

### Housing User Board (HUB)

#### Comments on Draft Policy

Comment	Response
<p>I think this is a very difficult area. The policy draft is clear and I can fully understand why it has been drafted. My only concern is that it could be used inappropriately and cause harm in residents who are mentally fragile.</p>	<p>Careful consideration will be given to any individual circumstances before the policy is applied in a particular case. Any action taken under the policy will not prevent us from providing support to someone where they need it.</p> <p>Any measures put in place will be proportionate in the circumstances.</p>
<p>I've read through your document and find it covers most situations that are likely to arise. As you point out, tempers can flare when a resident feels that they are being ignored.</p>	<p>Our aim is to provide services that residents are happy with and we will investigate any complaints about service failure. Invoking the policy will not prevent us trying to assist someone with a complaint or enquiry.</p>