

Good neighbour charter

A supported living scheme - Culver Road, Basingstoke

It's important for us to have a good relationship with our neighbours. To help this happen, we've set out a series of commitments, which are the standards you can expect us to work to if we were successful in getting planning permission.

As the Culver Road supported living scheme is not yet built, we'll be making some commitments about the building process, as well as what to expect from us when we're actually working in the building.

Because we're not yet clear about when and how the building work will be done, we'll update the building commitment as we go along.

About us

- We're a supported housing provider that specialises in working with vulnerable people who are homeless or at risk of being homeless. Part of our work is helping people develop the right kinds of skills needed to live in a permanent home.
- Our work in Basingstoke also focusses on finding long-term solutions to homelessness by helping people deal with the root causes of their problems.
- Those triggers are based on many different things. This includes anxiety and depression, childhood or domestic abuse, addictions, redundancy or a relationship breakdown.
- Our clients are **everyday people who find themselves homeless**. It's possible for this to happen to almost anyone.

About our Culver Road supported housing

- Culver Road will be a supported living scheme. It's more than a place to stay.
- At a supported living scheme, we support people to learn new skills and utilise the skills they already have. We help people to feel safe and to take proactive steps to end their homelessness.
- Our ambition is to improve the lives of people, not make them harder, and that includes the lives of our neighbours.

What to expect from us when we're your neighbours

- We'll be open and honest with you at all times.
- We'll be fair to our clients and to you.
- We'll protect your privacy and that of our clients.
- We'll have two people from our team on site 24 hours a day, every day of the year.
- Our teams will be on-hand to support clients at any time and will be a valuable link for you as our neighbours.
- If you have any questions or issues you'd like to raise with us please email CulverRd@TwoSaints.org.uk
- When we are open, we'll give you a telephone number too as a contact point.

What to expect about the way we work with our clients

- To make sure our clients are suitable for supported living accommodation, the people they will share the accommodation with and the neighbourhood, we'll carry out an assessment before they move in.
- Our assessments consider both the needs of the person we're looking to support, and the needs of the local community.

- We have rules in place for people who live in our supported living schemes, but we expect people to make mistakes. If someone breaks these rules, and will not change the way they act, they may be asked to leave.
- Our scheme will be staffed **all day, every day** to support our clients and be a link to you as our neighbours.
- We always work closely with the police, community safety officers, local council and local neighbourhood teams to make sure everyone can stay as safe as possible.

What to expect in the wider neighbourhood

- We'd like to know if any of our clients are disruptive while in the neighbourhood so we can speak to them about it and do our best to stop it happening again.
- If you come across anything that concerns you please let us know.
- But please remember, not every issue in a neighbourhood will be linked to our clients. The neighbourhood will already have a cross-section of people and some will be better neighbours than others.
- The outside of the building will also have closed circuit television to increase safety in the neighbourhood.
- As we've said before, we work closely with the police, neighbourhood safety teams and the local council and will tell them anything we think they should know.

What to expect during the building process

- When the development is being built, we'll set down some rules for the contractors to follow to make sure you're disrupted as little as possible.
- We'll update this section as soon as we've been through the planning process and a contractor is chosen.
- If we can, if Covid restrictions allow it by then, before we open the supported living scheme to clients, we'll invite you to come and have a look around. So you can understand more about the building and how we'll be working with the people who will live there.

How we'd like to be treated by you too

- We'd like you to treat us with the respect we plan to show you.
- We'd like you to raise any issues you have with us or our clients directly with us in an open way so we can try and solve any problems that develop.
- We'd like you to listen to us and try and understand our work.
- We hope you'll be a good neighbour too

How to get in touch with us

- While we're going through the planning process you can get in touch with us by emailing CulverRd@TwoSaints.org.uk
- We'll give you specific contact details for the building stage as soon as we can.
- When we're fully open, our teams will be on site all day, every day and will be a link with the community. We'll also give you a telephone number and an email address to use too.