Bays - application ref. F/22/94204

The property will be always staffed to a minimum core level of 2.0FTE staff per shift. The only exception to this would be if both tenants were absent from the property and their staff teams were supporting them in the Community. Our Support Providers are chosen from a carefully vetted 'Framework' which ensure that they have the capabilities and experience to manage all aspects of an individual's specialist support needs. As this is a Supported Living environment ensuring good relationship with neighbours is central to being a good tenant.

The appointed Support Provider will meet with neighbours (if requested) as part of an individual's transition plan prior to the move to the property. They will establish clear communication pathways, whether that be via email or telephone or in person contact to provide reassurance and resolve any concerns should they occur.

The Housing Association managing the property will have a role in resolving any official complaints in line with tenancy agreements should the concerns constitute a breach of tenancy. Details of the Housing Association appointed can be shared with the neighbours once they are appointed.

Carrie-Ann Mills
Commissioner – Southampton City Council