



Nova-Star Care Residents' Handbook

Welcome to Nova-Star Care

Welcome to your new home. Nova-Star Care provides supported living accommodation across London and the South East. Our goal is to ensure that every resident has a safe, secure, and supportive environment to rebuild their lives and achieve independence.

About Nova-Star Care

Nova-Star Care offers supported accommodation for individuals referred by local authorities and our partner agencies. We provide a range of homes, from single apartments to shared accommodation, designed to meet varying needs. Our mission is to help residents achieve long-term stability and personal growth.

Your Tenancy Agreement

Your tenancy or license agreement is a legal contract between you (the tenant) and Nova-Star Care (the landlord). It explains your rights and responsibilities as a tenant, as well as our obligations as your housing provider. Please read it carefully and keep it in a safe place for future reference.

Resident Responsibilities

As a resident of Nova-Star Care, you are expected to:

- Pay your rent on time.
- Respect other residents, staff, and neighbours.
- Keep your home clean, tidy, and in good condition.
- Report repairs or safety concerns promptly.
- Avoid anti-social behaviour or any activities that could harm others.
- Allow staff or contractors reasonable access for inspections or maintenance.

Our Responsibilities

Nova-Star Care will:

- Provide safe, well-maintained accommodation.
- Carry out repairs within agreed timescales.
- Ensure compliance with all health and safety regulations.
- Treat all residents fairly, with dignity and respect.
- Provide clear information about services, rents, and complaints.
- Support residents in accessing help and advice when needed.

Repairs and Maintenance

We want your home to be comfortable and safe. Repairs can be reported by phone, email, or through our website. Emergency repairs are handled 24 hours a day. For example, issues such as no heating, water leaks, or electrical hazards or damp and mold should be reported immediately.

Health and Safety

Nova-Star Care takes your safety seriously. Regular inspections are carried out to ensure that homes meet safety standards. Smoke alarms, fire doors, and gas/electrical systems are tested regularly. Residents must not block fire exits or tamper with safety equipment.

Anti-Social Behaviour (ASB)

We are committed to providing peaceful and supportive homes. Anti-social behaviour, harassment, or criminal activity will not be tolerated. Residents are encouraged to report ASB to staff or the police. We work closely with local authorities and enforcement agencies to resolve such issues swiftly.

Support and Independence

Our support team works with each resident to promote independence and wellbeing. Support may include help with budgeting, accessing benefits, finding employment, or connecting with community services. We tailor our support based on each resident's individual needs and goals.

Complaints and Feedback

Nova-Star Care values your feedback and takes all complaints seriously. If you are unhappy with any aspect of our service, please let us know. You can make a complaint verbally, in writing, or via our website. Complaints will be acknowledged within five working days and investigated promptly. Complaints can be emailed to complaints@nova-star.co.uk.

Equality, Diversity, and Inclusion

Nova-Star Care celebrates diversity and is committed to equality for all residents. We do not tolerate discrimination on any grounds, including race, religion, disability, gender, or sexual orientation. Our services are designed to be inclusive and accessible to everyone.

Data Protection and Confidentiality

All personal information is handled in accordance with the Data Protection Act 2018 and UK GDPR. Information is stored securely and only shared when necessary to provide services or protect individuals' safety. To request copies of the information we hold about you please email us at GDPR@nova-star.co.uk.

Ending Your Tenancy

If you wish to end your tenancy or license agreement, you must give the required notice period as stated in your tenancy agreement. Before moving out, please ensure the property is clean and all belongings are removed. A final inspection will be carried out, and any damages or arrears may be deducted from your deposit if applicable.

Emergency Contacts

For emergencies, please use the following contact details:

- Emergency Repairs (24/7): 07369 229795
- Police / Ambulance / Fire: 999
- Non-Emergency Police: 101
- Nova-Star Care Office: +44 7369 229795
- Email: info@novastarcare.co.uk

Legal Framework

Legislation	Application to Nova-Star Care
Housing Act 1985 & 1996	Sets out tenant rights and landlord responsibilities within supported accommodation.
Care Act 2014	Defines the duty of care for individuals with support needs.
Equality Act 2010	Ensures non-discriminatory treatment of all residents.
Data Protection Act 2018 & UK GDPR	Regulates the handling and protection of personal data.

Health and Safety at Work etc. Act 1974	Requires safe living environments and regular safety checks.
Human Rights Act 1998	Protects the dignity and privacy of all residents.

Equality, Impact and Accessibility Statement

Nova-Star Care is committed to ensuring all residents can access and understand this handbook. Alternative formats (such as large print or translation) are available on request. We regularly review our policies and communication materials to ensure fairness, inclusivity, and accessibility for all.

Policy Information

Author	Version	Date Approved	Review Date
Head of Policy	1	Dec 2024	Dec 2026