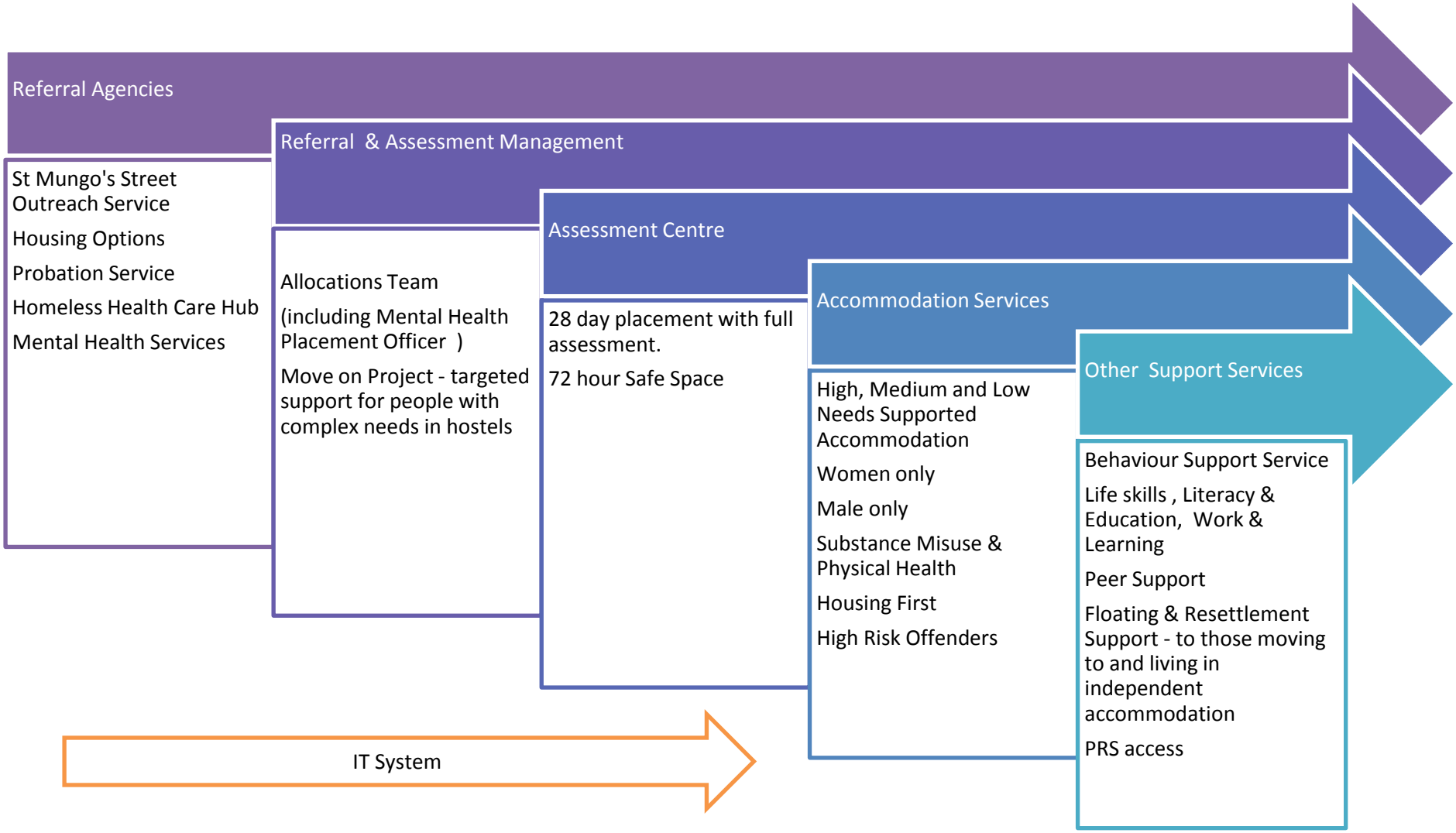Appendix 2 - Single Homeless Accommodation & Support Model