

Hillingdon Council
Planning Department

Property Address: 847 Uxbridge Road Hayes UB4 8HZ

Proposal: Conversion of 2 storey maisonette (Class C3) to form a House in Multiple Occupation (C4).

HMO Management Plan

1. Introduction

This Management Plan relates to the proposed subdivision of the existing maisonette at 847 Uxbridge Road, Hayes to form a 4-bedroom House in Multiple Occupation (C4 use). The purpose of this document is to set out the management arrangements for the property to ensure it is operated in a responsible manner, with appropriate controls in place to protect residential amenity and ensure good living conditions for occupiers.

The property will be managed to ensure compliance with all relevant statutory requirements, including HMO licensing (where applicable), and to prevent any adverse impact on neighbouring occupiers.

2. Occupancy and Use

The property will be occupied by a maximum of four unrelated individuals, each occupying a private bedroom with ensuite facilities and shared use of 2no kitchens.

The level of occupation is consistent with a small-scale C4 HMO and will not result in over-intensification of the use of the building.

3. Management Arrangements

The property will be professionally managed by the landlord and/or a nominated managing agent who will take responsibility for the day-to-day operation of the HMO.

Management will include:

- Regular property inspections (at least every 3 months)
- Prompt response to maintenance and repair issues
- Oversight of tenant behaviour and compliance with tenancy terms

- Ensuring compliance with all relevant safety and housing standards

A 24-hour emergency contact number will be provided to all occupiers at the start of their tenancy, ensuring that any urgent issues can be reported and addressed promptly.

In addition, a separate contact number will be made available to neighbouring occupiers so that any concerns relating to the property can be raised directly with the management.

4. Neighbour Complaints Procedure

A formal complaints procedure will be implemented to ensure that any concerns raised by neighbouring residents are dealt with in a structured and timely manner.

Complaints may be submitted via telephone, email, or written correspondence using the contact details provided by the management company. Upon receipt, all complaints will be logged and acknowledged within two working days.

Following investigation, a written response will be provided to the complainant outlining the outcome and any actions taken. Where necessary, appropriate remedial steps will be implemented to address valid concerns.

This approach ensures transparency in the management of the property and provides a clear mechanism for resolving any issues that may arise.

5. Tenancy Management and House Rules

The property will be let on Assured Shorthold Tenancy agreements. Tenants will be provided with written house rules at the commencement of their tenancy, setting out expectations in relation to the use of the property.

These rules will cover matters including noise control, waste management, and the use of communal areas. Tenants will be expected to behave responsibly and in a manner that does not cause nuisance or disturbance to neighbouring occupiers.

Where breaches of tenancy conditions occur, the managing agent will take appropriate enforcement action, which may include formal warnings or termination of the tenancy in serious or persistent cases.

6. Health, Safety and Security

The property will be managed in accordance with all relevant health and safety legislation and guidance applicable to HMOs.

In particular, the property will benefit from:

- Interlinked smoke detection throughout the property
- Heat detection within the kitchen area
- Appropriate fire safety measures
- Annual gas safety certification
- Electrical Installation Condition Reports at required intervals

All safety systems will be regularly checked and maintained to ensure they remain fully operational.

7. Waste Management

Adequate bin storage will be provided for the use of residents. Tenants will be responsible for ensuring that all waste is correctly separated and deposited within the designated bins.

Bins will be presented for collection in accordance with the local authority schedule and returned to the storage area promptly after collection. The management company will monitor compliance to ensure that waste is not accumulated or left in a manner that could impact visual amenity or neighbouring occupiers.

8. Cleaning and Maintenance

The property will be maintained in a clean and tidy condition at all times. Communal areas will be subject to regular inspection, and where necessary, cleaning arrangements will be organised by the management company.

Reactive maintenance will be addressed promptly, with urgent issues typically attended to within 24–48 hours depending on severity. This ensures that the property remains in good condition throughout its occupation.

9. Anti-Social Behaviour

The management approach will actively seek to prevent anti-social behaviour through clear tenancy controls, regular monitoring, and prompt intervention where issues arise.

Any substantiated complaints will be investigated without delay, and appropriate action taken to prevent recurrence. Persistent breaches of tenancy obligations may result in eviction proceedings.

10. Conclusion

The proposed management arrangements will ensure that the property operates in a controlled and responsible manner, with clear mechanisms in place for both residents and neighbours to raise concerns.

The combination of professional management, clear communication channels, and structured tenancy controls ensures that the development will not give rise to adverse impacts on residential amenity.

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