

2026

Resident Handbook

High Quality Accommodation &
support for Young Adults



Kings Support Group Ltd

www.kingssupportgroup.co.uk

info@kingssupportgroup.co.uk

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Welcome to Your New Home

1. Welcome Message

Welcome to Kings Support Group Ltd.

We are pleased to have you as part of our community.

Our homes are designed to be **safe, supportive, and empowering environments** for young adults aged 18–25 who are building independence after leaving care, custody, homelessness or other challenging circumstances.

This handbook explains:

- What you can expect from us
- What we expect from you
- House rules
- Safety information
- How to get support
- How to report issues or concerns

We want you to feel safe, respected and supported as you work towards your goals.

2. About Kings Support Group Ltd

Kings Support Group Ltd provides safe, high-quality supported accommodation for young adults with low to moderate support needs. Our aim is to:

- Offer a safe and stable home
- Support you to develop independence
- Help you build life skills
- Encourage positive routines



- Promote wellbeing and personal growth

We believe everyone deserves a chance to thrive.

3. What You Can Expect From Us

We will:

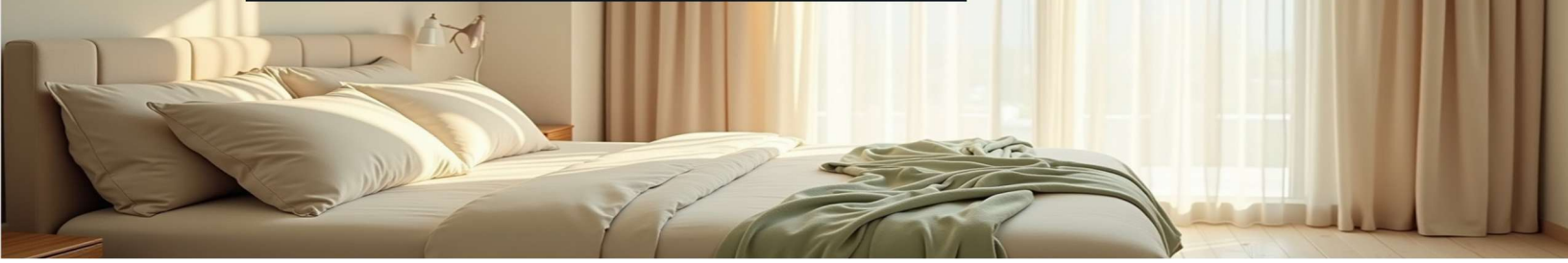
- Treat you with dignity and respect
 - Provide safe, clean, well-maintained accommodation
 - Offer support tailored to your needs
 - Listen to your views and involve you in decisions
 - Keep your information confidential (unless safety is at risk)
 - Respond to repairs and concerns promptly
 - Provide clear rules and expectations
 - Support you to move towards independence
-

4. What We Expect From You

We ask that you:

- Respect staff, other residents and neighbours
 - Follow the house rules
 - Keep your room clean and tidy
 - Report repairs or safety concerns
 - Attend support sessions and meetings
 - Avoid behaviour that puts yourself or others at risk
 - Take responsibility for your actions
 - Work with us towards your goals
-

5. House Rules



These rules help keep everyone safe and comfortable.

5.1 Respect & Behaviour

- Treat everyone with respect
- No violence, threats, intimidation or bullying
- No discrimination or harassment
- Keep noise to a reasonable level, especially at night

5.2 Visitors

- Visitors are allowed only during agreed hours
- No overnight visitors
- You are responsible for your guests' behaviour
- Visitors must not enter other residents' rooms
- Visitors must clean up after themselves otherwise you will be held responsible

5.3 Drugs, Alcohol & Illegal Activity

- **No illegal drugs or substances** on the property
- No dealing, supplying or storing illegal items
- No "holding," "hiding" or "keeping safe" illegal items for someone else
- Alcohol use must be responsible and not disruptive
- Police involvement may lead to prompt eviction without notice

5.4 Smoking & Vaping

- Smoking/vaping is allowed **only in designated outdoor areas**
- Never smoke indoors or near fire exits
- Smoking in your room or in communal areas where smoking is not designated will lead to prompt eviction without notice

5.5 Cleanliness & Hygiene

- Keep your room clean and tidy
- Clean up after yourself in shared areas
- Clean up after your visitors
- Dispose of rubbish properly
- Report pest issues immediately



5.6 Shared Areas

- Treat shared spaces with the upmost respect
- Do not remove shared furniture or equipment
- Keep kitchens and bathrooms clean after use

5.7 Safety & Security

- Do not tamper with fire equipment
- Keep fire doors closed
- Do not block corridors or exits
- Lock the front door behind you
- Never give your keys to anyone else
- Lost keys will incur a fine of £50 to replace
- If you are locked out (i.e. you mistakenly leave your keys in your room) you will incur a call out charge

5.8 Property Damage

- Report damage immediately
- You may be charged for intentional or careless damage
- An itinerary will be taken when you are ready to move out and move on and any damage to property may incur a charge

5.9 Support Sessions

- Attend scheduled support meetings
- Engage with your support plan
- Let staff know if you cannot attend

6. Your Room

Your room is your private space. We will only enter:

- For repairs
- For health & safety checks
- In emergencies



- With notice, unless urgent

You are responsible for:

- Keeping your room clean
- Not storing hazardous items
- Not using personal heaters or cooking equipment in your room
- Reporting maintenance issues

7. Safety Guide

7.1 Fire Safety

- Know your fire exit routes
- Never block fire doors
- Do not smoke indoors
- Do not use candles or open flames
- Report faulty alarms or equipment

If you hear the alarm:

Leave the building immediately. Do not stop to collect belongings.

7.2 First Aid & Emergencies

In an emergency:

- **Call 999**
- Inform staff immediately

7.3 Electrical Safety

- Do not overload sockets
- Use only approved chargers
- Report faulty appliances
- Do not bring in large electrical items without permission
- Do not fall asleep with electrical appliances like an iron or chargers on



7.4 Personal Safety

- Keep your door locked
- Do not let strangers into the building
- Report suspicious behaviour
- Speak to staff if you feel unsafe

8. Support & Wellbeing

We offer support with:

- Life skills (cooking, budgeting, cleaning, DIY, etc...)
- Education, training, and employment
- Mental health and wellbeing
- Benefits and financial advice
- Building confidence and independence
- Accessing external services
- Sports & Exercise

Support is confidential unless there is a safeguarding concern.

9. Repairs & Maintenance

Report repairs by:

- Speaking to staff
- Calling the office
- Emailing: info@kingssupportgroup.co.uk

Emergency repairs include:

- No heating or hot water
- Electrical faults
- Leaks or flooding

- Broken locks
- Fire safety issues
- Being locked out

We aim to respond quickly and keep you updated.

10. Complaints & Feedback

If something isn't right, we want to know. You can make a complaint:

- In person
- By phone
- By email to: info@kingsupportgroup.co.uk
- Through an advocate

We will:

- Acknowledge your complaint
 - Investigate fairly
 - Respond within set timescales
 - Use your feedback to improve services
-

11. Ending Your Stay

When you are ready to move on, we will support you with:

- Housing applications
- Life skills
- Referrals to external services
- Planning your next steps

You must:

- Give 1 months' notice before moving on
- Leave your room clean

- Return your keys
 - Settle any charges
 - Undergo an itinerary check (room walkthrough) with us
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12. Useful Contacts

Kings Support Group Ltd Office:

Post: 167-169 Great Portland Street, 5th Floor, London W1W 5PF

Email: info@kingssupportgroup.co.uk

Emergency Services

999

Non-Emergency Police

101

NHS 111

Health advice

13. Final Message

We are here to support you. Your time with us is a step towards independence, stability and a brighter future.

If you ever feel unsure, unsafe, overwhelmed or just need someone to talk to, please reach out. You are not alone!

Enjoy your stay!

Best wishes, Kings Support Group Ltd.