



Nova-Star Supported Living Allocations Policy

1. Aim of Policy

This policy outlines the principles and procedures through which Nova-Star Supported Living allocates its supported housing properties across London and the South East. Nova-Star provides safe, quality, and affordable accommodation for individuals and families in housing need, promoting inclusion and sustainable communities.

The overarching aim of this policy is to make best use of available stock, address housing need where possible, and foster long-term stability for residents.

2. Policy

Nova-Star Supported Living addresses housing need by providing high-quality, affordable supported accommodation across a range of property types. Allocations are made in a fair, transparent, and accountable manner that complies with relevant legislation and good practice standards.

Property offers will consider occupancy levels, suitability, and sustainability of tenancies, while ensuring compliance with all legal and regulatory obligations.

3. Nominations

Allocations will be made in accordance with nominations agreements between Nova-Star Supported Living and local authorities within London and the South East. This ensures properties are offered to those most in need and supports the discharge of local authority statutory duties.

4. Lettings Schemes

Nova-Star Supported Living works collaboratively with local authorities to deliver transparent and fair access to supported accommodation. Properties may be allocated through local authority lettings schemes or via direct referrals where appropriate.

Nova-Star retains the final decision on all allocations to ensure placements are safe, appropriate, and sustainable.

5. Exclusions and Suspensions

Applicants may be deemed ineligible for accommodation under certain circumstances, including where they are legally excluded, do not meet the 'Right to Rent' requirements under the Immigration Act 2014, or have previously engaged in serious tenancy breaches such as anti-social behaviour or rent arrears.

Applicants may also be temporarily ineligible until they demonstrate improved conduct or financial management. References will be sought prior to offering accommodation, and failure to provide them may affect eligibility.

6. Supported Accommodation

Applicants applying for supported accommodation will undergo a separate assessment to confirm eligibility. Nova-Star reserves the right not to allocate accommodation if eligibility criteria are not met.

7. Adapted Properties

Where a property has been specifically designed or adapted for a person with a disability, Nova-Star will prioritise allocating it to applicants who will most benefit from those adaptations, ensuring effective use of resources.

8. Successful Tenancy Plans

During pre-tenancy assessments, Nova-Star will evaluate each applicant's financial circumstances and support needs to ensure they can sustain their tenancy. Where affordability concerns arise, Nova-Star will work with the applicant and relevant agencies to improve their situation.

9. Refusal Policy

Nova-Star Supported Living aims to support and accommodate all eligible applicants; however, there may be circumstances where accommodation cannot be offered. This includes cases where a placement may pose a risk to existing residents, staff, or the wider community. All refusals will be communicated clearly, documented, and made without discrimination.

Refusal decisions are reviewed to ensure transparency, fairness, and compliance with equality and safeguarding principles.

10. Appeals

Applicants have the right to appeal any decision made under this policy. Appeals must be submitted in writing within 14 days of notification. All appeals will be reviewed by a senior manager not involved in the original decision.

11. Legal Framework

Legislation

Housing Act 1996

Application to Nova-Star Supported Living

Sets out the legal framework for the allocation of social housing and defines the responsibilities of housing providers and local authorities.

Homelessness Reduction Act 2017

Requires Nova-Star to work in partnership with local authorities to prevent and relieve homelessness through appropriate housing solutions.

Equality Act 2010

Ensures that all applicants are treated fairly and without discrimination based on protected characteristics.

Care Act 2014

Requires housing providers to consider the wellbeing and support needs of individuals, particularly those with care and support needs.

Human Rights Act 1998

Protects individuals' rights to privacy, family life, and fair treatment throughout the housing allocation process.

Data Protection Act 2018 & UK GDPR

Governs how Nova-Star collects, stores, and processes personal data as part of the allocations process.

Immigration Act 2014

Requires Nova-Star to verify that all applicants have the legal 'Right to Rent' before granting a tenancy.

12. Monitoring and Review

This policy will be reviewed annually or sooner if required by changes in legislation, regulation, or best practice guidance. Nova-Star Supported Living will monitor allocations and outcomes to ensure the process remains fair, transparent, and effective in meeting housing needs.

13. Impact and Equality Assessment

Nova-Star Supported Living is committed to promoting equality, diversity, and inclusion in all aspects of service delivery. This Allocations Policy has been assessed to ensure compliance with the Equality Act 2010 and to avoid any adverse impact on protected groups.

Nova-Star will make reasonable adjustments to ensure accessibility for individuals with disabilities or specific needs. All applicants will be treated with respect, fairness, and dignity throughout the housing allocation process.

Author	Head of Policy
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