

ANNUAL REPORT

2023-2024

Community Interest Company

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Meet the Team



Thank You



Current Tenants



STAR★COMMUNITY

HOUSING

Star Community Housing was founded at the end of 2019 with operations commencing in early 2020.

Our mission is to provide quality supported housing to vulnerable people and support our tenants to change their lives for the better.

Star Community Housing has three core values of Care, caring for our tenants, landlords that work with us and our properties, Impact, having an impact on our community, a positive impact on our tenants and a social impact. Champions Inclusion, working in partnership, teamwork and effective communication with all that we work with.

These guide and base all decisions that the company makes, allowing all decisions to positively impact our stakeholders and ensuring positive development.

Star Community Housing is a Community Interest Company, which was established as part of the wider Star Group, to assist in achieving a wider positive social impact.

OPENING STATEMENT

“

2023 has been a progressive year for our Community Housing team, from building relationships in new areas, to reaching the milestone of 100 vulnerable adults being supported by the team.

Community Housing continues to work with Local Authorities and successfully accommodate tenants with varying support needs, from low level mental health needs to people recovering from substance misuse.

We are keen to grow our supported accommodation further and are beginning to explore other areas of the UK

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— VASHIKEH CLARKE

Managing Director



MEET THE TEAM





MEET SHARON

SHARON DICKINS

Service Manager

Sharon is our service manager, with extensive knowledge in the care & support sector.

Having worked in the care industry for over 20 years Sharon has achieved the Level 5 in health & social care and is dedicated to a person centred approach to support.

Sharon aspires to establish excellent working relationships and a culture of mutual trust, respect and partnership with tenants, to enable them to have better housing conditions and empowering choice.

Sharon is now working towards her CIH level 3 qualification in housing.



MEET CHARLIE

CHARLIE KING

Tenancy Sustainment Officer and CSR Lead

With a client led mindset, Charlie applies genuine honesty and understanding towards our tenants which partners her empathetic passion for supported living. Motivated in creating a difference for our clients, Charlie has a personable view of housing management and constantly seeks development to support her efforts.

Charlie has recently taken on the CSR Lead role and is excited for the local and global community projects she is going to be leading on.



**MEET
TERRY**

TERRY LOCKE

Tenancy Sustainment Officer

Terry has a wealth of knowledge & experience working with vulnerable clients in supported housing for over 10 years.

Having worked for Local Authority for several years he has developed an excellent working relationship with various agencies, including housing benefit departments, support services and housing providers.

With a firm belief in tenant led support, Terry strives to provide the best support possible to our tenants. Having supported many clients throughout West Sussex for over 20 years, he has also supported numerous people maintain accommodation by providing intensive support when needed.

Terry is now working towards his CIH Level 4 in Housing and gaining further knowledge through online courses and training.



**MEET
STEPH**

STEPHANIE TURK

Tenancy Sustainment Officer

Steph has over 10 years experience in providing support to vulnerable people, having worked in social care since 2007 at a supervisor and care coordinator level in East Sussex.

With a real passion for helping people, Steph works hard to achieve the best possible outcome for those she supports. Steph has supported vulnerable people to maintain their independence by providing advice & guidance as well as care.

She holds a Level 3 in Health and Social Care and various qualifications with adult social care.

Steph is now working towards her CIH level 3 in housing in order to gain further knowledge.



MEET LAUREN

LAUREN SINON

Administrator

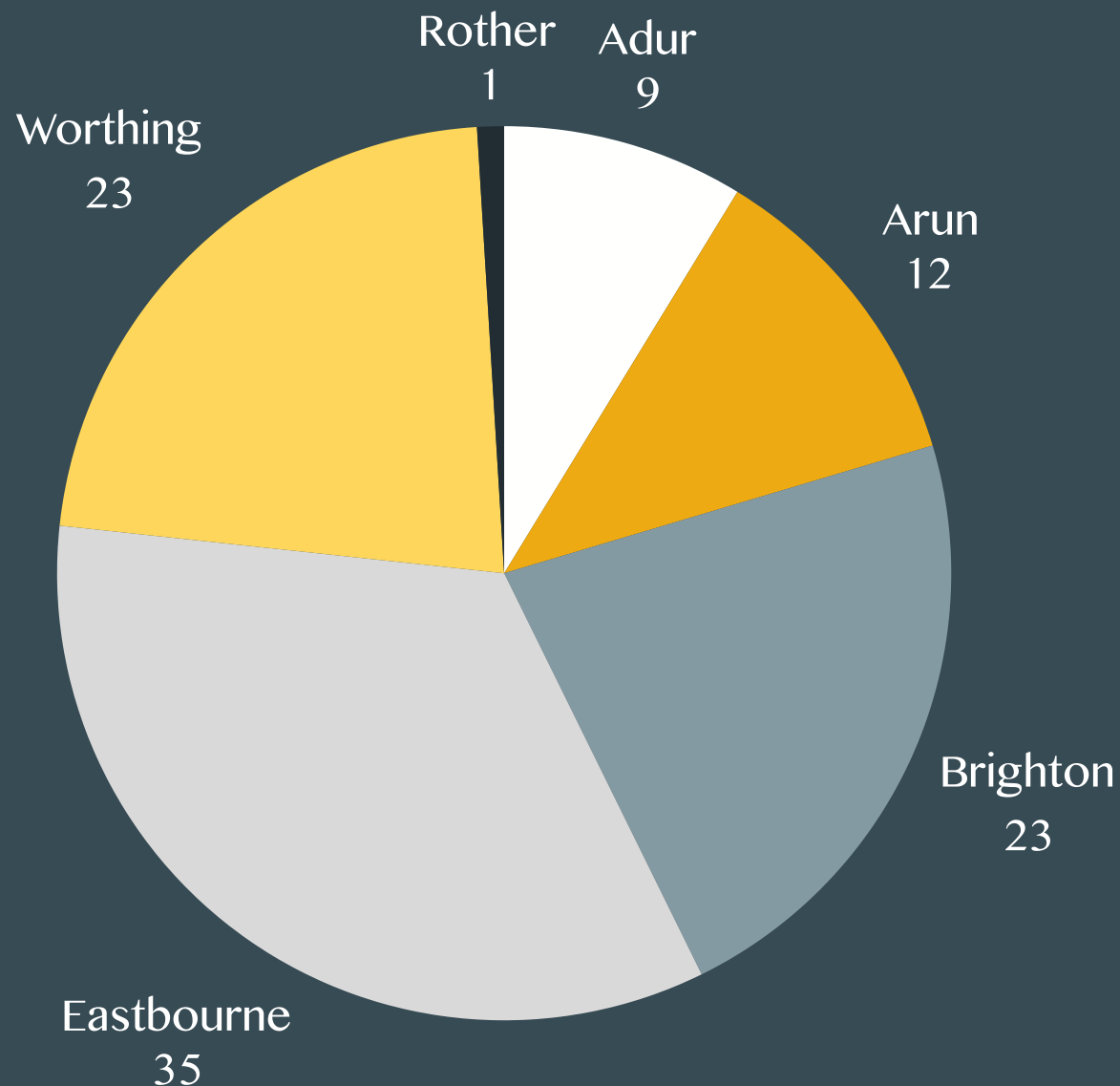
Lauren joined the Star Community Housing team after leaving a 15-year career in accountancy administration, at the start of 2023.

She has a background predominantly in admin and experience in customer service and retail management.

Lauren has recently started shadowing staff to tenant visits in order to gain knowledge & experience of housing related support

TENANT NUMBERS

As of December 2023 - Total 103



2023 - 2024 NEWS

APRIL

Successfully housed our first tenant in the Rother area. A self-contained property with a vulnerable adult who is already volunteering in the area.



MAY

We had our first tenant successfully move on to independent accommodation through the Local Authority.



JUNE

As part of our continual growth in areas, we open our first HMO in Littlehampton, successfully housing 6 vulnerable adults



JULY

We produced an online video of one of our tenants to social media, detailing their journey through support with us



AUGUST

We are immensely proud
of reaching 100 vulnerable
tenants supported by our
service



SEPTEMBER

Work started on growing
the service in a new area,
reaching out to support
services & Local
Authorities

OCTOBER

Meetings held with Local Authorities in new area we are looking to grow service in



NOVEMBER

Re-evaluating procedures and database for successful logging of client records



DECEMBER

Grow the service to over 100
tenants housed across
multiple areas

JANUARY

Begin roll out of new in
house database to team.
Enabling us to better
manage reporting



FEBRUARY

Growing the team and
beginning the search for an
additional team member

MARCH

Building into a new area and
continuing our great service



2024

Continue to develop the service across the South Coast and grow into Hastings & Rother. Having established an excellent working relationship with agencies in Hastings we are now actively seeking accommodation in this area. Assisting Hastings Council to reduce their temporary accommodation tenants.



2025

We are looking at growing the service in to three new areas across the UK with a view of instructing support agencies to deliver the front line support to our tenants on our behalf.



2026

We will be looking at opening a community hub run by volunteers (enabling some existing tenants to volunteer and be involved in our service) Delivering life skills to our newer tenants.

THANK YOU



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Star Community Housing



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Star Property Group