



To Whom It May Concern

31 July 2026

26 St James Road, West End

We have secured the lease on the above property, a detached 4 bed bungalow, and propose to use it to provide supported living for up to two adult tenants with learning difficulties who would live together in a shared household, under use class C3(b).

The care support provided to the tenants will be by Acorns Health Care (AHC).

AHC provides personal care for severely mentally impaired people with learning difficulties in supported living accommodation across a number of properties in the Southampton, Winchester, Eastleigh/Fair Oak area.

The types of mental impairments are typically Autism Spectrum disorders and can range in severity. Each individual can be different, with different care needs.

Because of their mental impairment our clients often need help with day to day tasks, such as personal care and hygiene, managing money and bills, managing their medication, running the home and undertaking associated tasks such as cleaning and cooking / healthy eating, attending appointments, going on day trips, to the shops, etc.

The care support for each tenant would be a minimum ratio of 1:1, although could be 2:1. It depends on the care needs of the individual.

The care support provided to tenants by AHC operates in a supervisory capacity – watching over them, encouraging them, helping them to make choices and making sure that they are safe. Hence the term “supported living”.

The property will be the tenant’s main residence, i.e. will be “their home”.

They receive housing benefit from the local authority, which pays for their rent. They also receive disability benefits. Their individual care packages are funded jointly by the local authority and the Department of Health.

Tenants pay their share of household bills and buy their own food, drink and clothes, and any leisure or hobby activities they might wish to do.

Individuals that receive personal care are subject to regulation by the Care Quality Commission (CQC).



The majority of properties owned or leased by Acorns (Southern) Propco Ltd, where support is provided to individuals by AHC, fall within the C3(b) planning classification, as they comprise single households where (up to 6) residents live together and receive personal care. It does not involve the provision of medical care or treatment.

Proposed use of property

The property will be used by up to two adult tenants with learning difficulties. We have a tenant earmarked for the property who is due to move in at the end of August. They currently require a support staff ratio of 2:1. We will be looking to place a second tenant in the property in due course, although we will need to ensure they are compatible housemates. That can sometimes be difficult due to their individual characteristics. Otherwise, two new tenants will be found.

Care support will be provided around the clock 24/7, 365 days a year by non-resident staff. As a minimum this would be at a ratio of 1:1, although can be 2:1. During the day, there would therefore be a minimum of two and a maximum of four support staff in the property. Overnight less staff are required, although would be a minimum of two.

There are two 12 hour shifts (day shift and night shift) with staff changeover at 8am and 8pm.

Support staff can arrive in a variety of ways, although most do not own vehicles and so use public transport. A few drive / car share or get a taxi.

An Area Manager will usually pop into the property a few times during the week.

Each tenant will have their own bedroom, which will be their own private space. However, the rest of the property will be fully shared, i.e. the kitchen, lounge and garden.

The internal layout is fine as it is, so no changes would need to be made to the property.

The tenants themselves will be responsible for managing the household, under the supervision of the support workers, undertaking daily household tasks such as tidying and cleaning, and preparing their own meals, which is important for their self-development. During the day the tenants are likely to spend time playing games, watching TV or a movie, or playing on the computer, or pursuing their hobbies / interests. They will have day trips out, visiting shops, parks and other green spaces and attractions as part of their community living experience. There may be appointments that they need to attend outside of the house.

The weekly food shop is usually done on-line and delivered to the door. There are also often other online deliveries (e.g. Amazon).

I trust this information is of use.



I would be happy to assist further if any additional information is required.

Yours faithfully,



Hayden Foster

Director/Registered Manager