HMO MANAGEMENT &
SUPERVISION PLAN

26 Warwick Road, West Drayton, UB7 9BZ

Proposed 5-bedroom House in Multiple Occupation (Use Class C4)
Maximum occupation: 5 persons - single occupancy bedrooms only

Document	Details
Purpose	Supporting management and supervision plan for planning application
Proposed use	Change of use from C3 dwellinghouse to C4 HMO
Maximum occupancy	5 persons in 5 single-occupancy bedrooms
Review	On first occupation, annually thereafter, and following any material incident or management change

This plan sets out how the proposed HMO will be occupied, managed, maintained and supervised so that it provides satisfactory accommodation while protecting the amenity of neighbours and the character of Warwick Road. It is intended to operate alongside any planning permission, HMO licence and applicable statutory requirements.

1. Proposed Occupation and Accommodation

The property will operate as a small C4 HMO with a strict maximum of five residents. Each bedroom will be occupied by one person only. No bedroom will be let for double occupancy and the overall occupation will not exceed five persons without any further approvals that may be required.

Room	Maximum occupancy	Floor area
Bedroom 1	1 person	13.43 m²
Bedroom 2	1 person	11.83 m²
Bedroom 3	1 person	8.03 m²
Bedroom 4	1 person	13.62 m²
Bedroom 5	1 person	13.07 m²
Kitchen / dining / living	Shared by all residents	19.25 m²

The proposed accommodation provides an en-suite facility to each bedroom. The communal kitchen/dining/living room remains available to all occupiers and will not be used as sleeping accommodation.

2. Management Responsibility and Contact Arrangements

- A named landlord, licence holder or managing agent will have overall responsibility for the property and compliance with planning, licensing and management requirements.
- The manager's name, address and telephone contact details will be provided to every household and displayed prominently within the HMO, consistent with the Management of Houses in Multiple Occupation (England) Regulations 2006.

- An emergency contact number will be available to occupiers. Urgent health, safety, security, water, electrical or fire-safety defects will be prioritised and appropriate contractors instructed without unreasonable delay.
- The manager will maintain a record of inspections, reported defects, repairs, complaints and actions taken.

The appointment of the managing agent or designated property manager has not yet been finalised. Subject to planning permission being granted, the applicant will appoint a suitable responsible manager before the property is first occupied as an HMO. The appointed person will implement this Management and Supervision Plan, including occupancy control, maintenance, refuse management, neighbour complaints, safety coordination and emergency arrangements. Contact and emergency details will be given to residents and displayed within the property before occupation, in accordance with applicable management and licensing obligations.

3. Occupancy Control and Tenancy Management

- The tenancy/licence documentation will state that the property is limited to a maximum of five occupants and that each bedroom is single occupancy.
- Residents will be provided with written house rules covering refuse, noise, visitors, communal areas, smoking where applicable, parking and cycle storage.
- The manager will keep an up-to-date occupancy schedule so the permitted maximum is not exceeded.
- Subletting or unauthorised occupation that would increase the number of residents will not be permitted.

4. Inspection and Supervision Regime

Activity	Minimum management approach
Routine management inspection	At least quarterly, with additional visits where a concern is reported; reasonable notice to occupiers except emergencies.
Communal areas	Condition, cleanliness, lighting, escape routes, doors, alarms and obvious hazards checked during management visits.
External areas	Front/rear areas, bins, boundary treatment, drainage and garden condition checked and maintained.
Defects	Logged, prioritised according to risk and progressed to completion.
Records	Inspection and repair records retained by the manager and made available to the Council where lawfully required.

5. Cleaning, Maintenance and Repairs

- The structure, exterior, common parts, installations, fixtures and supplied appliances will be maintained in good repair and safe working order.
- Occupiers will be responsible for normal day-to-day cleanliness within their private rooms and for leaving shared facilities in a reasonable condition after use. The manager will intervene where communal standards are not maintained.
- A periodic professional clean of communal areas will be arranged where necessary, with frequency adjusted to the condition and needs of the property.

- The garden and external areas will be maintained so they do not become overgrown or create nuisance to adjoining occupiers.

6. Refuse and Recycling Management

- Refuse and recycling containers will be retained within the dedicated front-curtilage storage area shown on the proposed site layout, separate from the parking spaces, cycle store and pedestrian route.
- Residents will receive written instructions on Hillingdon collection arrangements, correct separation of waste and when bins may be placed out and returned.
- Bins will not be allowed to obstruct pedestrian access, the highway or neighbouring property. The manager will address persistent misuse, overflow or accumulation of waste.

7. Noise, Conduct and Neighbour Amenity

- Tenancy terms and house rules will require residents and visitors to avoid unreasonable noise, nuisance, anti-social behaviour and obstruction of neighbouring accesses.
- Residents will be reminded that this is a residential street and that music, gatherings, arrivals/departures and use of the garden must be considerate, particularly during night-time hours.
- Complaints received from neighbours will be recorded, acknowledged and investigated by the manager. Where a complaint is substantiated, proportionate management action will be taken and recorded.
- Repeated serious breaches may result in formal tenancy action subject to the applicable tenancy and housing law.

8. Parking, Cycles and Deliveries

- Residents will be informed of the available lawful parking arrangements and will not be permitted to block neighbouring driveways, dropped kerbs or access points.
- Five secure, covered cycle spaces will be provided within the front curtilage as shown on the proposed site layout, with direct access from Warwick Road and without requiring bicycles to be taken through the dwelling.
- The manager will respond to evidenced parking or access problems associated with occupiers and reinforce the house rules where required.

9. Fire, Gas and Electrical Safety

The property will be managed in accordance with applicable HMO licensing, housing and fire-safety requirements. The final fire precautions will be determined by the relevant standards, risk assessment and any licence conditions rather than by this planning document alone.

- Appropriate fire detection/alarm measures and protected escape arrangements will be installed and maintained as required.
- Smoke/fire alarm systems and other fire-safety equipment will be tested and serviced at the required intervals, with records retained.
- Gas appliances, where present, will be subject to annual gas safety checks by a suitably qualified engineer.
- The electrical installation will be inspected and tested at the statutory interval, currently at least every five years for rented accommodation, with remedial works completed as required.

- Escape routes will be kept clear and residents will receive fire-safety and emergency information on occupation.

10. Licensing and Compliance

The property will not be operated in breach of any HMO licensing requirement. Hillingdon's borough-wide additional licensing scheme applies to HMOs not already subject to mandatory licensing, while large HMOs meeting the statutory criteria require mandatory licensing. The owner/manager will ensure the correct licence route is followed before occupation and will comply with the conditions of any licence issued.

Planning permission and HMO licensing are separate regulatory regimes. The management arrangements in this document do not displace any planning condition, licensing condition, Building Regulations requirement or other statutory duty.

Stage	Action
1 - Receipt	Complaint logged with date, contact details (where supplied), nature of issue and property/occupier information.
2 - Initial response	Manager acknowledges and assesses urgency; immediate risks are escalated promptly.
3 - Investigation	Occupiers contacted and relevant evidence/inspection considered.
4 - Corrective action	House rules reinforced, repair/cleaning arranged or tenancy management action taken as appropriate.
5 - Close-out	Outcome recorded and complainant updated where appropriate and lawful; recurring issues reviewed for further controls.