

HMO MANAGEMENT PLAN

Property Address: 54 Bridgewater Road, Hillingdon, HA4 0EB1.

Executive Summary

This document outlines the comprehensive management plan for the successful change of use from small HMO (C4) to large HMO for 8 persons (Sui Generis).

The plan is designed to ensure full compliance with all relevant statutory regulations, including planning conditions, HMO licensing requirements, and health and safety standards mandated by Hillingdon Council and national legislation.

It details strategies for property maintenance, tenant welfare, financial oversight, and fostering positive community relations. Our commitment is to provide high-quality, safe, and well-managed shared accommodation, ensuring a positive living experience for residents and minimising any potential impact on the local neighbourhood.

2. Introduction

2.1 Proposal Overview

The property located at 54 Bridgewater Road, Hillingdon, HA4 0EB1, currently comprises 2-storey terraced building. The proposed development involves the change of use from small HMO (C4) to large HMO for 8 persons (Sui Generis).

This strategic change aims to address the growing demand for flexible, affordable, and high-quality shared living spaces within the Hillingdon area, catering to professionals, students, and others seeking well-managed communal accommodation.

The process will adhere to all specified building regulations, planning consents, and fire safety standards, ensuring that the new arrangement meets or exceeds the required specifications for shared living. This includes the provision of adequate rear garden amenity space, appropriate

sound insulation, and modern, efficient services for all residents. The design prioritises resident comfort, safety, and privacy while optimising the use of existing space within the property's footprint.

2.2 Purpose of this Plan

The primary purpose of this HMO Management Plan is to provide a clear, comprehensive, and legally compliant framework for the ongoing operation, maintenance, and tenant management of the proposed HMOs at 54 Bridgewater Road. This plan serves as a vital resource for demonstrating our commitment to responsible property management to Hillingdon Council, prospective tenants, and the wider community. Specifically, this plan aims to:

- Outline procedures to ensure strict adherence to all statutory requirements, including planning conditions, HMO licensing, and health and safety legislation.
- Detail protocols for proactive and reactive property maintenance, ensuring the properties remain in excellent condition.
- Establish robust tenant selection, induction, and welfare processes to foster a positive living environment.
- Define strategies for effective financial management, including rent collection and expenditure control.
- Address potential community concerns and outline methods for maintaining positive neighbour relations.
- Mitigate risks associated with HMO management, ensuring the safety and well-being of all occupants.

3. Legal & Regulatory Compliance

Ensuring full legal and regulatory compliance is the cornerstone of responsible HMO management. This section details our commitment and strategy to meet all applicable laws, regulations, and local authority requirements.

3.1 Planning Permission & Change of Use

The proposed development will fully comply with Hillingdon Council's local plan policies, including those related to:

- Design and external appearance, ensuring the proposal is sympathetic to the existing building and street scene.
- Impact on residential amenity, addressing potential issues such as noise, parking, and waste management.
- Provision of adequate internal and external amenity space for residents.
- Cycle storage and waste storage provisions.

All planning conditions imposed by the council will be strictly adhered to throughout the process and ongoing operation of the HMO.

3.2 HMO Licensing Requirements

- **Apply for Licenses:** Submit timely and complete applications for all required HMO licenses to Hillingdon Council.
- **Fit & Proper Person Test:** Ensure that the proposed license holder and any managing agent satisfy the 'fit and proper person' criteria.
- **License Conditions:** Fully comply with all conditions stipulated in the HMO license, which typically cover:
 - Minimum room sizes for sleeping accommodation.
 - Provision of adequate cooking and washing facilities.
 - Fire safety measures (as detailed below).
 - Waste management arrangements.
 - Maintenance and repair obligations.
 - Ensuring electrical and gas safety checks are carried out.
- **Regular Review:** Proactively manage license renewals and ensure continuous compliance with any updated conditions or legislation.

3.3 Health & Safety Compliance

The health and safety of our tenants are paramount. We will ensure rigorous adherence to the Housing Health and Safety Rating System (HHSRS), proactively identifying and mitigating potential hazards. Key aspects of health and safety compliance include:

- **Gas Safety:** Annual gas safety checks by a Gas Safe registered engineer, with a copy of the CP12 certificate provided to tenants and retained for records. All gas appliances will be regularly serviced.
- **Electrical Safety:** An Electrical Installation Condition Report (EICR) will be obtained every five years (or sooner if recommended), conducted by a qualified electrician. Portable Appliance Testing (PAT) will be carried out annually for any appliances provided by the landlord.
- **Risk Assessment:** A comprehensive risk assessment will be conducted and regularly reviewed. Control measures will be implemented to minimise risk, including appropriate water temperature management and flushing procedures for vacant rooms.
- **Asbestos Management:** A non-intrusive asbestos survey will be conducted prior to any refurbishment works. If asbestos containing materials (ACMs) are identified, a management plan will be put in place, and any necessary removal will be carried out by licensed professionals.
- **General Property Maintenance:** Ensuring that the property structure, common parts, and individual rooms are maintained to a safe standard, free from disrepair, damp, mould, or other hazards.
- **Pest Control:** Proactive measures and immediate response to any pest infestations.

3.4 Fire Safety Management

Fire safety is a critical priority for HMOs due to the higher risk associated with multiple occupancy. Our robust fire safety plan will include:

- **Fire Risk Assessment (FRA):** A comprehensive and regularly reviewed Fire Risk Assessment will be conducted by a competent person for each HMO unit. This will identify potential hazards and specify necessary control measures.
- **Fire Detection & Alarms:** Installation of an appropriate grade of interlinked smoke and heat detectors (e.g., Grade D, LD3 or LD2 as required by FRA/licensing) throughout common areas and individual bedrooms. Regular testing (weekly by tenants, six-monthly by landlord/agent).
- **Fire Escape Routes:** Ensuring all escape routes are clear, unobstructed, and adequately signed. Emergency lighting will be installed where necessary and regularly tested.
- **Fire Doors:** Installation of compliant fire doors (e.g., FD30s) on all bedrooms and critical areas to provide a protected escape route. These will be regularly checked for correct closure and integrity.
- **Fire Extinguishers & Blankets:** Provision of appropriate fire extinguishers and fire blankets in communal kitchens, regularly serviced.
- **Tenant Fire Safety Information:** Providing clear fire safety instructions, escape plans, and advice on prevention to all tenants during induction.
- **Emergency Procedures:** Clearly documented emergency contact details and procedures for fire and other critical incidents displayed prominently.

4. Property Management & Maintenance

Effective property management and maintenance are essential for tenant satisfaction, preserving asset value, and ensuring compliance. We operate a proactive and responsive maintenance strategy.

4.1 Day-to-Day Operations & Common Areas

- **Regular Cleaning:** Scheduled professional cleaning of all common areas (hallways, stairwells, communal kitchens, bathrooms, living rooms) will be arranged at least fortnightly, or weekly depending on tenant numbers and usage.
- **Waste Management:** Clear instructions and designated areas for recycling and general waste will be provided. Bins will be sufficient for the number of occupants, and arrangements for regular collection will be managed to prevent accumulation and odour issues, in line with Barnet Council's waste policies.
- **Lighting & Security:** Regular checks of common area lighting, security systems (CCTV if installed), and external doors/windows to ensure they are functional and secure.
- **Garden Maintenance:** Gardens and external areas will be regularly maintained to a high standard, including mowing, weeding, and general tidiness.

4.2 Reactive Maintenance & Repairs

A prompt and efficient system is in place to handle tenant repair requests and emergencies.

- **Reporting System:** Tenants will be provided with clear contact details (phone, email) for reporting maintenance issues, including a dedicated 24/7 emergency contact number for urgent repairs (e.g., burst pipes, power outage, gas leak).
- **Response Times:**
 - Emergency Repairs (threat to health/safety, major property damage): Within 2-4 hours for initial assessment, with remedial action commencing immediately.
 - Urgent Repairs (e.g., no hot water, heating issues): Within 24-48 hours.
 - Non-Urgent Repairs: Within 3-5 working days, or a mutually agreed timeframe.
- **Qualified Contractors:** All repair work will be carried out by suitably qualified, insured, and vetted contractors. Records of all works will be maintained.
- **Tenant Communication:** Tenants will be kept informed of the progress of their repair requests.

4.3 Preventative Maintenance & Inspections

To minimise reactive issues and prolong the life of the property, a schedule of preventative maintenance will be implemented:

- **Annual Servicing:** Boilers and heating systems will undergo annual servicing.
- **Gutter & Drain Clearance:** Regular checks and clearance of gutters and drains to prevent blockages and damp.
- **External Property Checks:** Biannual checks of roofing, external walls, windows, and doors.
- **Internal Inspections:** Routine property inspections (e.g., quarterly or bi-annually) will be conducted with prior notice to tenants to identify maintenance needs, assess property condition, and ensure tenant compliance with tenancy terms.
- **Appliance Servicing:** Regular checks and servicing of communal appliances (washing machines, ovens, fridges).

5. Tenant Management & Welfare

Our approach to tenant management prioritises transparency, fairness, and the creation of a harmonious living environment for all residents.

5.1 Marketing, Lettings & Tenant Selection

- **Marketing:** Properties will be marketed through reputable online portals and local agents, with clear descriptions of the HMO nature and facilities.
- **Viewings:** Accompanied viewings will be conducted to ensure prospective tenants understand the shared living arrangements.
- **Tenant Selection:** A rigorous referencing process will be undertaken for all prospective tenants, including:
 - Credit checks.

- Employer references.
- Previous landlord references.
- Identity verification and Right to Rent checks (as per Immigration Act 2014).
- Affordability checks to ensure tenants can comfortably meet rent obligations.
- **Diversity & Compatibility:** Efforts will be made to ensure a diverse and compatible mix of tenants within each HMO, promoting a positive communal atmosphere.

5.2 Tenancy Agreements & House Rules

- **Assured Shorthold Tenancy (AST):** Each tenant will have an individual AST agreement, clearly outlining their rights and responsibilities, rent, deposit, and notice periods.
- **HMO Specific Clauses:** Agreements will include clauses specific to shared living, such as rules regarding common area usage, cleaning responsibilities, noise levels, guest policies, and waste disposal.
- **House Rules:** A clear, concise set of 'House Rules' will be provided and discussed with each tenant upon move-in. These rules are designed to foster respect, cleanliness, and peaceful co-existence.
- **Deposit Protection:** All tenant deposits will be protected in a government-approved scheme (e.g., DPS, TDS, MyDeposits) within 30 days of receipt, and prescribed information issued to tenants.

5.3 Tenant Induction & Welfare

- **Welcome Pack:** Each tenant will receive a welcome pack containing essential information:
 - Contact details for the landlord/managing agent, including emergency numbers.
 - Fire safety plan, escape routes, and instructions.
 - Instructions for utilities, heating system, and appliances.
 - Waste and recycling guidelines.
 - Inventory of the room and communal areas.
 - Copy of the EPC, Gas Safety Certificate, EICR, and How to Rent Guide.
- **Onboarding:** A comprehensive tour of the property will be conducted, explaining the use of communal facilities and safety features.
- **Ongoing Support:** A clear channel of communication will be maintained, allowing tenants to raise concerns or seek assistance.

5.4 Dispute Resolution & Complaint Handling

A fair and transparent process will be followed for resolving disputes between tenants or between tenants and management.

- **Initial Mediation:** Encourage tenants to resolve minor disputes amicably where possible, providing guidance if needed.
- **Formal Process:** For unresolved or serious disputes, a formal complaint handling procedure will be in place:
 - Complaints to be submitted in writing.

- Acknowledgement of complaint within 2 working days.
- Investigation and response within 10 working days.
- Mediation or arbitration where appropriate.
- Escalation points if resolution is not achieved (e.g., Housing Ombudsman).
- **Anti-Social Behaviour:** Clear policies against anti-social behaviour will be enforced, with appropriate action taken as per tenancy agreements.

6. Financial Management

Robust financial management ensures the long-term viability and operational efficiency of the HMOs.

6.1 Rent Collection & Arrears Management

- **Payment Methods:** Clear instructions for rent payments (e.g., standing order) will be provided.
- **Rent Due Dates:** Clearly stipulated in the tenancy agreement.
- **Arrears Policy:** A strict yet fair arrears policy will be implemented, involving:
 - Prompt contact with tenants if rent is late.
 - Communication of consequences of non-payment.
 - Offer of advice/support where appropriate.
 - Following legal procedures for recovery if necessary (e.g., Section 8 notice).
- **Record Keeping:** Meticulous records of all rent payments and financial transactions will be maintained.

6.2 Budgeting & Expenditure Control

- **Budgeting:** A detailed annual budget will be prepared, covering expected income (rent) and expenditure (mortgage, insurance, utilities, maintenance, licensing fees, cleaning, management fees).
- **Expense Tracking:** All expenditures will be accurately tracked and categorised.
- **Contingency Fund:** A contingency fund will be maintained to cover unexpected repairs or periods of vacancy.
- **Insurance:** Comprehensive landlord insurance will be in place, covering buildings, contents (landlord's), public liability, and loss of rent.
- **Utility Management:** Clear arrangements for utility payments will be made (e.g., separate meters for each flat if applicable and landlord pays communal, or tenants contribute). If included in rent, regular monitoring of usage.

7. Community Engagement & Relations

Maintaining positive relations with the local community and neighbours is a key aspect of responsible HMO management. Our approach includes:

- **Communication:** Providing neighbours with a dedicated contact point for any concerns related to the HMO operation (e.g., noise, waste).

- **Minimising Impact:** Proactive measures to minimise potential disturbances:
 - **Noise Management:** Clear house rules regarding noise, particularly during unsocial hours. Swift action to address any complaints.
 - **Waste Management:** Ensuring proper storage and timely collection of waste to prevent unsightly accumulations or vermin.
 - **Parking:** Encouraging tenants to use public transport or existing parking provisions responsibly. Discouraging vehicle ownership where appropriate.
 - **Property Appearance:** Maintaining the external appearance of the property to a high standard, contributing positively to the street scene.
- **Responsiveness:** All neighbour complaints will be taken seriously, investigated promptly, and addressed effectively. Tenants will be educated on their responsibilities as part of the community.

8. Risk Management & Emergency Procedures

A robust risk management strategy is in place to anticipate and mitigate potential issues.

- **Vacancy Management:** Proactive marketing and tenant sourcing to minimise void periods.
- **Rent Arrears:** As outlined in Section 6.1, clear processes to manage and recover arrears.
- **Property Damage:** Regular inspections, inventory checks, and clear communication with tenants regarding their responsibilities for property care. Comprehensive insurance cover.
- **Legal & Regulatory Non-Compliance:** Regular review of legislation, ongoing training for management staff, and seeking professional advice when required.
- **Emergency Contacts:** Clear display of emergency contact numbers (fire, police, ambulance, gas, electric, and landlord/managing agent emergency line).
- **Crisis Management Plan:** A plan for responding to unforeseen events such as major floods, fires, or structural damage, including alternative accommodation options if necessary and communication protocols.
- **Data Protection:** Compliance with GDPR for all tenant and personal data.

9. Conclusion

This HMO Management Plan demonstrates a comprehensive and proactive commitment to the responsible and efficient operation of the proposed HMO (Sui Generis) at 54 Bridgewater Road. By adhering to all legal and regulatory requirements, implementing robust maintenance schedules, fostering a supportive and safe environment for tenants, and actively engaging with the local community, we are confident in our ability to provide high-quality shared accommodation. Our objective is not only to meet but to exceed the expected standards for HMO management, ensuring the long-term success of the change and contributing positively to the Hillingdon neighbourhood. This plan will be a living document, subject to regular review and updates to reflect best practices and any changes in legislation or property circumstances.