

HMO Management Supervision Plan

Property: 20 Dorset Avenue, Hayes, UB4 8NS

Proposal: Change of Use from C4 (6-bed HMO) to Sui Generis (7-bed HMO)

Managed by: Red Roof Estate Agents Ltd

1. Introduction

This property is professionally managed to ensure high standards of safety, cleanliness, and tenant welfare in line with the London Borough of Hillingdon's expectations for licensed Houses in Multiple Occupation (HMOs). A dedicated property management agency oversees the day-to-day operation and maintenance of the HMO.

2. Property Manager Responsibilities

- The **name, address, and contact details** of the managing agent will be clearly displayed in a prominent area within the property.
- A 24/7 **emergency contact number** is provided to all tenants.

3. Fire Safety Management

- **Means of escape** are kept clear and inspected regularly.
- **LD1 Fire Alarm system** is installed with heat and smoke detectors installed in communal areas and bedrooms, tested monthly.
- **Fire blankets** are installed in kitchens.
- **FD30-rated fire doors** with intumescent seals and door closers are fitted to all rooms.

Tenants are provided with fire safety instructions, including evacuation procedures and emergency contact steps.

4. Cleaning & Maintenance Schedule

The managing agents implement a structured **twice monthly cleaning schedule** for all communal areas, including:

- Hallways and staircases
- Shared kitchen and dining areas

- External areas such as gardens and pathways

In addition:

- A **monthly maintenance inspection** is carried out.
- Tenants are expected to maintain cleanliness of their rooms and report any defects promptly.
- Maintenance issues are logged and resolved within agreed SLAs.

5. Electrical & Water Safety

- All fixed electrical installations are tested **every five years** by a qualified electrician.
- A **Legionella risk assessment** is conducted and updated periodically.
- Water supply systems are maintained in good condition and kept clean and insulated against frost.

6. Refuse & Recycling

- Adequate provision is made for refuse and recycling using **wheelie bins** located in the rear garden.
- Tenants are instructed to move bins to the front of the property on collection days.
- Clear signage is displayed explaining **recycling procedures**.

7. Gardens & External Areas

- The front and rear gardens are **maintained by a contracted gardener**.
- Boundary fences, gates, and paths are checked regularly for damage or safety concerns.
- All areas are kept tidy and free from obstruction.

8. Security & Tenant Welfare

- External doors and windows are **secure and well-maintained**.
- All new tenants undergo full **referencing and ID verification**.

- Regular communication with tenants is maintained to ensure safety and community wellbeing.

9. Compliance & Record Keeping

- Copies of:
 - HMO licence
 - Fire safety certification
 - Gas and electrical safety certificates
 - Management logs
 - Cleaning and maintenance schedules
are retained and available for council inspection.

10. Conclusion

This property is run to a high professional standard, ensuring a safe, well-maintained and compliant HMO. With experienced property managers in place and a clear framework for tenant support, 20 Dorset Avenue contributes positively to the local housing supply while maintaining residential amenity.