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## **HOUSE IN MULTIPLE OCCUPATION MANAGEMENT PLAN**

**35 Angel Lane, Hayes, Middlesex, UB3 2QZ**

**April 2026**

## **Overview**

This management plan outlines the procedures to be followed for the proposed six room House in Multiple Occupation (HMO) at 35 Angel Lane, Hayes.

The plan has been designed to ensure full compliance with all relevant statutory regulations, including planning conditions and HMO licensing requirements, as well as relevant health and safety standards.

The objective is to provide high-quality, safe and well-managed shared accommodation, ensuring a positive experience for tenants while minimising any potential impact on the locality.

All tenants will be given a copy of the management plan as part of their tenancy agreement and in their welcome pack, and a copy will also be kept in the house for reference throughout the tenancy.

The name, address, email address and telephone number of the managing agent will be clearly displayed in a prominent position in the property.

Management actions included in tenancy agreements are listed below:

- Fire Safety Measures
- Fire Safety Checklist
- Maintenance of common parts fixtures, fittings and appliances
- Maintenance of living accommodation
- Guidance for waste disposal
- Duties of the occupiers
- Expected behaviours towards residents in the neighbourhood
- Cycle storage
- Car parking
- Property maintenance
- Reporting of defects

## **1. Fire safety measures**

- The means of escape from fire must be kept free of obstruction and in good order and repair; any defects must be reported immediately to the managing agent. Weekly inspections are carried out by the managing agent or their representative.
- The property is provided with linked heat and smoke detectors and fire extinguishers which are tested weekly.
- The kitchen is provided with fire blankets.
- The kitchen and habitable rooms are provided with FD30-rated fire doors with intumescent seals and door closers.
- **2. Fire safety checklist**

In the event of fire:

- Raise the alarm.
- Call the fire brigade immediately (999).
- Make sure that everyone has left the building safely.
- Attempt to tackle the fire only if safe to do so and without putting anyone at risk.
- Contain the fire by closing the door of the room involved.
- Evacuate to the agreed assembly point (footpath opposite 20 Angel Lane).
- Meet the fire brigade on arrival and give them as much information as possible.
- Don't let anyone go back inside until told it is safe to do so by the fire brigade.
- Keep staircases and escape routes clear and accessible at all times. Exit doors must open easily.
- Store combustible materials outside the building. Empty waste bins and clear rubbish daily.
- Do not use portable heaters. Ensure that guards are securely fitted to installed heating equipment where required.
- Use electrical equipment safely, e.g. electric blankets, irons etc., and always follow the manufacturer's instructions. Switch off and unplug after use.
- Check regularly that fire smoke alarms are in working order.
- Never wedge, tie or jam open fire doors. When not in use they should be allowed to close securely into their frame, forming a barrier to fire and smoke.
- Never tamper with items installed to protect your health and safety.

### **3. Maintenance of Common parts fixtures fittings and appliances**

- Common parts include the main front door, internal circulation spaces, entrance hall, stairs, and shared kitchen/dining/living room.
- All common parts must be kept clean, safe, in good decorative repair, free from obstruction, and are inspected weekly.
- Communal fixtures, fittings and appliances must be kept in good repair and inspected weekly. Tenants must clean kitchen appliances and surfaces after use.
- The common parts are equipped with light fittings available at all times for every occupier to use, and a supply of spare bulbs is provided on site.
- Gardens, yards, outbuildings and boundaries must be safe, maintained in good repair, kept clean and present no danger to occupiers. Week inspections are undertaken by the managing agent or their representative to ensure these facilities are in good condition.

### **4. Maintenance of living Accommodation**

- Each unit of accommodation, and all furniture supplied in it, should be in a clean condition at the beginning of the tenant's occupation.
- The internal structure, fixtures, fittings, and appliances, including windows and other means of ventilation, of each room should be kept in good repair and in working order.
- Damage caused by unreasonable tenant behaviour is not the responsibility of the managing agent.
- Should any demised area fall into disrepair or furniture become faulty it should be reported to the managing agent as soon as possible.

### **5. Guidance for waste disposal**

- Waste disposal guidance will be provided at the commencement of any tenancy within the tenancy welcome pack and will also be provided in the house. This will include details of the London Borough of Hillingdon refuse and recycling acceptance criteria.
- Refuse and recycling bins will be provided within the house.
- External bin storage will be provided with occupants responsible for complying with the London Borough of Hillingdon refuse recycling and collection/disposal requirements
- No refuse will be stored outside the front door.
- The waste and recycling bins will be stored to the rear of the house.
- Residents will be instructed to put out waste prior to collection within the permitted timescale.

## **6. Duties of the occupiers of 35 Angel Lane - House in Multiple occupation**

- Not to obstruct the managing agent in the performance of their duties.
- Allow the managing agent access to the accommodation at all reasonable times for the purpose of carrying out their duties.
- Provide information to the managing agent which would be reasonably expected to enable them to carry out their duties.
- Act reasonably to avoid causing damage to anything the managing agent is under a duty to supply, maintain or repair.
- Store and dispose of litter/refuse as directed.
- Comply with reasonable instructions of the managing agent as regards to any fire escape, fire prevention measures and fire equipment.

## **7. Expected behaviours towards other residents in the neighbourhood**

- Tenants must recognise that the property lies in a residential neighbourhood and respect neighbours' quiet enjoyment of their homes.
- The tenancy agreement includes measures addressing issues relating to behaviours which may have a negative impact on other residents/neighbours. The obligations assumed by the occupants extend to responsibility for any visitors they may have. Items covered include:
- Not to allow any act which may be a nuisance or annoyance to neighbouring premises.
- Not to keep animals in the property.
- Not to receive paying guests, sublet or use the property for business purposes.
- Not to conduct any act which may render them liable to criminal proceedings or a police caution.
- Any complaints over excessive or persistent noise will not be tolerated and may lead to termination of the occupant's tenancy agreement and possibly to prosecution under Section 1(10) and (11) of the Crime and Disorder Act 1998 (CDA), Anti-Social Behaviour Order (ASBO).
- The security and fire alarms will be subject to annual maintenance and hence should not cause noise nuisance through erroneous use.

## **8. Cycle storage**

- Cycle storage will be provided within a designated cycle store in the rear garden.

## **9. Car Parking**

- Should tenants own cars these should be parked with consideration to others and in accordance with any local on-street parking controls.

## **10. Property maintenance & Inspections**

- Tenants will be required to keep garden and driveway tidy.
- Regular checks of the internal and external property will take place by the landlord or managing agent to ensure tenants are compliant with the letting agreement and this plan.
- Tenants will be required to notify the landlord or agent of any damage or defect affecting the property however caused so that they can be fixed.

### **Tenant screening**

Before any tenancy is accepted and prior to instructing a professional referencing agency, a set of checks will be undertaken to assess whether a prospective tenant meets strict minimum requirements. A pre-screening check will be utilised to set out the expectations in a tenancy to the prospective tenant.

If the prospective tenant is happy to answer questions and meets the minimum requirements, progress will be made to move on to the next stage in the referencing process.

The following measures will be carried out in the reference check process:

- Credit Check - To carry out credit checks on potential tenants. A credit check will confirm whether the tenant is credit worthy and if they have any County Court Judgements against them. A history of missed payments, previous IVAs or payments to debt collection agencies can all be potential causes for concern and these checks will ensure a highly credit worthy tenant moves into the property with a stable employment.
- Bank Statements - Request potential tenants for recent bank statements (usually the previous three months).
- Proof of Address - To check the person's current and previous addresses
- Proof of Identity - Photo ID (2 official document sets) to prove the applicants are who they say they are. Previous Landlord Reference - References from their previous landlords will be required.

The conditions and commitments listed in this document are intended to ensure that The Management of Houses in Multiple Occupation Regulations is not breached.

This will ensure that the HMO, once permitted, will be optimally and safely operated in respect of both the property and tenancy behaviours.