

HMO Management Plan

29 Frogmore Avenue, Hayes, Middlesex, UB4 8AP

Produced by MZA Planning

The property owner or appointed agent (referred to as the Manager) will ensure that the property at 29 Frogmore Avenue, Hayes, Middlesex, UB4 8AP is managed as a Class C4 House in Multiple Occupation for a maximum of six persons, operated in a suitable manner and used as intended. This includes ensuring no anti-social behaviour is emanating from the property, addressing any pest infestation, that any repairs are carried out, that the property is being maintained and that communal areas and the garden are kept clean and tidy.

They will also provide access to the property for inspections to be carried out, and in the case of an incident at the property (such as a fire), should be able to meet an Environmental Health Officer at short notice or arrange for access to be gained.

The Manager will hold responsibility for ensuring that any conditions attached to the Council's HMO licence and the conditions contained in the planning permission for the change of use to a House in Multiple Occupation (Use Class C4) at this property are maintained and that regulations are not breached.

A. General duties of the Manager

1. The Manager's name and contact details are made available to all tenants and displayed within the property.
2. All means of escape from the property are kept free from obstruction and maintained in good working order and repair.
3. The fire detection equipment and any other firefighting equipment provided are maintained in good working order.
4. The Manager must take all measures as are reasonably required to protect the occupiers of the HMO from injury, having regard to:
 - 4.1 The design of the HMO; and
 - 4.2 The structural conditions in the HMO; and
 - 4.3 The number of occupiers in the HMO.
5. The Manager must ensure that any roof that is unsafe is either made safe or that all reasonable measures are taken to prevent access to it for so long as it remains unsafe.
6. The Manager must ensure that the water supply and drainage system serving the HMO is maintained in a good, clean and working condition.
7. The Manager must supply to the Council within 7 days of receiving a written request the latest Gas Safety Certificate.
8. The Manager must ensure that every fixed electrical installation is inspected and tested at intervals not exceeding five years by a person qualified to carry out such inspection and testing. They must supply a certificate of testing to the Council within 7 days of receiving a written request.
9. The Manager must ensure that all common parts of the HMO are:

- 9.1 Maintained in good and clean decorative repair;
- 9.2 Maintained in a safe and working condition; and
- 9.3 Kept reasonably clear from obstruction.
- 10. The Manager must in particular ensure that:
 - 10.1 All handrails and banisters are at all times kept in good repair;
 - 10.2 Any stair coverings are safely fixed and kept in good repair;
 - 10.3 All windows and other means of ventilation within the common parts are kept in good repair;
 - 10.4 The common parts are fitted with adequate light fittings that are available for use at all times by every occupier; and
 - 10.5 Fixtures, fittings and appliances used in common by two or more households are maintained in good and safe repair and in clean working order.
- 11. The Manager must ensure that any furniture supplied is in a clean condition at the beginning of a person's occupation.

B. Avoiding nuisance, anti-social behaviour, managing complaints and record-keeping

- 12. To reduce the likelihood of anti-social behaviour the Manager shall:
 - 12.1 Request suitable references and consider a tenant's previous behaviour when deciding to offer accommodation;
 - 12.2 Carry out Right to Rent checks in accordance with the Immigration Act 2014; and
 - 12.3 Only rent to suitable persons.
- 13. The Manager ensures that each tenant's tenancy agreement contains clauses designed to avoid nuisance and annoyance to other occupiers of the house, residents in neighbouring properties and the local area, including obligations to:
 - 13.1 Not harass or act in an anti-social manner against any person in the neighbourhood, including residents, visitors, agents and contractors;
 - 13.2 Not play any radio, television, smart speaker, musical instrument or similar device in a way that will cause a nuisance to neighbours or fellow tenants or be heard outside the property between 10:30pm and 7:30am;
 - 13.3 Not carry on any trade, profession or business at the property, or register any business at the property, or use the property for any purpose other than private residence without written permission;
 - 13.4 Take individual responsibility for maintaining garden areas at the front and rear of the property in a tidy condition and preventing them from becoming overgrown. Garden maintenance including mowing and general upkeep is the responsibility of tenants; and
 - 13.5 Be respectful to any tenant who may work anti-social hours.
- 14. If informed in writing of nuisance or anti-social behaviour by tenants or their visitors, the Manager will take action to remedy any such complaint either directly or via the Council or the Metropolitan Police and respond in writing within 14 days, stating what action they have taken or are taking. Such action may include:

- 14.1 Contacting the tenants within 7 days of receiving a written complaint, advising them that the behaviour is unacceptable and of the consequences of its continuation, including serving notice to terminate for breach of contract;
 - 14.2 Informing the relevant authorities, such as the Council or the Police, where required; and
 - 14.3 In the case where the Manager is informed by the Council, the Police or other organisation of anti-social behaviour, visiting the property within 7 days of notification and issuing the tenant with a written warning.
15. The Manager will keep appropriate records of all complaints of anti-social behaviour and responses to those complaints that can be presented for inspection by occupants or the Council within 28 days of a written request.

C. Tackling pest problems, infestations and effective treatment programmes

- 16. The Manager will ensure that the property is maintained to prevent pest infestations through the duties outlined within this management plan, particularly in relation to management of garden space, provision of adequate refuse storage, and regular property inspections.
- 17. The Manager will arrange for a professional pest control company to attend within 7 days if any signs of pest infestation are found during inspection or brought to the Manager's attention in writing. The Manager shall respond in writing to any such issue within 7 days stating what action they are taking.
- 18. Copies of any pest control complaint, the Manager's response and any treatment programme will be provided to the Council within 28 days on demand.

D. Management of garden space, fences and external areas

- 23. The Manager must ensure that:
 - 23.1 Any garden at the front and rear of the property is kept in a tidy and safe condition;
 - 23.2 Boundary walls, fences and railings are maintained in good and safe repair; and
 - 23.3 Any refuse or litter is stored in the appropriate storage areas and containers provided for refuse collection.
- 24. The Manager will bring to the attention of tenants their responsibility to maintain front and rear gardens in a reasonable state, free of rubbish and other unsightly objects, in accordance with the house rules provided at the commencement of each tenancy. Day-to-day garden maintenance including mowing and general upkeep is a tenant responsibility and does not fall to the Manager.
- 25. The front garden and driveway will be maintained to a standard that does not detract from the character or appearance of Frogmore Avenue.

E. Adequate refuse and recycling provision and prevention of fly-tipping

26. The Manager must ensure that sufficient bins and receptacles are provided which are adequate for the requirements of all six occupants of the HMO for the storage of refuse and litter pending disposal, in accordance with Hillingdon Council's requirements.
27. A designated bin storage area is provided against the back gate at the side of the property, accessible from the street but not visible from the public highway. The number and type of bins will meet Hillingdon Council's requirements, including separate provision for general waste, mixed recyclables and food waste.
28. The Manager will provide tenants with details of the refuse collection schedule and clear written instructions on the separation and correct storage of waste.
29. The Manager will bring to the attention of tenants:
 - 29.1 The need to maintain front and rear gardens free of rubbish and unsightly objects;
 - 29.2 That bins must be placed at the boundary on collection day and returned to the storage area promptly after collection; and
 - 29.3 That if any large or bulky items need to be removed from the property, the Manager will arrange collection via Hillingdon Council's bulky waste service.
30. The bin storage area will be kept clean and tidy at all times to prevent odour, vermin and visual intrusion. No waste is to be stored or left outside the property boundary.

F. Parking and cycle storage

31. The property benefits from off-street parking provision within the front curtilage for a minimum of four vehicles, exceeding the Hillingdon Local Plan Appendix C standard of one space per two occupants for a six-person HMO.
32. The Manager will inform all tenants of the parking arrangements at the commencement of their tenancy. No more than four vehicles may be parked on the driveway at any one time. Tenants must park considerately and not obstruct the public highway or neighbouring driveways.
33. Tenants will be actively encouraged to use sustainable modes of transport. The property is served by local bus routes providing connections to Hayes and Harlington railway station (Elizabeth Line) and the wider public transport network.
34. Secure, covered cycle parking for six bicycles is provided within the existing garage at the rear of the ground floor, in full compliance with London Plan Policy T5. Tenants will be provided with access to the cycle store. Cycles must be stored in the designated store only and not in bedrooms, hallways or communal areas.

G. Inspections, general complaints handling and record-keeping

35. The Manager will conduct regular property inspections (every 3 to 6 months) with appropriate prior notice to tenants, to ensure that:
 - 35.1 All maintenance has been completed and any defects are noted and actioned for repair;
 - 35.2 Levels of tidiness and cleanliness in communal areas are being maintained;

- 35.3 Any signs of pests or rodents are recorded and appropriate remedial action is taken;
- 35.4 Any breaches of intended use or anti-social behaviour are identified and addressed;
- 35.5 All three bedrooms comply with the minimum size requirements and are occupied in accordance with the planning permission (Bedroom 1: 10.5m²; Bedroom 2: 12.5m²; Bedroom 3 loft: 16.9m² – all as double lets for a maximum of 2 persons each);
- 35.6 The maximum occupancy of six persons is not exceeded;
- 35.7 The communal living room (13.9m², first floor) and kitchen/dining area (31.3m², ground floor) are maintained in good order;
- 35.8 The shared bathroom (first floor), ensuite shower room (second floor, loft, serving Bedroom 3), and ground floor WC are maintained to the appropriate standard; and
- 35.9 The garage is used exclusively for secure cycle storage and the 6.2m² room is used for storage or study only.
- 36. The Manager will keep records that can be presented for inspection by occupants or the Council within 28 days of a written request. Records shall include up-to-date copies of:
 - 36.1 A copy of the HMO licence (if not displayed in a common area);
 - 36.2 Contact details for the licence holder;
 - 36.3 A standard tenancy agreement for the property;
 - 36.4 Gas Safety Certificate;
 - 36.5 Electrical Installation Condition Report (EICR) and any minor works certificates;
 - 36.6 Portable Appliance Testing (PAT) certificate for all landlord-provided appliances;
 - 36.7 Fire extinguisher service records;
 - 36.8 Fire Risk Assessment;
 - 36.9 Energy Performance Certificate (EPC); and
 - 36.10 Copies of any complaints regarding anti-social behaviour, disrepair or pest infestation and the Manager's responses.
- 37. Any complaints should be made to the Manager via email and will be replied to within 10 working days stating the actions that are being or will be taken to resolve the complaint.
- 38. The Manager will keep copies of all complaints and correspondence, including those relating to pest control, disrepair and anti-social behaviour, for 5 years or the duration of the licence (whichever is the longer) and will provide a copy of the complaints log to the Council within 28 days of a written demand.

H. Emergency procedures and contact information

- 39. The Manager will ensure that emergency contact details are prominently displayed in the common areas of the property and made available to all tenants, including the Manager's 24-hour emergency contact number, and the numbers for the emergency services, National Gas Emergency Service, and electricity network operator.
- 40. 24-hour emergency contact arrangements will be maintained for urgent issues including water leaks, electrical faults, gas emergencies, fire and security concerns. The property will be equipped

with a hard-wired interlinked smoke and heat alarm system and appropriate fire extinguishing equipment, maintained in accordance with the Fire Risk Assessment.

41. The Manager will maintain appropriate buildings and liability insurance and emergency response procedures. In the event of a serious incident requiring temporary vacation of the property, the Manager will arrange suitable alternative accommodation for affected occupants.

I. Compliance with planning conditions

42. The Manager will ensure full compliance with all conditions attached to the planning permission for the use of 29 Frogmore Avenue as a House in Multiple Occupation (Use Class C4), including any conditions relating to maximum occupancy, cycle storage, refuse storage and management obligations.
43. The Manager will maintain the property in full accordance with Hillingdon Council's HMO Minimum Standards (2019), ensuring all accommodation meets the required standards for space, amenities, fire safety and overall living conditions.
44. Regular monitoring will be conducted by the Manager to ensure the property does not exceed the maximum occupancy of six persons as specified in the planning permission. Tenancy agreements will include express provisions preventing subletting or additional occupation without the Manager's prior written consent.
45. The Manager will apply for and maintain a mandatory HMO licence from Hillingdon Council, and will comply with all conditions of that licence. The Manager will also comply with the requirements of any additional HMO licensing scheme introduced by the Council, including Hillingdon's borough-wide additional licensing scheme expected to come into force in August 2026.

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