

Management Plan for HMO
1 Collingwood Road, Uxbridge, Middlesex

I, Mrs Reeta Abbi, have been managing two HMO properties since 2001. During these 16 years I have gained a huge amount of experience both in running and managing the HMO properties effectively. I actively engage with tenants, neighbours and local communities alike to ensure that the services we provide are in harmony with all concerned.

In 1 Collingwood Road, Uxbridge, we intend to house mature and well-behaved people. We often work with the NHS and have been suppliers of temporary accommodation to the Hillingdon council for the past 16 years. In the last 3 years, we (Rpabbis Ltd) have been providers of 'bed and breakfast' services to the NHS, which represent 95% of our tenants. We have built a good relationship with them and intend to keep the contract intact in the foreseeable future.

Historically, we have only ever taken on people who are over 20 years of age and those who do not have any history of violence. These people are classified as being 'vulnerable' (usually victims of crime i.e. domestic violence) and/or have some kind of illness. They are booked in with us after they have been treated for emergencies and when they are out of danger. They are usually unable to return to their previous accommodation for various reasons. These people are considered capable of living on their own, but are kept on medication and need to be kept under observation of care workers and the NHS staff. They are assessed regularly by their relevant medical team. We have never experienced any serious problems with this group and have not encountered any bad or any anti-social behaviour either.

At the time of booking, we are always sent a license agreement, which is between our company and the NHS. It requires 4 days' notice from either side to end the agreement, in case the person or the accommodation is considered unsuitable by either side (please see example of the license agreement enclosed, appendix 8).

According to our policy, if we find that a person has been a nuisance or anti social, then, at first we would give a warning to the person through their care worker, and if there is no improvement, then we would give the NHS 4 days notice to remove the person from our premises.

I can understand that sometimes in future, it may not always be possible for us to let the HMO on such basis, but even then, we will only take on tenants after proper character checks are passed and references are taken. Furthermore, we will ensure that a condition is added to the contract to stipulate that if a tenant has demonstrated any kind of anti-social behaviour and/or has caused any disturbance to the other HMO tenants or neighbouring properties, then he/she will be evicted through the court's acceleration procedure, which can be granted within 14 days.

As a manager, I would be visiting the property regularly at least twice a week to perform the standard HMO checks. We will also ensure that the communal areas are cleaned and rubbish is collected at least once a week. We always comply with 'THE MANAGEMENT OF HOUSES IN MULTIPLE OCCUPATION (ENGLAND) REGULATIONS 2006 (please see enclosed appendix 9 for the Duties of a Manager), and perform checks on weekly basis to ensure that there are no health and safety hazards in the property. These checks are all part of our standard practices to ensure that we pass any site visits and inspections, performed by council's visiting officers which often happen without giving us any prior notice.

To help us deal with emergencies and ensure smooth operation of the business, as part of our standard practices, we always have the following policies in place for each HMO property that we manage. We will have the same insurance policies in place to manage this property (address: 1 Collingwood Road, Uxbridge) -

- Water leaks, blocked pipes and drains, and toilet blockages – we will have plumbing and drains, emergency cover with Domestic and General, who come out within few hours to clear the blockage or deal with the leaks;
- Install incoming telephone line to telephone the HMO residents, sometimes put CCTV cameras if necessary;
- Boiler breakdown and central heating repairs: we will have comprehensive all inclusive boiler breakdown cover with D & G;
- For all electrical faults – electrical and wiring insurance cover with 'British Gas'
- For fire alarm periodic servicing and certification and emergency lighting servicing and certification – carried out once a year by a qualified electrician and the certificates are sent to the council;
- Gas certificate on all fixed Gas appliances – certificate is issued and sent to the council once a year by an approved, corgi registered gas engineer;
- Periodic electrical checks – certificate is issued every five years by a qualified electrician and sent to the council;
- Fire extinguishers servicing and certification – carried out once a year by Morgan Fire.
- All free standing electrical and Gas appliances - repair and servicing contracts are taken with D & G.
- Names and addresses of all three managers' are displayed on the notice board for HMO users to report any problems or faults. Mrs Reeta Abbi is usually the first contact, who is available 24 hours and on-call to deal

with any emergencies. Mr Purav Abbi & Mr Revlin Abbi would take on the responsibilities and duties of a manager, in case Mrs Abbi is not available.

Additionally, we invite one of the council's environmental health officers once a year, to inspect the property to ensure we are following all HMO regulations properly. I have enclosed a report (please see appendix 10 enclosed), sent to us by Mr David Youngs, Principal Environmental Housing Surveyor (HMO's), Private Sector Housing, Hillingdon - for one of the inspections he had carried out himself, after one of our HMO properties had undergone a major refurbishment. In his report he has said, "I can confirm I am happy the Property meets and exceeds our current HMO standards".

We will obviously install fire doors throughout, heat and smoke detectors as appropriate in kitchen, in each bedroom and hallways, and as would be instructed by the environmental health or planning officer. As a standard practice, we will install lights fitted with motion sensors, as well as installing emergency lighting in common parts and/or install appropriate system as instructed/agreed by the planning officer or environmental health.

Minimal Noise Pollution as Five out of Six Bedrooms are Detached: we believe that there will hardly be any noise pollution caused to the adjoining property, number 74 Haig Road. This is because, although this property is semi-detached but five out of six bedrooms are on the side, which is detached and not connected to any neighbouring property. Please see appendix 11 enclosed, which shows that on the first floor, there is the small bedroom and a bathroom on the side wall that adjoins to property 74 Haig Road. On the ground floor, there are stairs going to the first floor and after the stairs, there are kitchen units and appliances fitted on the wall, which adjoins to the neighbouring property number 74 Haig Road.

As five out of six bedrooms are on the side of the house, that is detached, we believe that the risk of noise going to the neighbouring properties is very small.