

HMO MANAGER'S GENERAL DUTIES AND COMPLAINTS:

The manager must ensure that:

- his name, address and any telephone contact number are made available to each household in the HMO; and
- such details are clearly displayed in a prominent position in the HMO.

Maintenance of safety measures:

The manager must ensure that all means of escape from fire in the HMO are:

- kept free from obstruction; and
- maintained in good order and repair.

The manager must ensure that any fire fighting equipment and fire alarms are maintained in good working order.

The manager must ensure that all notices indicating the location of means of escape from fire are displayed in positions within the HMO that enable them to be clearly visible to the occupiers.

The manager must take all such measures as are reasonably required to protect the occupiers of the HMO from injury, having regard to:

- the design of the HMO;
- the structural conditions in the HMO; and
- the number of occupiers in the HMO.

In performing the imposed duty the manager must in particular:

- in relation to any roof or balcony that is unsafe, either ensure that it is made safe or take all reasonable measures to prevent access to it for so long as it remains unsafe; and
- in relation to any window the sill of which is at or near floor level, ensure that bars or other such safeguards as may be necessary are provided to protect the occupiers against the danger of accidents which may be caused in connection with such windows.

In compliance with the London Borough of Hillingdon Private Sector Housing – prescribed HMO Fire Safety Standards, the means of escape from fire must be kept free of obstruction and kept in good order and repair; reports of any defects should be made to the HMO manager immediately. Regular inspections of the common parts are undertaken by the HMO manager or his representative.

Fire extinguisher is no longer required by London Borough of Hillingdon and London Fire Service within HMOs, but fire blanket must be fitted in all shared kitchen within the property together with mains powered with battery backup interlinked smoke and heat detectors in communal areas (& bedrooms within a 3 or more storeys building) which must be tested on a monthly basis.

All kitchen, bedrooms and storage rooms are to be fitted with FD30 fire doors with intumescent seals incorporating automatic door closers.

Fire safety checklist

In the event of fire:

- Raise the alarm
- Call the fire brigade immediately
- Make sure that everyone has left the building safely
- Tackle the fire with the equipment provided ONLY if it is safe to do so, i.e. if it will not put you or others at risk
- Contain the fire by closing the door of the room involved
- Evacuate to a safe distance from the premises
- 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 your premises last thing at night and close all doors
- 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

Maintenance of water supply and drainage

The manager must ensure that the water supply and drainage system serving the HMO is maintained in good, clean and working condition and in particular he must ensure that:

- any tank, cistern or similar receptacle used for the storage of water for drinking or other domestic purposes is kept in a good, clean and working condition, with a cover kept over it to keep the water in a clean and proper condition; and
- any water fitting which is liable to damage by frost is protected from frost damage.
- The manager must not unreasonably cause or permit the water or drainage supply that is used by any occupier at the HMO to be interrupted.
- In this regulation "water fitting" means a pipe, tap, cock, valve, ferrule, meter, cistern, bath, water closet or soil pan used in connection with the supply or use of water, but the reference in this definition to a pipe does not include an overflow pipe or the mains supply pipe.

Maintenance of gas and electricity supply

The manager must supply to the local housing authority within 7 days of receiving a request in writing from that authority the latest gas appliance test certificate it has received in relation to the testing of any gas appliance at the HMO by a recognised engineer.

The manager must:-

- ensure that every fixed electrical installation is inspected and tested at intervals not exceeding five years by a person qualified to undertake such inspection and testing;
- obtain a certificate from the person conducting that test, specifying the results of the test; and
- supply that certificate to the local housing authority within 7 days of receiving a request in writing for it from that authority.

The manager must not unreasonably cause the gas or electricity supply that is used by any occupier within the HMO to be interrupted.

Maintenance of common parts fixtures fittings and appliances

Common parts are defined as the front door to the HMO and to each unit of accommodation within it, any areas which are used by the occupants to gain access to their respective units of living accommodation. The common parts at this property comprise the entrance hall stairs, kitchen/lounge/dining room.

All common parts of the HMO must be kept clean, safe, in good decorative repair and working order and free from obstruction and are inspected weekly by the building manager or his representative.

All communal fixtures, fittings or appliances must be kept in good repair and are inspected weekly by the building manager or his representative. Tenants are provided with access to the kitchen facilities and washing facilities including the common washing machine and drier. Tenants are required to clean all ovens, hobs, sinks, work surfaces etc after use. A weekly clean of the common areas will be undertaken by the landlord's appointed contractors. (There is no duty on the manager to maintain any fixtures or fittings that the occupants are entitled to take away with them or which, for other reasons, are not within the manager's control).

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, boundary walls/fences or gates which are part of the HMO should be safe, maintained in good condition.

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. There is no duty to repair or clean furniture which is damaged as a result of the tenant's unreasonable behaviour. Nor is

there a duty to repair or clean furniture which is damaged as a result of the tenant's unreasonable behaviour. Nor is there a duty to repair or clean furniture which belongs to the tenant or which is outside the manager's control for other reasons.

Should any demised area fall into disrepair or furniture become faulty it should be reported to the manager as soon as possible.

Waste disposal facilities

The manager must ensure that adequately-sized bins are provided in sufficient numbers for the number of occupants. A number of wheelie bins are provided to the rear of the property for general refuse. The bins must be transported to the front of the property to allow for collection by the councils refuse collectors. Recycling bags and green waste bags are available on site provided by the council.

Duties of the HMO occupiers at the premises.

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

- END OF HMO MANAGEMENT PLAN -