

HMO MANAGEMENT PLAN

Site Address: 4 Chaucer Avenue, Hayes, UB4 0AP

Proposed Change of Use: Single Dwelling House (Class C3) to a House in Multiple Occupation (HMO) for up to 6 occupants

1. Introduction & Objectives

This HMO Management Plan sets out the operational strategies and management frameworks designed to ensure the smooth running of the 6-person HMO at 4 Chaucer Avenue. The plan aims to maintain a high-quality residential environment for occupants while strictly protecting the amenities and character of the surrounding neighbourhood.

2. Relevant Planning Policies (London Borough of Hillingdon)

The operation and physical constraints of this property align with the **Hillingdon Local Plan: Part 2 - Development Management Policies (2020)**:

- **Policy DMH 5 (Houses in Multiple Occupation):** The property provides a high standard of shared living space without requiring external alterations that disrupt the surrounding street scene. The local residential character is preserved, and the high-density layout delivers a much-needed affordable housing option.
- **Policy DMT 6 (Vehicle Parking) & Policy DMT 5 (Pedestrians and Cyclists):** High-quality transport standards are met by retaining 2 off-street parking spaces equipped with EV chargers alongside a dedicated 6-bicycle secure storage facility.

3. Occupancy, Room Layout, & Property Assessment

Spatial Layout & Capacity

Based on the architectural blueprints and planning statement, the internal spaces exceed the required statutory space metrics for up to 6 residents:

Floor Level	Space Designation	Room Size (sqm)	Maximum Capacity	Facilities Included
Ground Floor	Kitchen / Living / Dining	24.18 sqm	Communal Area	Kitchen amenities, dining area, Sitting area
Ground Floor	Room 1 (Double Bedroom)	11.75 sqm	2 Persons	Direct access to walk-in shower room



Floor Level	Space Designation	Room Size (sqm)	Maximum Capacity	Facilities Included
First Floor	Room 2 (Single Bedroom)	8.035 sqm	1 Person	En-suite shower room
First Floor	Room 3 (Single Bedroom)	8.34 sqm	1 Person	En-suite shower room
First Floor	Landlord Store / Office	5.75 sqm	Restricted	Management/maintenance storage
Second Floor	Room 4 (Double Bedroom)	16.37 sqm	2 Persons	Dedicated bathroom with eaves storage

3. Part M Accessibility Matrix

The ground floor is fully optimized for inclusive design and future lifecycle adaptation (Drawing Ref: ART/2026/HMO/4CA/AL):

- **Manoeuvrability:** All ground floor doors have wider clearances. The communal kitchen/dining zone and Room 1 incorporate a full 1500mm turning radius to enable effortless wheelchair access.
- **Egress & Thresholds:** The rear exit features a level threshold leading to a level platform, transitioning into an external access ramp with an inclusive 1:20 gradient into the rear garden.
- **Fixtures:** Sockets and switches are standardized between 450mm and 1200mm above finished floor level (FFL), with door handles positioned comfortably between 900mm to 1100mm FFL.

4. Cleaning Management

To maintain high hygiene standards, reduce internal friction, and protect the overall structure of the building, a clear cleaning schedule is enforced:

- **Communal Areas:** Professional cleaning of all shared communal areas (including the hallway, kitchen/living/dining space, and ground floor W/C) will be carried out twice a week.
- **Private Rooms:** Tenants retain full personal responsibility for the cleanliness, hygiene, and regular upkeep of their private bedrooms and respective en-suites.



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- **Routine Inspections:** The landlord or management agent will conduct regular monthly and quarterly inspections to verify the standard of upkeep, catch maintenance issues early, and ensure compliance with the tenancy agreement. The dedicated Landlord Store/Office will serve as the administrative base during these inspections.

5. Security & Safety of Tenants

The physical safety and personal security of all occupants are highly prioritized through rigorous safety infrastructure (Drawing Ref: ART/2026/HMO/4CA/FE):

Fire Safety Strategy

The property's fire safety framework complies with Policy D12a of the London Plan and Building Regulations Part B:

- **Escape Route:** A structurally enclosed, 30-minute fire-resistant communal hallway provides a protected escape route.
- **Detection:** An interconnected mains-powered smoke and heat detector array is installed across all levels, backed by fire blankets and extinguishers in communal areas.

Door Locks & Secure Egress

- **Locking Mechanisms:** All private bedroom doors are fitted with high-security Euro-lock thumb-turn cylinders. This mechanism permits tenants to secure their rooms externally while allowing keyless, instant egress from the inside in the event of an emergency evacuation.
- **Main Entrance:** The primary entry door features a secure lock system with restricted key copying to prevent unauthorized distribution.

Lost Key Procedures

- **Reporting:** In the event of a lost or stolen key, the tenant is required to notify the management team immediately via the 24-hour telephone line.
- **Replacement Fees:** Tenants will be charged a standard fee for key replacement. If a key is lost under circumstances that compromise property security (e.g., lost alongside an ID or wallet containing the address), the landlord reserves the right to swap the barrel cylinder entirely at the tenant's expense to maintain secure site integrity.
- **Emergency Lockouts:** Emergency lockouts handled outside normal operational hours by an external locksmith will be fully chargeable to the tenant responsible.

6. Waste & Environmental Management

To prevent external clutter and protect local visual amenity along Chaucer Avenue, a structured refuse system is integrated (Drawing Ref: ART/2026/HMO/4CA/SPLP):

- **Bin Allocation:** A dedicated refuse zone in the front curtilage hosts 4 wheelie bins.
- **Separation of Waste:** Streams are split equally into 2 non-recyclable bins and 2 recyclable bins.



- **Tenancy Obligations:** The tenancy agreement mandates that residents are responsible for sorting waste streams daily and moving bins to the kerbside on designated local authority collection days.

7. Transport & Highways Infrastructure-Parking and Bicycle Arrangements

- **Off-Street Parking:** The front driveway maintains 2 off-street parking spaces to meet local demand while protecting the capacity of the public highway along Chaucer Avenue.
- **EV Charging:** The parking spaces include 2 electric vehicle (EV) charging points to encourage green transport infrastructure.
- **Secure Bicycle Storage:** The existing rear brick garage is repurposed as a secure, weather-protected cycle store for 6 bicycles, providing an ideal 1:1 ratio for residents to incentivize car-free commuting.

8. Neighbourhood & Community Considerations- Measures to Minimise Noise Nuisance

- **Quiet Hours:** Tenants will be provided with strict guidelines regarding excessive noise in both communal internal zones and external areas between **23:00 and 07:00**.
- **Garden Usage:** The large rear garden is designated for quiet recreational use. Gathering, playing loud music, or hosting social events in the rear yard past quiet hours will be strictly prohibited under the terms of the tenancy.
- **Structural Insulation:** Acoustic insulation is installed within communal partitions to prevent internal noise bleeding into adjacent properties or between neighbouring bedrooms.

Procedures for Dealing with Neighbour Complaints

- **Direct Point of Contact:** Immediate neighbours will be formally provided with the direct phone number and email address of the property management team.
- **Response Matrix:** Upon receipt of a neighbourhood complaint, management will acknowledge the issue within 24 hours.
- **Investigation and Action:** If a complaint regarding anti-social behaviour or noise is validated, a formal warning will be issued to the tenant(s) involved. Repeated breaches of behavioural guidelines will result in disciplinary action, escalating up to the termination of the tenancy.

Information Provided to Tenants About Local Expectations

- **Tenant Induction Pack:** Upon moving in, every resident receives a comprehensive Welcome Pack. This document explicitly outlines community expectations, including:
 - Proper scheduling and sorting instructions for local authority refuse/recycling collections.
 - A mandate to minimize street noise when arriving at or departing from the property during late hours.
 - Explicit guidelines regarding courteous behaviour toward long-term residents of Chaucer Avenue.