

**Management Plan:  
9-12 St Catherine's Terrace, BN3 2RH  
Revision B**

**April 2022**

## Contents

Service Model .....	3
Behaviour and Conduct.....	4
Locality Management Procedure.....	5
Managing Locality .....	5
Anti-social behaviour in the nearby local parks or other amenities .....	6
Staff Safety .....	6
Actions for Staff and Community .....	6
Neighborhood Engagement .....	7
St Mungo's NSNO Service Good Neighbours/Community Locality Plan .....	8
Appendix 1: Community Responsibility Protocol .....	14
Appendix 2: Excluded Licence Agreement.....	20
Appendix 3: Community Commitments & Good Neighbour Statement .....	35

## **Service Model**

The service is needed by Brighton and Hove City Council (BHCC) to reduce homelessness in the city through a No Second Night Out Service (NSNO) model as set out by the Department for Levelling Up, Housing and Communities as part of the Rapid Rehousing Pathway model and St Mungo's will be delivering the service in line with our vision to reduce the number of people sleeping rough. People are referred into the service by BHCC's contracted Outreach team, who will verify people sleeping rough on streets and bring them to the NSNO service.

NSNO provides robust triage assessment for individuals for a range of support and accommodation needs, these are completed by a skilled Assessment and Reconnection (A&R) worker who are based in the service 24/7. The A&R worker completes an in-depth assessment and where required works with partner agencies from the Adult Social Care Assessment Team, Substance Misuse Service, Mental Health Homeless Team, and the Homeless Health Care Hub to ensure a rapid assessment is carried out for the client's needs. The service work towards stabilising clients by ensuring they feel safe and that their basic needs are being met. Each client have an allocated A&R worker for case management who identifies an appropriate accommodation option for an individual (single service offer) and make appropriate referrals. They work with Housing Options to ensure that the service is part of a pathway that includes assessments of local authority duties, and provision of a personalised housing plan, including facilitating reconnections to other local authority areas nationally and agencies internationally where required for people with no local connection to Brighton & Hove.

At NSNO people will be offered accommodation with the majority of self-contained units with en-suite bathrooms. The aim of the service will be to carry out assessment within 24 hours and deliver a service offer within 72 hours of moving into accommodation. The average stay for people in the service is estimated to be within 42 days.

The NSNO service will be delivered within the below policies and procedures:

- Recruitment procedures, including rehabilitation of offenders and Disclosure and Barring Service (DBS) clearance;
- Health and safety;
- Risk assessments;
- Serious incidents, including the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995 (RIDDOR);
- Grievance and disciplinary procedures;
- Supervision and training of staff;
- Support planning;
- Complaints;
- Confidentiality;
- Equalities and diversity (including LGBT interests);
- Service User involvement;
- Raising issues of concern;
- Safeguarding adults;
- Child protection;
- Multi-disciplinary working;

- Good neighbourhood relations;
- Non-engagement; and
- Civil contingencies.

*This list is not exclusive or exhaustive*

The service works closely with the community safety team and their community safety protocol for supported accommodation. See Appendix 1.

In addition, the service will also have its own wider strategy for managing relationships with neighbours and local communities. The detailed plans are laid out in the **Locality Management Procedure** and **NSNO Good Neighbours/Locality Plan below**.

We take proactive and positive approach with our communities to build relationships:

- By setting up communication channels with the neighbours and local community and create empathy towards people who face homelessness, including our vision as an organisation and as a service.
- We are committed to build positive relationships with our neighbours, address any concerns and proactively integrate our clients in their communities.
- We use the model of holistic approach to resolve and address challenges and integrate our service as a part of community.

There are several ways to support our clients to engage in the local communities, such as:

- Identifying local housing and resident associations and supporting clients to attend community events and meetings.
- Work with other housing providers and support in attending annual resident engagement events
- Identifying and establishing links with Safer Neighbourhood Team and inviting them to visit the service to talk to staff and clients about understanding roles in keeping community safe.
- Supporting our residents to be part of community activities such as gardening groups, day centres and St Mungo's own local resources to aid their recovery and increase participation

## **Behaviour and Conduct**

The client staying at NSNO will be given an excluded licence agreement. This will provide them with all the details of both their responsibilities, behaviour and rent payment and our responsibilities as well. See Appendix 2, this will also means that they will not be entitled to AST or tenancy protection as excluded occupiers.

## **Locality Management Procedure**

The locality needs to be checked on a regular basis (at least every 2 hours) during the day. All staff are responsible for recording any issues that staff experience in the locality.

These locality checks of 9-12 St Catherine's Terrace, Hove. BN32RH will be conducted at **09.30am, 1.30pm, 4.30 pm and 7.30pm**. Overnight locality checks will take place hourly consisting of staff patrolling the internal sites plus security undertaking external building checks Staff will be responsive to noise or alerts from neighbours regarding locality issues 24/7.

### **Managing Locality**

- Staff have access to the CCTV which is visible from reception and should be used to quickly identify any issues in the immediate area of St Catherine's terrace area by the entrance to the site. Any issues identified via CCTV outside of locality checks should be responded to immediately.
- Patrols will be carried out by staff during 8am-8pm and Security staff between 8pm-8am. Staff will carry litter pickers and bags in order to dispose of any litter in the locality.
- It is the responsibility of the staff conducting the check to report back to relevant services if the individuals are known to those services.
- If a check cannot be carried out at the specified time for reasons beyond staff's control, the check must be carried out at the earliest convenience.
- Should a local resident or neighbour report a concern to staff (*contact details under Neighbourhood engagement section*), this must be acted on immediately and actions reported back to resident / neighbour after completion (in line with confidentiality P&P).
- If individuals found to be congregating are hostel residents, staff will remind them of their obligations under house rules and request that they move on from the area or return to the project. Staff will remain until the group is dispersed, unless it is unsafe to do so.
- Staff will request that individuals whom are not residents of the project move on from the area, cease drinking and take any litter with them and inform them that police will be called if behaviours continue.
- Should individuals, including contractors, other agencies or support staff be observed to be smoking in the front area of the project, staff will request they move to the allocated smoking area.
- Staff should encourage residents to remove any litter they have scattered. If lots of litter is left behind staff are asked to collect items of litter associated with residents including cans, and should they come across them when leaving or returning to the building can collect them as courtesy.
- Music at all times should not interfere with the peace and comfort of other residents in NSNO Brighton, local residents or other members of the community. Staff to ensure that all music is turned down further before 10pm to a reasonable level so as not to be heard outside. Staff will be proactive in tackling loud music or noise before it reaches the stage of disturbing neighbours at all times.
- If staff see residents causing Anti-Social Behaviour in the locality on the way to/from work, or elsewhere during lunch hour, they should call the relevant service reception so that staff on duty can take action.

## **Anti-social behaviour in the nearby local parks or other amenities**

- St Mungo's NSNO Brighton service can directly manage the issues related to its clients, however gathering in parks and amenities and anti-social behaviours by 'others' in the neighbourhood is out of our control, however we work closely with safer Neighbourhood teams, PCSOs and Brighton's Community Safety team in the area to keep abreast of challenges that this may pose and feedback on any issues that may arise to the relevant agencies and where possible we will provide additional resources to help those agencies, in order for them to deal with those issues in a swift manner
- Community engagement and positive impact is a priority therefore as part of the plan St Mungo's Regional Head, South of England, will attend engagement meetings and also other local resident's meeting with the community safety team to ensure a holistic approach is taken to resolve any historic and ongoing St Mungo's client related issues.

**Safer Neighbourhood Team (Police)** should not be called to disperse people unless there is a secondary reason such as anti-social behaviour, including drinking, noise pollution, verbal abuse, violence or other illegal activity.

## **Staff Safety**

- No worker should approach individuals on their own (unless they are known to our service / do not pose as a management risk) - always call for a colleague except security staff who must wear a body cam and have a radio where they can contact a staff for immediate support or Mobile Support Unit. When you do approach anyone, be calm and firm but unthreatening. Keep your distance and stay safe.
- If there are people congregating in the area (two or more) the workers should request that they leave and to stop drinking and to take any litter with them.
- If it's dark, please use high visibility jacket. Please take a torch (on the phone), a radio and your lone working device.
- Unless exceptional circumstances arise Safer Neighbourhoods Team should not be called to disperse people.

## **Actions for Staff and Community**

- Staff to respond immediately to any resident causing noise or nuisance, in person, to discuss the matter. Staff to remind residents of obligations under house rules.
- The team will discuss causes for concern and incidents during handovers and weekly team meetings to develop preventative strategies in relation to particular residents.
- In the event of incidents in the locality, resident files and incident reports to be updated accordingly.
- The team will take a personalised approach to supporting residents to manage behaviours to prevent disruption, and in the event of an incident of disruption
- Local residents / neighbours are advised to contact 101 or 999 directly in the event of a crime taking place, or having taken place.
- Should a local resident or neighbour suspect someone is injured or in need of medical assistance, please contact 999 directly.

## **Neighbourhood Engagement**

- NSNO Management team will send out quarterly invites to 'Neighbour meetings' and will send out minutes and actions within the following week to the members who have registered their contact details and have agreed to receive the minutes/actions. In addition the NSNO management team will be part of ongoing resident meeting groups relevant to this area.
- If a neighbour would like to contact site management they may be provided with the email address: **nsnobrighton@mungos.org** ; this will reach all managers for the site so that the most relevant manager can respond. Alternatively the service can be contacted on our 24/7 duty number **07763 869551**.

## **St Mungo's NSNO Service Good Neighbours/Community Locality Plan**

NSNO Brighton work with 'residents' on excluded license agreements and challenging behaviour is managed according to policy B17 – Responding to Challenging Behaviour (Accommodation Services)

<b>Action</b>	<b>Who is responsible</b>	<b>Checked by</b>	<b>Frequency</b>
<p><b>Harassment/abuse:</b></p> <p>Residents agree not to cause harassment to others when they move in, and to show consideration to others; this is part of the license agreement, and is discussed at sign-up when residents sign our 'community commitments' document.</p> <p>New residents that are referred to NSNO Brighton show a commitment around this prior to moving in, and also that any concerns relating to ASB are discussed as part of this assessment. This will then form the decision as to whether NSNO Brighton accept the new person being referred.</p> <p>Any form of harassment or abuse is taken seriously – Incidents are managed in accordance with policy: informal intervention, Acceptable Behaviour Commitment (ABC), First Written Warning (FWW), Second Written Warning (SWW) Final Warning (FW) and Permanent Exclusion/Eviction (PE). NB depending on the severity of an incident or behaviour the most appropriate intervention will be utilised, i.e. permanent eviction would be actioned where there are serious safety risks, even if no earlier warning had been issued.</p> <p>In most cases, clients and residents are provided with food and other essentials, or have financial means to purchase food. Begging/shoplifting and harassment will be managed in accordance with policy: informal intervention, Acceptable Behaviour Commitment (ABC), First Written Warning (FWW), Second Written Warning (SWW), Final Warning (FW) and Permanent Exclusion (PE). However, the police should be involved as a first point of contact for any illegal activity outside of the St Mungo's site.</p> <p>All of the above is supported and underpinned by locality checks that are undertaken every 2 hours in which staff wearing hi-vis vests proactively identify and address anti-social behaviour,</p>	<p>All staff, residents and clients</p> <p>All staff</p> <p>All staff</p> <p>All staff</p> <p>All staff</p> <p>Management</p> <p>Management</p>	<p>Management</p> <p>Management</p> <p>Management</p> <p>Management</p> <p>Management</p> <p>Regional Heads</p> <p>Regional Heads</p>	<p>Booking in process and in response to incidents.</p> <p>In response to new clients being referred in</p> <p>In response to incidents.</p> <p>In response to incidents.</p> <p>Every 2 hours daily</p> <p>Quarterly</p> <p>Quarterly</p>

Action	Who is responsible	Checked by	Frequency
<p>congregating, suspicious behaviour, noise and litter.</p> <p>Managers to engage with local quarterly ward panels.</p> <p>Managers to hold quarterly neighbourhood meetings to address any noise complaints.</p>			

Action	Who is responsible	Checked by	Frequency
<p><b>Noise nuisance:</b></p> <p>Residents agree not to cause nuisance or noise to disturb others when they move in, nor to allow their visitors to do so; this is part of the license agreement and community commitment document. These are discussed at sign-up. Breaches of this rule result in action by staff to address the problem through informal measures (reminders, awareness, use of headphones, etc.) and formal measures where required (warnings, exclusions, visitor bars or police involvement; potentially eviction).</p> <p>All staff monitor noise levels continuously to identify and promptly address noise issues, including from street activity. Gatherings at the front of the property are actively discouraged, especially where loud noise, foul language or alcohol use is involved; staff intervene to break up noisy groups, including when these involve unknown passers-by, where safe to do so. Day and night staff conduct hourly building checks to identify and promptly address noise issues. Police are called when needed.</p> <p>Window restrictors are checked during weekly room checks, and repairs reported as required; this helps to reduce external noise transfer. In cases where residents are causing noise, staff will ask them to close their windows to reduce the noise disturbance caused to the neighbourhood.</p> <p>Incidents are managed in accordance with policy: informal intervention, Acceptable Behaviour Commitment (ABC), First Written Warning (FWW), Second Written Warning (SWW), Final Warning (FW) and Permanent Exclusion/Eviction (PE).</p>	<p>All staff, residents and clients</p> <p>All staff</p> <p>All staff</p> <p>All staff</p> <p>All staff</p>	<p>Management</p> <p>Management</p> <p>Management</p> <p>Management</p> <p>Management</p>	<p>Booking in process and in response to incidents.</p> <p>Hourly building checks</p> <p>Weekly room checks, and in response to incidents.</p> <p>In response to incidents.</p> <p>In response to incidents.</p> <p>Every 2 hours daily</p>

Action	Who is responsible	Checked by	Frequency
All of the above is supported and underpinned by locality checks that are undertaken every 2 hours in which staff wearing hi-vis vests proactively identify and address anti-social behaviour, congregating, suspicious behaviour, noise and litter.			

Action	Who is responsible	Checked by	Frequency
<p><b>Use of substances including alcohol, and dealing of substances:</b></p> <p>Residents sign up to a licence agreement at booking in which includes an appended schedule of 'house rules', detailing obligations including around the use of alcohol and dealing of substances. Residents also sign an induction detailing the same obligations.</p> <p>Substance use is taken seriously – incidents relating to substance use that put others at risk are managed in accordance with policy: informal intervention, Acceptable Behaviour Commitment (ABC), Final Warning (FW) and Permanent Exclusion (PE)/eviction. Clients and residents are given opportunities to reflect on substance use in order to address issues of dependence which may be preventing them from securing and maintaining housing. Support is offered to all residents with substance use needs; such as referrals to drug and alcohol support agencies, substance use reduction, abstinence and harm minimization. This support will enable residents to achieve their goals around substance use reduction and abstinence.</p> <p>At all of the services onsite, drug dealing (including non-prescription substances, non-schedule controlled substances, and trade in prescription drugs) is strictly prohibited. Suspected or known occurrences are handled in accordance with policy, with police intervention if needed. Warning letters are sent to all clients/residents if dealing is suspected, to clarify the prohibition and warn of the involvement of the police. This work is undertaken in accordance with St Mungo's Drugs Policy. All sites have a drug dealing</p>	<p>All staff, residents and clients</p> <p>All staff</p> <p>All staff</p> <p>All staff</p> <p>Management</p>	<p>Management</p> <p>Management</p> <p>Management</p> <p>Managers</p> <p>Regional Heads</p>	<p>Booking in process and in response to incidents.</p> <p>In response to incidents.</p> <p>In response to incidents.</p> <p>4 times per day (see <i>locality management procedure</i>)</p> <p>Quarterly</p>

Action	Who is responsible	Checked by	Frequency
<p>log which keeps an update to date record of any concerns relating to drug dealing and actions taken.</p> <p>All of the above is supported and underpinned by locality checks that are undertaken four times per day in which staff wearing hi-vis vests proactively identify and address anti-social behaviour, congregating, suspicious behaviour, noise and litter.</p> <p>Managers to engage with local quarterly ward panels.</p> <p>Managers to hold quarterly neighbourhood meetings to address any noise complaints.</p>			

Action	Who is responsible	Checked by	Frequency
<p><b>Staff conduct / responding to neighbour complaints:</b></p> <p>All staff are inducted and bound by the St Mungo's Code of Conduct (which includes provisions around appropriate tone of communication and professionalism) when they start work at the service.</p> <p>External complainants are asked for their names and contact details, and if they would like to be contacted by management to follow up, via phone or email. All complaints are recorded on our internal recording system.</p> <p>Where possible staff receiving a complaint will try to resolve the issue immediately, such as acting on a noise complaint, and then respond update the complainant with the outcome.</p> <p>Managers respond to neighbour complaints with an acknowledgement within five working days, as per St Mungo's complaints policy, and make further investigations where necessary. Management will offer to meet neighbours making complaints along with more senior management where necessary to resolve ongoing or more serious issues. Complaint responses are issued to</p>	<p>All staff</p> <p>All staff</p> <p>All staff</p> <p>All staff</p> <p>Management</p> <p>Management</p>	<p>Management</p> <p>Management</p> <p>Management</p> <p>Management and Complaints Team</p> <p>Regional Head</p> <p>Regional Head</p>	<p>At staff induction and reviewed at regular supervisions</p> <p>In response to complaints</p> <p>In response to complaints</p> <p>In response to complaints</p> <p>As required</p> <p>All staff inductions and reviews at regular supervisions</p>

Action	Who is responsible	Checked by	Frequency
<p>complainants as per policy Complaints, Suggestions and Compliments.</p> <p>Email address of managers and site numbers are shared with local community so that informal/formal complaints can be raised quickly and with ease.</p> <p>All staff's inductions include section on locality management (going over locality plan and locality procedure).</p>			

Action	Who is responsible	Checked by	Frequency
<p><b>Waste collection:</b></p> <p>Bulky household waste is disposed of via staff hiring a contractor to drive this to the tip, to avoid delays and reduce impact on our neighbours.</p> <p>Regular household waste is collected by the council. Staff will check this daily to ensure that rubbish bags are appropriately stored, with no build-up of waste. Staff will raise non-collection issues with the council when/if this occurs.</p> <p>Managers to engage with local quarterly ward panels.</p> <p>Managers to hold quarterly neighbourhood meetings to address any noise complaints.</p> <p>Daily locality checks entail staff picking litter around the locality.</p>	<p>All staff</p> <p>All staff</p> <p>Management</p> <p>Management</p> <p>All staff</p>	<p>Management</p> <p>Management</p> <p>Regional Head</p> <p>Regional Head</p> <p>Management</p>	<p>As required</p> <p>Daily checks</p> <p>Quarterly</p> <p>Quarterly</p> <p>4 times daily</p>

Action	Who is responsible	Checked by	Frequency
<p><b>Locality Checks/Litter Collection:</b></p> <p>Staff will be expected to complete locality checks in conjunction with litter collection on a daily basis. A shared log will determine frequency of checks, any site 'hot spots' and staff responsible for checks.</p>	<p>All staff</p> <p>All staff and residents</p>	<p>Management</p> <p>Management</p>	<p>Daily</p> <p>In response to incidents</p>

Action	Who is responsible	Checked by	Frequency
Residents are asked to dispose of litter properly and to be considerate neighbours. Any incidents of excessive littering will be addressed by letter to all clients.			

**Implementing this plan:**

- This locality plan details St Mungo’s NSNO Brighton Site Services’ approach and commitment to having a positive impact on the locality, community and neighbours. Service manager will take responsibility for coordinating the management of the locality plan, along with working with the neighbours to ensure the plan is implemented appropriately and satisfactorily.
- Current staff will be made aware of this formalised plan through email distribution and discussion in team meetings and supervisions.
- New staff and temporary locum staff will be made aware of this through updating the induction pack to include reference to this plan.
- Current residents will be made aware of this through discussion in regular residents’ meetings and individual key works where necessary.
- New residents will be made aware of the **Community Commitment Document (Appendix 3)** at booking in.
- Managers will review this plan quarterly by gathering feedback from neighbours and staff and reviewing incident reports. Additional actions to be undertaken, as required.

## **Appendix 1: Community Responsibility Protocol**

# **Community Responsibility Protocol for supported accommodation providers in Brighton and Hove March 2020**

## **INTRODUCTION**

As a provider of Supported Housing in Brighton and Hove, we work proactively to build and maintain positive relationships with our local community.

We work with partners to prevent and resolve community safety concerns involving people who live in our services, and their visitors, in the neighbourhood.

This protocol is a stand-alone document relating to the project named above; however, it should be viewed in conjunction with our wider policy and procedures on 'Nuisance, Harassment and Anti-Social Behaviour.'

## **THE SERVICE**

We ensure, as far as possible, that our service is a positive neighbour.— We work in partnership with our neighbours and with the local community to address any unneighbourly behaviour by people living in our service, or visiting people who live in our service, and to address any and tensions arising between members of the local community and our residents.

In some situations, we may be unable to prevent behaviour that may negatively impact on our neighbours; however, we will work pro-actively to address issues, whilst maintaining the safety of staff, service users and members of the public.

## **AIM OF THIS PROTOCOL**

The aim of this protocol is to;

- Ensure a positive relationship between the project and the local community
- Prevent and reduce incidents of disruption and/or nuisance to our neighbours, in the area immediately outside the project.
- Prevent and reduce incidents of nuisance and/or discrimination whenever they occur.

We work to achieve this by:

- Engaging meaningfully with our neighbours to promote and enable, a positive relationship between staff, residents, and the local community.
- Supporting residents to address the issues that led to their homelessness, build on their strengths and develop skills to move on to settled housing.

This protocol sets out:

1. The actions we will take in order to actively foster positive relations with neighbours and the local community.
2. The steps we will take to prevent/minimise disruption to the local community.
3. The work we will undertake with residents, in partnership with other agencies, to proactively address any negative impact their behaviour may have on our neighbours and the local community.

## PROCEDURE

We actively foster positive relations with neighbours and the local community by:

1. Where appropriate, holding events where the local community can find out more about our work and meet staff and residents.
2. Taking part in community events and meetings as responsible neighbours.
3. Making links with the Local Action Team in our area and attending local meetings as appropriate.
4. Providing our contact details to our neighbours and being responsive to communication from them.

We take the following steps in order to prevent and reduce disruption:

1. Ensure residents fully understand their responsibilities as a neighbour (this is included in induction information and forms part of our regular conversations with residents)
2. Monitor our project entrances and have regular patrols of the front, sides and rear of our service.
3. Ensure residents use their home thoughtfully and consider the needs of neighbours and the local community. Where residents or their guests cause disturbance by gathering outside the service we will, where safe to do so, remind them of their responsibilities as good neighbours and ask them to act considerately. Where necessary, staff will call the police to deal with disturbances.
4. Make sure we have strong links with the relevant Prevention Policing Team and Community Safety Team.
5. Work with neighbours and the local community to increase understanding and to address stigma and discrimination towards our residents.
6. Ensure the local community has a practical understanding of the noise and disruption caused by local premises (pubs, clubs, hotels etc) and their customers, which may often be completely unrelated to our service.

Where necessary we will work with residents, in partnership with other agencies to address any behaviour having a negative impact on our neighbours or on the local community, and we will work with the local community to address any behaviours having a negative impact on our residents by:

1. Recording incidents and information to teams or services in line with GDPR.
2. Contacting the Community Safety Team and/or local Police Prevention Team for information, advice and guidance on addressing anti-social behaviour (ASB), hate incidents, nuisance and annoyance.
3. Working with residents to address behaviour that is negatively affecting neighbours or the local community. We will develop the support plan keeping the client at the

centre and in a holistic approach with support from other relevant agencies. When needed we will make referrals to and liaise with specialist agencies, including arranging multi-agency case conferences and attending the monthly Street Community Partnership Meeting.

4. Using restorative practice and mediation to restore and rebuild positive community relations.
5. Proactively and constructively addressing any incidents of aggression and/or discrimination from the local community.
6. Supporting residents when they experience aggression and/or discrimination, including support to contact the police.

**Useful contacts**

To find out the local Prevention Police staff in your area and please contact [brightonandhove@sussex.pnn.police.uk](mailto:brightonandhove@sussex.pnn.police.uk)

To get advice and guidance from the BHCC Community Safety Team regarding ASB and hate incidents, building community relations and to make referrals please contact [CommunitySafety.Casework@brighton-hove.gov.uk](mailto:CommunitySafety.Casework@brighton-hove.gov.uk)

Name: .....

Position: Service Manager

Signed: .....

Date: .....

## **Appendix 2: Excluded Licence Agreement**

# Excluded Licence Agreement

This is an excluded licence meaning the Protection from Eviction Act 1977 does not apply to this agreement. This means that the Association/Agent can end the agreement and evict you without obtaining a possession order from the Court. This licence does not confer exclusive possession to you of the Property, House or Room nor does it create the relationship of landlord and licensee between the parties.

## THIS LICENCE AGREEMENT IS BETWEEN

<b>Name and address of the Housing Association</b>	[St Mungo's Community Housing Association] ("the Association") Of 5 <sup>th</sup> Floor 3 Thomas More Square, London E1W 1YN  which is registered with the Regulator of Social Housing under Section 3 of the Housing Act 1996 and which has as (amongst) its objective(s) the provision of housing accommodation together with care and support.
<b>Name of Licensee Address</b>	( <i>insert name of client</i> ) ("the Licensee") In respect of  No Second Night Out, 9-12 St Catherine's Terrance, Hove BN3 2RZ ("the House")
<b>Name and address of the Managing Agent</b>	<b>Not applicable</b> ("the Agent") of  <b>Not applicable</b>  which is registered with the Regulator of Social Housing under Section 3 of the Housing Act 1996 and which has as (amongst) its objective(s) the provision of housing accommodation together with care and support.  In this instance the Managing Agent is acting on behalf of the above Housing Association.
<b>Description of the Accommodation</b>	The accommodation to be occupied by the Licensee comprises Room [insert number]  or such other room within the House as the Licensor shall from time to time provide for the Licensee's use ("the Accommodation")  and use of the following communal facilities [insert details of communal areas to which the client will have access] ("the facilities"):
<b>Furniture and fittings</b>	The Accommodation is furnished in accordance with the inventory attached as Schedule 1 to this Agreement.
<b>Aim of the project</b>	The House is used as part of a project designed to provide

Assessment and reconnection with a short term accommodation in order to move to suitable accommodation according to the assessed needs and service offer

**Date of start of Licence** The Licence begins on [insert date] and is an Excluded Licence within the meaning of Section 3A of the Protection from Eviction Act 1977. It continues until it is brought to an end in accordance with the terms of this Agreement.

## **1. GENERAL TERMS**

It is agreed as follows:

**Payments for the Accommodation** The total weekly licence charge for the accommodation at the date of this Agreement shall be:

£305.54 |

1) The total weekly licence charge includes the following charges:

a) The weekly service charge at the date of this Agreement shall be:

£165.15 |

b) Other charges at the date of this Agreement shall be:

£0.00 Insert total |

2) The current weekly service charge at the date of this agreement is calculated as follows:

<b>Charges</b>	<b>Weekly (£)</b>
Salaries	32.24
Security	31.50
Water	1.19
Electricity	1.49
Gas	5.31
Cleaning & Laundry	23.52
Fire and H&S	3.22
Pest and Waste removal	2.98
Renewals	5.52
CCTV, Gas service, water treatment	1.30
Voids, Bad debts	28.91
Accidental damage, reactive maintenance, electrical compliance	3.21
Management charge	24.77

3) The payment of the weekly licence charge, service charges and any other charges is due in advance on the Monday of each week.

**Changes in the licence charge and other charges**

- 4) The Association/Agent may increase or decrease the licence charge by written notice to the Licensee specifying the new licence charge. The new licence charge shall be the amount specified in the notice. The Association/Agent shall give not less than one month's notice of any increase.
- 5) The service charges may be reviewed not more than twice in any one year. The Association/Agent shall give the Licensee one calendar month's written notice of any change.

**Service of notices**

- 6) Notice is hereby given in accordance with Section 48 of the Landlord and Tenant Act 1987 that the address of the Association/Agent for the receipt of legal notices, and any other communication arising from this Agreement, is as above.
- 7) Any legal notice, or any other communication arising from this Agreement, shall be validly served on the Licensee if posted or delivered to the Accommodation or sent via email to any email address provided by the Licensee at the beginning of this Licence or handed to you.

**Rights of Third Parties**

- 8) This Licence Agreement is not intended to and does not give rights to any third parties to enforce any provision contained in it for the purposes of the Contracts (Rights of Third Parties) Act 1999.

**Altering the agreement**

- 9) With the exception of any changes in the licence charge or service charges, this Agreement may be altered only by the agreement in writing of both the Licensee and the Association/Agent.

## **2. THE ASSOCIATION'S/ AGENT'S OBLIGATIONS**

The Association/ Agent agrees:-

**Licensee's Occupation**

- 1) To allow the Licensee to occupy the Accommodation and receive the services detailed in this Agreement but at no time will the Licensee have exclusive occupation of the House or Room or Accommodation. The Association/Agent reserves the right to move the Licensee to a different room at any time and for any reason.
- 2) Whilst the Licensor is entitled to enter the Accommodation at any time and for any reason, the Licensor will try to give the Licensee reasonable notice when access is required (except in an emergency). Examples of reasons why access may be required are:
  - To provide the services.
  - To inspect the condition of the Accommodation
  - To carry out repairs or other works to the Accommodation or other premises
  - To check the safety or welfare of the Licensee

- |   |  |
|---|--|
| <b>Repair of structure and exterior</b> | 3) To keep in reasonable repair, the structure and exterior of the House.  |
| <b>Repair of installations</b>          | 4) To keep in reasonable repair and proper working order any installations provided by the Association/Agent for space heating, water heating and sanitation and for the supply of water, gas, and electricity.  |
| <b>Repair of common parts</b>           | 5) To keep the House (including the common entrances, halls, stairways, lifts, passageways, rubbish chutes and any other common parts, including their electric lighting) in reasonable repair and fit for use.  |
| <b>Repair of furniture</b>              | 6) To keep in reasonable repair and fit for use all those items of furniture and fittings supplied by the Association/Agency listed in the inventory of furniture shown in Schedule 1 to this Agreement.         |
| <b>Decoration</b>                       | 7) To keep the interior and exterior of the House, in a reasonable state of decoration.  |
| <b>Licensees' Guarantee</b>             | 8) To provide the Licensee with information on its housing management policies as required by the guidance issued by the Regulator of Social Housing under the provisions of Section 36 of the Housing Act 1996. |

### **3. THE LICENSEE'S OBLIGATIONS**

The Licensee agrees:-

- |   |   |
|---|---|
| <b>Possession</b>                         | 1) To take possession of the Accommodation at the commencement of the Licence.  |
| <b>Licence Charge</b>                     | 2) To pay the licence charge and other charges, detailed above, weekly and in advance.  |
| <b>Use of the Accommodation</b>           | 3) To use the Accommodation for residential purposes and not to operate any business in or from the House and not to use the Accommodation for any illegal purpose.   |
| <b>Outgoings</b>                          | 4) To meet all outgoing payments applying to the Accommodation including but not exclusively electricity and water charges and other costs whether metered or billed.   |
| <b>Visitors</b>                           | 5) To be responsible at all times for the conduct of your visitors and not to leave visitors unaccompanied in the Accommodation or House. Not to allow anyone into the Accommodation or House who St Mungo's have said is to be excluded from it. |
| <b>Anti-social Behaviour and Nuisance</b> | 6) The Licensee or anyone in the household, including visitors, must not act in an anti-social manner towards any person living in, visiting or otherwise engaging in a lawful activity in the locality of the Accommodation or House.            |

**Racial and Other Harassment**

- 7) Not to commit, or to allow guests or visitors to commit, any harassment or threat of harassment on the grounds of race, disability, religion or belief, sex, sexual orientation, gender reassignment, marriage or civil partnership or pregnancy and maternity that may interfere with the peace and comfort of, or cause offence to, any other person in the service or local community, or to any other client, staff member, locum, agency worker, volunteer or contractor of the Association/Agent.

Acts of harassment includes, but are not limited to:

- i) Behaviour causing alarm or distress;
- ii) Language causing alarm or distress; using or threatening to use violence; using abusive or insulting words or behaviour; damaging or threatening to damage another person's home or possessions; writing threatening, abusive, insulting letters or graffiti.

**Illegal Drugs**

- 8) Not to use illegal drugs or substances in the Accommodation or to bring them into the House.

**Association/ Agents Employees, Board Members, Agents or Contractors**

- 9) The Licensee (or anyone – including children, household members or visitors to the Accommodation) must not threaten, shout or swear at or act in an aggressive or anti-social manner which causes or is likely to cause or is capable of causing nuisance or annoyance to any of our employees, Board Members, agents or contractors.

**Domestic Violence and Abuse**

- 10) The Licensee or anyone living with them must not use or threaten to use violence or abuse, against any other person including children living in the Accommodation or House. If the Licensee or anyone living with them does, and that person or their children have to leave the property because of violence, or threats of violence or abuse against them, the Association may take steps to exclude the person and/or end the Licence.

Domestic violence and abuse includes any incident or pattern of incidents of controlling, coercive, threatening behaviour, violence or abuse between those aged 16 or over who are, or have been, intimate partners or family members regardless of gender or sexuality.

The abuse can encompass, but is not limited to:

- psychological
- physical
- sexual
- financial
- emotional

**Noise**

- 11) Neither to play, nor to allow to be played, any radio, television, record or tape recording, musical instrument or any other device or equipment so loudly that it causes a nuisance or annoyance to

other persons in the Accommodation, House or the neighbourhood. Please refer to the House Rules.

**Disruption**

12) Not to commit or allow invited visitors to commit any act which results in serious disruption of another licensee's right to peacefully occupy any of the Accommodation in the House or to commit any act that results in harm or loss to any other licensee or member of his/her household, to visitors or neighbours, or to the Association's or Agency's employees or contractors, and not to allow into the House any visitor the Licensor has for good management reasons, excluded.

**Pets**

13) Neither to keep nor to allow to be kept any animal in the House **without** the written consent of the Association/Agent before keeping any animal.

**Interior of Accommodation**

14) Not to damage or remove furniture provided by the Association/Agent

15) To keep the interior of the Accommodation in a good state of cleanliness and decoration and to keep all internal fixtures and fittings in good order.

16) Not to put rubbish or any other unsuitable materials (such as but not limited to oil, grease, fat) into any sink, bath, toilet, drains or other pipes, or allow anything to be done which may cause a blockage in any of the pipes or drains.

17) Not to remove, tamper with or alter electrical or gas systems, installations or meters in or serving the Accommodation and House or any fixtures and fittings installed in or at the Accommodation and House for the purposes of health and safety including, but not limited to, risers, fire doors, fire and smoke alarms.

**Alterations**

18) Not to remove, add or make any alterations to the Accommodation or any fixtures, fittings or furniture provided by the Association/Agency.

**Damage**

19) To make good any damage to the Accommodation or House or the Association's/Agents fixtures, fittings and furniture or to the common parts of the House caused by the Licensee or any invited visitor to the Accommodation, fair wear and tear excepted, and to pay any costs incurred by the Association/Agent in carrying out such works in default.

**Reporting Disrepair**

20) To report to the Association/Agent promptly any repair or defect for which the Association/Agent is responsible in the Accommodation or House.

**Roadways**

21) Not to block local roadways and other vehicular access, and to keep them, and car parking spaces, clear of un-roadworthy vehicles and other obstructions.

- Assignment** 22) Not to assign the Licence except in furtherance of a court order or with the written consent of the Association/Agent.
- Overcrowding** 23) Not to allow anyone else to reside at the Accommodation who is not listed on this Agreement and to not allow the Accommodation to become overcrowded. You must tell the association/agent if anyone new joins your household or an existing member of your household leaves.
- Lodgers etc.** 24) Not to permit any lodger or any other person to reside at the Accommodation or purport to grant any Licence and not to part with occupation of the Accommodation.
- House Rules** 25) To comply with the House Rules attached to this Agreement. These rules exist to allow the good management of the Project/Service and in order to achieve the Project's aims. House Rules may be amended after consultation with all Licensees at the House and changes will be notified in writing.
- Health and Safety** 26) To comply with any health, safety or fire advice given by the Association /Agent and not to engage in any conduct likely to endanger the Licensees own health or safety or that of any other person.
- 27) Not to store any flammable materials such as petrol, diesel, gas, paraffin or oil in the Accommodation or communal areas and not to use communal or balcony areas for barbeques or any other purposes that may cause a health, safety or fire hazard.
- 28) Notify the Association/ Agent if oxygen cylinders are stored in the Accommodation.
- Care and Support** 29) This Licence is granted to facilitate the provision of more settled accommodation for the Licensee. Because the acceptance by the Licensee of the first offer of accommodation made to the Licensee is fundamental to this agreement, any failure or refusal to accept such an offer shall be regarded as a breach of this Licence.
- Reasonable conduct when using the Accommodation** 30) You must occupy the Accommodation in a reasonable-manner, including but not limited to ensuring that the Accommodation is properly ventilated with trickle vents (if provided) left open, heated, clothes are not dried inside the Accommodation other than by a means where excess moisture is extracted from the Accommodation, wiping down and removing excess condensation, not furnishing or storing items in any room such that air is impeded from free-flow, promptly reporting items of disrepair, and not damaging or neglecting the Accommodation or House such that it puts it into a state of disrepair.
- 31) To keep any communal areas shared with other Licensees, clean, tidy and free from obstruction.

- |                                   |   |
|-----------------------------------|---|
|                                   | 32) To ensure that all refuse and household waste is put into appropriate bin bags, chutes or containers used for the purpose of refuse disposal/ recycling and is not left in any communal areas or gardens. Bulk refuse such as old furniture must not be left, dumped or disposed of in shared or communal areas at the Premises or in any garden areas.   |
|                                   | 33) Not to store personal goods, including bicycles, pushchairs, mobility scooters, wheelchairs in communal areas, unless these are designated for this use.  |
|                                   | 34) Not to keep or allow any ammunition or firearms to be kept in the Accommodation or House.   |
| <b>Absence from Accommodation</b> | 35) To inform the Association/Agent, in writing and if possible in advance, if the Licensee expects to be absent from the Accommodation for 48 hours.   |
| <b>Ending the Licence</b>         | 36) To give the Association /Agent at least four weeks' notice in writing when the Licensee wishes to end the Licence.  |
| <b>Moving Out</b>                 | 37) To give the Association /Agent vacant possession of the Accommodation at the end of the Licence and to return the keys to the Accommodation (including any fobs, pre-paid meter keys, keys to windows/ balcony doors, gate keys, fobs or any other keys) at the end of the Licence and to remove all personal possessions and rubbish and leave the Accommodation and the Association's /Agent's fixtures and fittings in good lettable condition and repair. |
|                                   | 38) The Association /Agent accepts no responsibility for anything left at the Accommodation or House by the Licensee at the end of the Licence.   |
|                                   | 39) Where the Licensee fails to remove his or her property and possessions from the accommodation at the end of the Licence, the Association/Agent may dispose of such items as it sees fit.  |

#### **4. THE LICENSEE AND ASSOCIATION/AGENTS RIGHTS**

- |                     |  |
|---------------------|--|
| <b>Occupation</b>   | 1) The Licensee has permission to occupy the Accommodation for the duration of this Licence so long as the Licensee complies with the terms of this Agreement and has proper respect for the rights of other Licensees and any other persons in the neighbourhood. |
| <b>Consultation</b> | 2) The Association/Agent will consult the Licensee before making changes to matters of housing management or maintenance which are likely to have a substantial effect on the Licensee.  |
| <b>Information</b>  | 3) The Licensee has a right to information from the Association/ Agent about:  |

- the terms of this Licence;
- the Association's repairing obligations;
- the Association's policies and procedures on Licensee consultation and equal opportunities;
- the Association's policies on housing allocation and transfers;

**Complaints**

- 4) If the Licensee feels that the Association/Agency has broken this Agreement or not performed any obligation contained in it, he, she or an advocate acting on his or her behalf should first complain to the Association/Agency giving details of the breach or non-performance. If the Association/Agency fails to deal with the complaint or, in the Licensee's view, continues not to comply with the Agreement the Licensee or his or her advocate can refer the matter to the Independent Housing Ombudsman.

**Injunctions and other legal remedies**

- 5) The Association has the right to apply for an injunction to enforce the Licensee's obligations under this Agreement and where appropriate can ask the Court to attach a power of arrest or exclusion order to the injunction. The Association can also seek Orders in the Magistrates' and County Courts to control Licensee's, members of their household and visitors, who act in an anti-social manner.

**5. ENDING THE LICENCE**

**Grounds for Ending the Licence**

- 1) The Association/Agency can end the Licence by issuing a written notice. The Association/Agent can end the Licence for any reason. The amount of notice given will be reasonable but in serious cases of violence or threatening behaviour, notice may be immediate. Grounds the Association/Agent may end the Licence include but are not limited to where:
- a) failure to pay the charges that are due;
  - b) failure to comply with or breached any of the conditions of this Agreement;
  - c) the Licensee or any visitors have caused damage to the Accommodation, fixtures or fittings in the Accommodation, or damage in any communal areas;
  - d) the Licensee or any visitors have caused serious and/or persistent nuisance to other residents, neighbours or staff or carried out acts of harassment on the grounds of race, colour, religion, gender, sexuality, age or disability;
  - e) suitable alternative accommodation has been offered;

I have read, understood and accept the terms and conditions contained in this agreement. I have not given false or misleading information and have not failed to disclose any relevant information to the Association.

Licensee's Signature Print name Date	X _____
Signed on behalf of the association/ agent. Print name: Date	X _____
The Association is subject to any guidance on housing management practice issued by the Regulator of Social Housing with the approval of the Secretary of State.	

## **Schedule 1 - House Rules**

Welcome to NSNO. You are asked to adhere to the following house rules to help maintain a respectful, peaceful and safe environment.

### **Responsibilities**

1. You will need to make a claim for benefits within seven days of booking into No Second Night Out. Staff can help you to make a benefits claim. You will be required to call DWP to inform them of your change of address. If you haven't got an existing claim you will need to make a Universal Credit claim. If you are in receipt of benefits you will be expected to fund your own travel.
2. Staff will take your photo on arrival to No Second Night Out. This is for safety purposes and is used to ensure staff know who you are. We will not store your photo once you leave NSNO.
3. You are expected to engage in your reconnection plan and adhere to the terms of the induction script including the Single Service Offer.
4. No Second Night Out (NSNO) is short term interim accommodation. You are expected to take up the first offer of accommodation that you receive. Failure to do so could result in a Notice to Quit being issued in which case you will have 48 hours to leave NSNO.
5. You are responsible for maintaining an acceptable level of cleanliness, hygiene and safety in your room, communal areas of the building and in the locality.
6. Please consider others and keep noise to a moderate level. If you repeatedly cause a disturbance to others for any reason you will be in breach of your Licence Agreement and will be issued with a Notice to Quit.
7. Please inform staff if you are going to be away overnight. If you are not seen by staff for two nights, you may be putting your stay at the service at risk.

### **Conduct**

8. We do not allow the display of pornographic material anywhere within the No Second Night Out.
9. You are only allowed to have one other client in your room as a guest at any one time.
10. Overnight guests are not permitted.
11. Consumption of any illicit drugs is strictly prohibited within the NSNO premises. We do not condone drug use on site. Anyone suspected of illegal activities will risk exclusion and/or eviction. Anyone suspected of dealing will be issued with a Notice to Quit and the Police may be informed. Anyone using drugs is advised to speak to staff. We will help you to access appropriate support.
12. Violence, harassment, intimidation or personal abuse toward staff, clients or others in the locality will not be tolerated, and could lead to eviction. We ask that you respect others irrespective of their gender, race, sexual orientation, age, religion or any form of disability.

### **Health and Safety**

13. Please be aware of the location of fire exits. If the alarm sounds you must leave the building as quickly as possible using the nearest exit. All fire alarms should be treated as an emergency; you will be informed of any fire alarm tests. Candles and toasters are not permitted. The fire alarm is tested each week. Take care when smoking. Do not tamper with any firefighting equipment.

14. Please respect your environment and work with us to keep the project safe and clean. Sharps bins are available for disposal of sharp items.
15. You are required to allow staff to enter your room during room checks and at any other time that there is a cause for concern.
16. Any item that could be used as a weapon will be confiscated and handed over to the police as appropriate. If you have any dangerous items or weapons in your possession please hand them into staff immediately.

#### Access

17. Visitors are not allowed into No Second Night Out. Please arrange to meet people away from the premises. Unless consent is provided staff will not disclose your whereabouts.

#### The Building and the Locality

18. You are not allowed to consume alcohol in your room or anywhere else on site. This includes the in the street outside or garden. Failure to abide by this may result in you receiving a warning and could result in you being excluded.
19. Smoking is not permitted anywhere inside the building including your rooms.
20. This is a residential area, please be respectful when entering and exiting NSNO. Any anti-social behaviour will be not be tolerated.
21. Any theft or damage to property in or around No Second Night Out may result in eviction and/or prosecution.
22. You are welcome to see a copy of the gas safety certificate, a copy is stored in the manager's office.
23. Laundry facilities are available for use between 9.30am – 9.30pm. Please ask staff if you need soap powder.
24. Any electrical equipment brought into No Second Night Out must be PAT tested. Any residents with a TV are responsible for buying their own TV licence.

#### Personal Belongings

25. Please keep your possessions to a reasonable minimum. If you have a lot of items you should try and arrange for them to be stored elsewhere whilst staying here if possible. You will be expected to provide your own transport to move your items when you leave.
26. Once you have received an offer of accommodation you will be expected to take your belongings with you. If any belongings are left after 28 days after your departure they will be disposed of.

**I understand the rules of the Staging Post and agree to abide by them.**

Client's name:

Client's signature:

Date:

Staff member's name:

Staff member's signature:

Date:

## **ST MUNGO'S HOUSING SERVICE PROMISES TO USERS OF OUR SERVICES**

Below are St Mungo's service promises to all that seek our support and assistance.

### **If you use any St Mungo's housing services, we promise that:**

- 1.** Staff and volunteers will be competent, approachable, friendly and caring, and will have time to listen to you and treat you with respect and fairness.
- 2.** The services offered will be responsive to your current needs.
- 3.** The accommodation where you stay will be safe, quiet, clean, well decorated and maintained, with repairs carried out promptly.
- 4.** You will be given information on how the project works, how it can help you, and what is expected of you.
- 5.** You will have the opportunity to have a say in how the project runs. We will listen and take note of your views.
- 6.** We will treat all information about you confidentially, and will give you access to anything written about you, except third party information, and inform you who else may access it.
- 7.** You will have access to a simple to use complaints procedure, and procedure for appeals against warnings and evictions.
- 8.** We offer access to health care, and help with alcohol and drug problems
- 9.** We offer help to prepare for resettlement and will give you up-to-date information on finding housing
- 10.** We can help you to develop practical skills to maintain accommodation.
- 11.** We offer training in work skills and help preparing to find work.
- 12.** Where meals are provided, they will be appetising and nutritious.

## Schedule 2 – List of items/ Furniture

The following items are provided in your room or flat for your use during your period of residence. (St Mungo's staff to amend and tick as appropriate and state quantity)

<i>Item</i>	<i>Additional Comments (e.g. Condition)</i>	<i>Quantity</i>
<input type="checkbox"/> Mattress		
<input type="checkbox"/> Bed frame		
<input type="checkbox"/> Bedside cabinet		
<input type="checkbox"/> Table		
<input type="checkbox"/> Armchair		
<input type="checkbox"/> Lamp		
<input type="checkbox"/> Wardrobe		
<input type="checkbox"/> Shelving unit		
<input type="checkbox"/> Refrigerator		
<input type="checkbox"/> Desk		
<input type="checkbox"/> Chair		
<input type="checkbox"/> Cooker		
<input type="checkbox"/> Washing machine		
<input type="checkbox"/> Sofa		
<input type="checkbox"/> Mirror		
<input type="checkbox"/> TV		
<input type="checkbox"/> Bookcase		
<i>Other (please state)</i>		
Licensee's Signature Print name Date	X _____	
Signed on behalf of the association/ agent. Print name: Date	X _____	

Copy to file & copy to client

Attach signed copy of the House Rules and give copy to client.

**Appendix 3: Community Commitments & Good Neighbour  
Statement**



## St Mungo's (NSNO) St Catherine's Terrace Community Commitments & Good Neighbour Statement

*'Great opportunities to help others seldom come,  
but small ones surround us every day'*

At St Mungo's we promote acceptance, support and understanding. We acknowledge that everyone here is on a journey and we all have a duty to respect that and do our absolute best to support each other.

Whilst at St. Mungo's we all pledge (staff, visitors and residents) to uphold respect for the community we exist in and our neighbours around us and to value and care for the neighbourhood around us.

This includes:

- Entering and leaving the site in a quiet and respectful way
- Using designated entrance and exits for the service, not taking short cuts through neighbouring gardens
- Using the local parks to relax in and not loitering in the local area, our neighbours' gardens or driveways
- Keeping the local area tidy by not littering
- Not drinking alcohol or using substances in the local area
- Ensuring that no loud music is being played inside, or outside in the gardens, that will cause disturbance to neighbours
- Reporting any Anti-Social Behaviour or suspicious behaviour to staff or the police
- Be mindful of your language, people may be offended by hearing offensive or aggressive language.

### **Signature:**

I agree to the above and commit to being a good neighbour and respecting and valuing our local community to ensure we can all live happily in peace and harmony.

Signed \_\_\_\_\_

Date \_\_\_\_\_