



Novi Dom Housing Support CIC

# Tenant Handbook.





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# Who we are

Novi Dom Housing Support CIC is your landlord.



## Novi Dom Housing Support CIC

Contact details:

72-74 Chiswick High Road,  
London,  
W4 1SY

T: 0800 112 0800

E: [info@novidomsupport.com](mailto:info@novidomsupport.com)

Opening Hours: 9am – 5pm  
(Monday – Friday)

This handbook gives you the information you need to know as a tenant of Novi Dom.

If you have any questions, you should speak to your Support Worker or your Housing Manager.





## SECTION 1

# About your tenancy



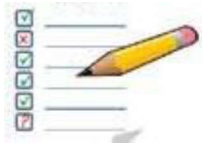
A tenancy agreement is a written agreement about where you live. It is a legal contract between you and your landlord.



The tenancy agreement explains:

- What you must do as a tenant
- What your landlord must do

# What you can expect



We must tell you about your tenancy agreement and the rules for the property.



You must keep your room in good condition.



We must tell you how you can complain if you are not happy with something.





We will treat you fairly, respectfully  
and with courtesy.



We will treat all personal information  
in a confidential manner.

# What you must do



It is your responsibility to clean! You must keep your room clean and tidy. You have to clean the kitchen, shower, toilet and the communal areas after your usage. Please leave these areas clean and dry. Please Do Not splash water on the bathroom floor, it is not safe, floors are made of wood and if they are wet, the floor might collapse putting you in danger! Please respect the space you share with other tenants by keeping it clean, tidy and dry.



You must tell us if something is broken and needs repairing. You must let us in to repair, decorate or do other work in your home.



You must not break the rules listed in your tenancy agreement.

Any changes in your circumstances must be reported to the office on 02089 121 555 or email us at [info@novidomsupport.com](mailto:info@novidomsupport.com) and we will help you report to Housing Benefit/Universal credit. For example: starting work, having a child, living with a partner or bringing your family over.

Call the office and we will help you with any Housing Benefit/Universal Credit issues,

Any anti-social behavior must be reported to the office. if you feel any danger, or your life is at risk call 999 straight away, then report it to the office.

# What you must not do



You must not be a nuisance to your neighbours or let your visitors be a nuisance. No visitors are allowed in the house after 9.30pm. You can only have one person visit you at any time and they are NOT allowed to sleep over.



You must not be noisy, particularly at night. No loud music or shouting at any time! After 9.30pm you must be quiet so that the other tenants and your neighbours are able to rest and sleep.



You must not smoke in your room or anywhere in the house. NO SHISHA!  
NO BURNING INCENSE!



You must NOT charge electric batteries for e-bikes, e-scooters or any other vehicle.



You must not do anything illegal in your home. This includes bringing or selling any drugs.



You must not damage the property or any of the furniture in it. We may charge you the cost for repair or replacement. **DO NOT THROW OUT FURNITURE IN FRONT OR BACK OF THE HOUSE!** Please call our office if you wish to dispose of the unwanted furniture.

## SECTION 2

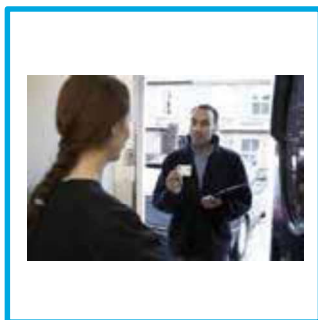
# Staying safe in your home



Keep the door to your home locked and windows closed when you are out.



DO NOT give your keys to anybody else.



We will tell you if a contractor is due to attend your home. They should carry identity cards. Ask to see ID before you let anybody in. If you are unsure who somebody is, do not let them in to your home.

# What to do if there is a fire



If you discover a fire, raise the alarm or phone 999.



Leave the building and go to the agreed meeting point. Do not go back into the building until you are told it is safe to do so.



If you cannot get out because your exit is blocked then stay in your room with the door closed. Open the window and raise the alarm. Wait for the Fire Brigade to come.





# Living in your home



You are not allowed to carry out any decorating or changes to your home unless approved by our office.



You must insure your own belongings,  
this is your responsibility.



You are responsible for paying your TV license. Please speak to staff or your Supported Housing Manager who can help you do this.



Pets are not allowed.



### Room

The room is for you to live in, no other people are allowed to sleep over or share the room with you. Subletting is not allowed!



### Rubbish

Rubbish is collected on a:

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Please make sure all your rubbish is put into the bins outside and sorted correctly into individual bins. Please note black bins are for general rubbish, blue bins are for recycling.



### Visitors

You are responsible for how your visitors behave. YOU must ensure your visitors are not making noise disturbing other tenants and neighbours.

# How to report a repair



If something is broken or does not work please email: [info@novidomsupport.com](mailto:info@novidomsupport.com)  
Please state your full name full address and photo of the issue or repair.

Alternatively please call our office on

0208 9121 555



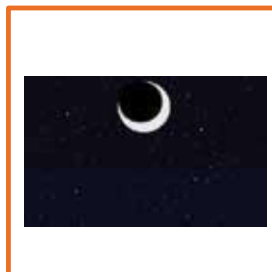
Repairs will be prioritised based on the impact the defect has on the health, safety and wellbeing of tenants.

- Emergency repairs – resolved within 24 hours.  
This includes anything that presents an immediate risk to your health and safety or the fabric of your property.
- Urgent repairs - resolved within 48 hours.  
This includes work that needs to be completed to prevent damage to your property, help overcome serious inconvenience and prevent possible health and safety risks.
- Routine repairs – resolved within 28 calendar days.  
This includes repairs that need attention but does not pose a threat to your health, safety or risk to the fabric of your home.

# What is an emergency?



- No lights (after you have checked the fuse box/trip switches and contacted your electricity supplier)
- No heating or hot water (after you have checked the boiler, timer control, and or immersion heater)
- Serious water leaks where the leakage cannot be contained
- Damage caused as a result of break-in which would compromise the security of the property and contents. You must report such an incident to the police and obtain a crime reference number.
- Serious structural damage



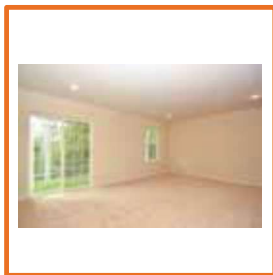
If there is an emergency at night or at weekends you should telephone the on-call service. Phone or text the number below leaving your full name, address and details of the emergency. If no-one answers the phone please make sure you send a text.

07557 360 338

# Leaving your home



If you would like to move out of your home you will need to give us a minimum of one month's notice. Either by writing to us or by emailing: [info@novidomsupport.com](mailto:info@novidomsupport.com)



You must take everything you own with you. Anything left behind will be disposed of. You must leave your home in a clean and tidy condition.



You must return your keys to the office reception on the day you leave. **PLEASE NOTE** the rent is payable until the day you have returned the keys to our office! **DO NOT** leave keys in the house or with your friend.



Please redirect your post to your new address.



## SECTION 4

# How to complain



There may be times when you are unhappy with our service.



You can make a complaint by visiting the office and speaking to a member of staff or by contacting us at:

Tel: 0800 112 0800

Email: [info@novidomsupport.com](mailto:info@novidomsupport.com)

Write to us or visit the office: Novi Dom Housing Support CIC, 72-74 Chiswick High Road,  
Chiswick, London, W4 1SY



We will investigate your complaint and provide you with a response. If you are not satisfied with the outcome, you can contact:

Housing Ombudsman Service,  
81 Aldwych,

London,  
WC2B 4HN

T: 020 7241 3800

Email: [info@housing-ombudsman.org.uk](mailto:info@housing-ombudsman.org.uk)



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