

HMO MANAGEMENT PLAN

47 Hanover Circle,
Hayes UB3 2TJ

15 August 2025

1. This Management Plan accompanies a planning appeal for the change of use of a house into a HMO with 5 bedrooms and a maximum capacity of 8 people.
2. The Plan sets out how the HMO will be managed to ensure that the HMO use has no harmful environmental impacts on the surrounding area.
3. The Plan should be read in conjunction with the drawings submitted with the application, which show the layout of the HMO, including the sizes of each bedroom, the size and location of communal facilities and the size and location of bin and cycle stores.
4. The following measures will be taken to ensure that the HMO is managed properly at all times so that it provides comfortable living conditions, is safe and causes no harm to the surrounding area from litter, noise or disturbance.
 - All tenants will be provided with a written tenancy agreement.
 - The applicant will appoint a dedicated Property Manager to run the building. The Property Manager's name, address, email address and telephone number will be provided to all tenants and will be prominently displayed on a noticeboard close to the front door of the building. An out of hours telephone number will be provided for use by the tenants in the event of an emergency.
 - A fire risk assessment will be carried out before the first tenants move into the HMO. It will consider:
 - Means of escape
 - Fire separation
 - Fire Doors
 - Automatic Fire Detection
 - Emergency Lighting
 - Fire Fighting Equipment
 - Fire Safety Compliant Furniture and Furnishings

- All tenants will be provided with full details of the procedures to follow in the event of an emergency. These procedures will be prominently displayed close to the front door of the building. Information on evacuation procedures will be displayed in each individual room. Signs will illuminate escape routes through the building. The final exit doors will be openable without need of a key.
- A cleaning company will be employed to clean communal areas weekly. A company will be employed to maintain the garden. The Property Manager will inspect the building on a weekly basis to ensure that communal areas are clean and free of obstacles. The Property Manager will inspect bin stores, cycle stores and communal areas on a weekly basis. A log of all cleaning and all inspections will be kept.
- All letting rooms will be inspected when they come vacant and before they are reoccupied. Any necessary repairs or improvements will be made before the room is reoccupied.
- There will be health and safety assessments and regular checks for gas safety, emergency lighting testing, fixed electrical testing and portable appliance testing (PAT). The licence holder shall supply relevant certificates when requested by the local authority.
- The Property Manager will arrange monthly checks on fire alarms, smoke/heat detector and fire extinguishers. The checks will be carried out by a specialist company and a log will be kept recording test details. Smoke alarms installed throughout the property are to be tamper resistant and in proper working order at all times.
- The applicant undertakes to keep electrical appliances in good working order. Copies of instructions manuals will be kept in the communal kitchens for use by tenants.
- An annual check (by a Gas Safe registered gas installer) will be undertaken each year, covered each gas appliance/flue. A record of each safety check will be kept for at least two years and for the duration of the HMO licence.
- A copy of the gas safety check record will be issued to each tenant within 28 days of the check being completed and to any new tenants before they move in.
- The Property Manager will provide the owners of neighbouring buildings with contact details so that they may make contact in the event of an emergency or if they have complaints.

- If a pest problem or infestation occurs at the property, the Property Manager will take steps to ensure that an appropriate treatment programme has been carried out to eradicate the infestation. Records of any treatment programme must be kept for 12 months and provided to the local authority upon request.
 - If required to do so, the Property Manager shall provide to the local authority details of individuals and households accommodated in the HMO.
5. The following measures will be taken to ensure that waste and recycling is properly disposed of:
- Tenants will be issued with details of the refuse store arrangements, including the collection date for refuse, recycling and green waste and how to present their waste for collection.
 - A schedule of waste/recycling collection days to be posted on the noticeboard and tenants made aware of responsibility for proper disposal.
6. The following measures will be taken to control noise and disturbance:
- The tenants' welcome pack will request that they show consideration to other tenants and to neighbours. They will be asked not to make excessive noise after 11pm and before 8am.
 - The landlord will take all reasonable and practical steps for preventing and dealing with anti-social behaviour and effective steps to deal with any complaints that have been made directly to them by the local authority regarding the tenants.
 - All tenancy agreements will include a clause relating to noise and anti-social behaviour. Complaints of noise or anti-social behaviour will be investigated quickly and a log kept. If the behaviour persists or is severe, the Landlord will issue possession proceedings, if appropriate. Serious incidents will be reported to the police.
 - The Property Manager will keep copies of any complaints/correspondence relating to anti-social behaviour at the property for a period of three years and provide necessary copies if requested by the local authority