

Together Homes NW Ltd

28 Nant Hall Road

Prestatyn

Denbighshire

LL19 9LN

tyglyn@togetherhomesnw.co.uk

Re: Change of use Hostel/HMO Ty Glyn, 28 Nant Hall Road, LL19 9LN

Management Statement

We are Together Homes Limited which is a company that offers temporary accommodation for local citizens in the Denbighshire area. We currently work with Denbighshire CC's homeless prevention team and Social Services (adult/care leavers). Together Homes NW Limited is owned and operated by individuals who live in Prestatyn.

This accommodation is of exceptional standard and is fully staffed 24/7. Staff include an ex local authority child protection social worker, registered nurse, and staff with a background in financial services. We have extensive CCTV coverage of the premises which is monitored 24/7 and fully backed up. The premises has a brand-new hard-wired fire alarm system with emergency lighting and fire escapes. The premises has also undergone a full refurbishment from an old tired looking unused building. The property now has an improved EPC rating of B from its original low G rating. This was done via Air source heat pump, solar panels, cavity wall insulation and loft insulation and partial internal wall insulation. This premises is now back in use and has been having a positive impact for local citizens who have been placed here since May 2024.

When the building was purchased in Dec 2023, it was unclear from the legal searches and legal pack as to the correct usage for the property. Several conversations with Denbighshire CC's planning department also failed to yield a current or correct property usage. The evidence strongly pointed towards a house in multiple occupation (HMO). This is evident by the rear of the property having external access via metal staircase to each of the 3 floors. Then entering each floor via an external UPVC door each with own letterbox. There was also mail arriving to various households marked as flat 1, flat 2 and ground floor flat, rather than the property address of 28 Nant Hall Road LL19 9LN.

The premises is located on Nant Hall Road opposite Parc Prestatyn, it is also located in the vicinity of Abbeyfield's supported accommodation, Park House Surgery, Prestatyn Police station and Healthy Prestatyn. The other side of Ty Glyn is 1 residential neighbour and then 12 Clwyd Alyn flats.

We work closely with Denbighshire CC's housing team and homeless prevention team to support our residents at a significant time of need in their lives. This includes a transition from temporary accommodation to a permanent residence within the local area. The citizens that are placed at Ty Glyn are local people who may have become homeless through a variety of reasons. This could be individuals who have been living rough on the streets to a mother child who have been evicted via a non-fault eviction from their landlord. We offer accommodation that allows these local citizens to live as normal a life as possible, until they are accommodated on a more permanent basis. This includes access to cooking facilities, laundry facilities, which these citizens don't get when placed into local hotels and guesthouses.

The staff at Ty Glyn work alongside Denbighshire CC's housing officers and support officers to ensure that citizens are fully supported. The support includes form filling, general day to day living/life skills, and wellbeing.

Within the last 12 months we have had only 1 incident at the premises which turned out to be a misunderstanding and subsequently resulted in no further action. We have had no issues with anti-social behaviour at the premises. We have an excellent relationship with neighbouring properties. This direct communication means that any concerns or day to day issues raised, are dealt with directly with management and staff. Therefore, any issues are ultimately resolved immediately.

The premises has parking for 3 vehicles with a further 4 parking spaces across the road from Ty Glyn. In the last 12 months we have only had 2 residents that have required parking for a vehicle.

We are working closely with Denbighshire CC's planning department and licensing team to ensure we have the correct usage of the premises made official and compliant. This will enable us to continue to support and house local citizens that need accommodation and support. We are a social enterprise who want to continue to have a positive impact on Prestatyn and its residents. We would appreciate any support and feedback.

Management Arrangements

Together homes NW limited current management arrangements are as follows:

Our company currently employs 5 members of staff; the premises 28 Nant Hall Road Prestatyn has two members of staff onsite 24hrs a day 7 days a week 365 days of the year. This provides full 24h availability to address any issue that may arise and provides support for our residents.

The premises is covered in all communal areas with CCTV recording 24/7, capturing coloured 4k imaging with audio.

The noise level that is omitted from our premises is continually monitored by staff and kept within acceptable levels. Any issues that may arise are addressed immediately.

There is a designated outdoor area for smoking which is private from view of any passing public and this is covered by the CCTV.

As an organization we aim to meet on a quarterly basis with the local authority and any other emergency services to address any issues or concerns going forward.

All our residents are made fully aware of house guidelines which are signed by every new resident, all residents also sign Denbighshire CC code of conduct. (see appendix ?)

Our website contains contact details of key staff should any neighbour concerns arise and this shall be updated regularly. Commercial signage is displayed outside the premise for contact details.

Parking is provided for staff members, visitors and emergency services.

Yours Sincerely

Together Homes NW Ltd