



Nova-Star Supported Living Repairs and Maintenance Policy

1. Introduction

Nova-Star Supported Living is committed to providing safe, secure, and well-maintained homes for all residents. This policy outlines our approach to managing repairs, maintenance, and the treatment of damp and mould in line with government guidance and regulatory standards.

2. Purpose

The purpose of this policy is to ensure that:

- All repairs and maintenance are carried out efficiently and effectively.
- Residents live in homes that meet the Decent Homes Standard and are free from hazards.
- Repairs are prioritised appropriately according to urgency.
- The organisation complies with Awaab's Law, the Landlord and Tenant Act 1985, and other relevant legislation.

3. Scope

This policy applies to all supported living properties managed by Nova-Star across London and the South East. It includes day-to-day reactive repairs, emergency repairs, cyclical maintenance, and planned maintenance.

4. Responsibilities

Nova-Star Supported Living is responsible for carrying out all day-to-day reactive repairs, cyclical and planned maintenance, ensuring compliance with safety and housing standards.

Residents are responsible for reporting issues promptly, allowing access for repairs, maintaining cleanliness, and avoiding negligent damage. Repairs can be raised by phone, email, whats app, via our website and text,

5. Categories of Repairs and Response Times

- ****Emergency Repairs:**** Serious risks to health or safety (e.g. major leaks, electrical faults, no heating). Respond within 24 hours.
- ****Urgent Repairs:**** Risks of damage or significant inconvenience (e.g. roof leaks, blocked drains). Respond within 3 working days.
- ****Routine Repairs:**** Non-urgent defects (e.g. minor plaster repairs, dripping taps). Completed within 20 working days.

6. Damp and Mould Management

Nova-Star Supported Living recognises the risks associated with damp and mould and complies with Awaab's Law (2023) and government guidance. We treat all reports of damp and mould as a potential health hazard and will:

- Inspect within 24 hours for urgent cases, or within 7 days for non-urgent reports.
- Carry out remedial work within 7 calendar days of inspection.
- Take temporary measures to protect residents if full works are delayed.
- Keep residents informed of all actions taken.
- Record and monitor all damp and mould cases.
- Train staff to identify and escalate damp and mould issues during inspections.

7. Cyclical and Planned Maintenance

Nova-Star operates a planned maintenance schedule to maintain property condition and safety. This includes boiler servicing, gas and electrical testing, fire alarm checks, and external works such as gutter cleaning and painting.

8. Resident Engagement

Residents are encouraged to provide feedback on maintenance services through surveys and forums. We use this feedback to improve performance and resident satisfaction.

9. Repairs Contact Info

Phone	077369 229795
Email	info@nova-star.co.uk
Website	https://nova-star.co.uk

10. Monitoring and Review

Performance is monitored monthly through key performance indicators on repairs response times, satisfaction, and compliance. The policy will be reviewed biennially or sooner if legislation changes.

11. Legal Framework

Legislation	Application to Nova-Star Supported Living
Landlord and Tenant Act 1985	Obliges landlords to keep homes in good repair and fit for habitation.
Awaab’s Law (2023)	Sets clear timescales for responding to and resolving damp and mould hazards.
Housing Health and Safety Rating System (HHSRS)	Provides a risk-based system for assessing housing hazards.
Decent Homes Standard	Sets minimum standards for quality and habitability in social housing.
Health and Safety at Work etc. Act 1974	Ensures safe working conditions for staff and contractors.
Equality Act 2010	Requires fair treatment and accessibility for all residents.

12. Impact and Equality Assessment

Nova-Star Supported Living ensures that maintenance services are delivered equitably, with reasonable adjustments for residents with additional needs. We are committed to ensuring that all residents can access repairs services easily and safely.

Policy Information

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