

Mr Michael Elsey
Senior Licensing Officer
Highland Council
Town House
Inverness
IV1 1JJ

27 July 2016

Dear Mr Elsey

Application for a House in Multiple Occupation Licence – Eildon House, 1st Floor, 39 High Street, Inverness

I write in relation to the above and I request the information below be given consideration at the meeting –

- We have been operating a House in Multiple Occupation in the above premises since 1991.
- No objections have been made by any businesses on the High Street.
- All Services have responded to confirm they have no objections to the application. This is clear evidence of our integrity and to comply with regulations. For several years we have enjoyed a good working relationship with all services and staff.
- See attached City Centre survey that our staff have carried out over a period of one month. This survey is confirmation that it is not the residents of Eildon House that are causing issue in the City Centre, the exact opposite. The residency of these individuals identified in the survey can be given to the Committee by police or the housing service.
- Week 4 – 8 July 2016, Iver Forsyth, Principal Housing Officer - Inverness, witnessed individuals named in our survey, “sitting in doorways, legs under blankets, begging”. I can confirm these individuals identified again do not reside in our accommodation.

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- The accommodation is staffed well, with 8 members of staff working during the day and 3 at night time. The accommodation is staffed 24/7. The accommodation is covered by CCTV, monitored at base and remotely.
- The staff have not called for police assistance and this can be confirmed by the police. The staff are skilled and trained well to respond to any incident should one arise.
- We note one of the objectors is the owner of the Chicken Hut on Drummond Street, Inverness. I would like to advise that workers from the Chicken Hut have been resident in our accommodation.
- The areas for anti-social behaviour and illegal activity appears to be the benches outside MacDonald's and Poundland, the alleyway by Ho Ho Hostel and near Ashers Bakery and not at the front of Eildon House.
- There has been a lot of press recently about illegal activity going on throughout the City Centre and not just on the High Street eg Highland News – Thursday 21 July 2016, regarding problems in the Merkinch area. Highland News – Thursday 14 July 2016, regarding problems where the Old Swimming Pool was. The best place to beg is in the heart of the City, where most shops are. The police are limited due to begging not being illegal.

I confirm that the owner, Donald MacIver, and myself, Catherine Wood, Manager, will be in attendance at the Committee Meeting.

Please accept this letter and survey as supporting documentation.

Yours sincerely

Catherine Wood
Manager