

# TENANCY MANAGEMENT PLAN

A Comprehensive Framework for Effective Property & Tenancy Management

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Property Address	138 Coldharbour Lane, Hayes, Middlesex UB33HG

## 1. Introduction and Purpose

This Tenancy Management Plan (TMP) sets out the policies, procedures, and standards for the effective management of tenancies. It is intended for use by property managers, landlords, housing associations, and letting agents to ensure that all tenancies are managed consistently, lawfully, and to a high standard of service.

The plan covers the full tenancy lifecycle — from tenant selection through to the end of tenancy and beyond — and provides a clear framework for communication, compliance, maintenance, and dispute resolution. This management plan is a core component of the occupancy terms and conditions, incorporated within the licence or Assured Shorthold Tenancy Agreement (AST) under Part 1 of the Housing Act 1988 (and any relevant amendments)

## 2. Key Objectives

This Tenancy Management Plan aims to:

- Ensure all tenancies are managed in compliance with current legislation, including the Housing Act 1988, Landlord and Tenant Act 1985, and the Renters (Reform) Act 2024
- Provide a consistent, professional, and transparent service to all tenants
- Protect and maintain the value of the property portfolio
- Minimise void periods and maximise rental income
- Resolve disputes swiftly and fairly.

- Promote sustainable, long-term tenancy relationships
- Uphold equalities obligations under the Equality Act 2010

### 3. Roles and Responsibilities

Role	Key Responsibilities
<b>Landlord / Owner</b>	Ensure property meets legal standards; sign tenancy agreements; retain insurance; comply with safety obligations.
<b>Property Manager/Letting Agent</b>	Day-to-day management; rent collection; maintenance coordination; tenant liaison; inspections; record keeping, tenant referencing; tenancy set-up; deposit registration; compliance checks
<b>Tenant</b>	Pay rent on time; care for property; report repairs; comply with tenancy agreement; allow access for inspections.

### 4. The Letting Process

#### 4.1 Marketing and Advertising

- All properties must be advertised accurately with correct descriptions, photos, and pricing

#### 4.2 Tenant Referencing and Selection

All prospective tenants must be subject to a fair and consistent referencing process, including:

- Identity verification (Right to Rent checks under the Immigration Act 2014 — mandatory for England)
- Credit check via a recognised credit reference agency
- Employment and income verification
- Previous landlord reference, where applicable
- Guarantor reference where required

#### 4.3 Tenancy Agreement

- All tenancies must be set up with a written tenancy agreement signed by all parties before move-in
- Assured Shorthold Tenancy (AST) to be used for residential lets in England and Wales (Housing Act 1988)
- Tenancy terms to clearly set out rent, deposit amount, obligations, and break clauses

#### 4.4 Deposit Protection

- All security deposits must be registered with a government-approved scheme

## 4.5 Occupancy Term

This property is licensed as a 7-bedroom HMO with a maximum occupancy of seven residents. Each bedroom is strictly designated for single occupancy, and no room-sharing is permitted.

## 5. Ongoing Property Management

### 5.1 Rent Collection

- Rent is due on the agreed date each month; payment to be made by standing order or direct debit
- A rent arrears procedure will be initiated if rent is 7 days overdue (see Section 8)
- Annual rent reviews to be conducted with appropriate notice (minimum 1 month for periodic tenancies)

### 5.2 Property Inspections

<b>Initial Inspection</b>	Move-in inventory prepared and signed by the tenant and landlord
<b>Routine Inspections</b>	As per the terms in the agreement, or every 3 months, a minimum 24-hour written notice to the tenant
<b>End of Tenancy</b>	Full check-out inspection as per the terms in the agreement
<b>Inspection Reports</b>	Written report with photographs retained for each inspection

### 5.3 Property Cleanliness

- Designated waste and recycling bins are provided within the property, with separate containers for general waste, recyclable materials, and, where applicable, food waste. All bins are clearly labelled to assist residents in sorting and disposing of waste correctly.
- Common Area Cleanliness: Communal areas, including the kitchen, are cleaned weekly by a professional cleaning service. Residents are expected to clean up after themselves immediately after use to maintain a clean and hygienic shared environment.
- All tenants are responsible for keeping the property and its contents in good condition. Any damage or breakages to the property, furniture, fixtures, or communal areas must be reported to the property manager immediately.
- Smoking and vaping are strictly prohibited on the property. Smoking and vaping are permitted only within the designated area if provided.

### 5.4 Security and Parking

- Tenants are responsible for maintaining the property's security by ensuring all external doors and windows are closed and locked when the property is unoccupied.

Limited car parking spaces are available in the property, and parking is to be done in the designated parking spaces if provided as per the terms of the tenancy agreement. Secure bike storage is available to encourage cycling, and tenants are encouraged to use public transport and other environmentally friendly options.

All visitors must comply with property policies, including the non-parking agreement. Visitors are required to use nearby public car parks, as parking on-site, on the street, or on verges is not permitted

## 6. Safety and Legal Compliance

Landlord	Review and refine standards to ensure that every aspect of property management, from safety to maintenance, is handled with diligence and care, supporting the well-being of tenants. Eg, Annual Gas Safety Certificate (CP12) required by law — Landlord must arrange annual inspection by a Gas Safe registered engineer, Fire safety Regulations compliance, Fire Risk assessment
Tenant	Comply with Your Licence/Assured Shorthold Tenancy Agreement (AST): Adhere to all terms and conditions outlined in your tenancy agreement.

## 7. Tenant Communication and Relations

- All communications should be in plain English and accessible to tenants with communication needs
- All formal notices must be served in accordance with the tenancy agreement and legislation
- Tenants to be provided with contact details for the property manager and emergency maintenance line. Tenants are encouraged to report any concerns or complaints in writing to the property manager, who will address issues fairly and promptly. We aim to resolve disputes through open communication and, if necessary, will seek support from external mediation services to ensure a satisfactory outcome for all parties.

## 8. Rent Arrears Management

### Rent Arrears Escalation Procedure

1. Day 7 — Friendly reminder by phone or email
  2. Day 14 — Formal written notice of arrears
  3. Day 28+ — Legal advice sought; serve Section 8 Notice (Ground 8, HA 1988)
  4. Ongoing — Court possession proceedings if arrears are unresolved after the notice period
- The Tenancy agreement signed between the Landlord and Tenant supersedes these terms if differs.

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## 9. Anti-Social Behaviour (ASB)

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- All ASB reports to be logged and acknowledged within 2 working days
- An investigation to be conducted proportionate to the severity of the complaint
- Where ASB is confirmed, the tenancy agreement breach terms should be initiated
- Persistent or serious ASB may result in service of a Notice Seeking Possession (NSP)
- All actions must be documented thoroughly in the tenancy file
- Tenants to maintain a peaceful environment by keeping noise to a minimum, particularly between 10 pm and 8 am, and during arrivals or departures.
- Conduct any gatherings or celebrations in a manner that respects the residential nature of the property and complies with all tenancy conditions.

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## 10. End of Tenancy Procedures

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### 10.1 Notice and Termination

- Tenant to give notice as per tenancy agreement (typically 1 month for periodic AST)
- Landlord to serve Section 21 (no-fault) or Section 8 (fault-based) notice in accordance with current law
- Note: Section 21 notices are expected to be abolished under the Renters (Reform) Act — check current law

### 10.2 Check-Out Process

- Full check-out inspection as per terms in agreement; compare against move-in inventory
- Professional cleaning required if stated in the tenancy agreement
- All keys and access fobs to be returned on or before the final day
- Utility meters to be read and suppliers notified

### 10.3 Deposit Return

- Deposit to be returned as per both parties' agreement on deductions
- Any deductions must be evidenced with invoices, photographs, and inventory comparisons

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## 11. Equality, Diversity and Inclusion

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This plan operates in full compliance with the Equality Act 2010. We are committed to ensuring that no prospective or existing tenant is treated less favourably based on any protected characteristic, including age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, or sexual orientation.

- Reasonable adjustments will be made for tenants with disabilities upon request

- All communications will be made accessible where required (e.g. large print, translation)
- Selection decisions will be based solely on objective referencing criteria

## 12. Record Keeping and Data Protection

- All tenancy records must be retained for a minimum of 6 years after tenancy end
- Records to include tenancy agreements, correspondence, inspection reports, maintenance logs, financial records, and complaints
- All personal data must be held in compliance with the UK GDPR and Data Protection Act 2018

## 13. Plan Review and Updates

This Tenancy Management Plan will be reviewed annually or when there are significant changes to legislation or operational requirements. All staff and stakeholders involved in tenancy management must be familiar with this document and any updates to it.

<b>Next Review Date</b>	Sep 2027
<b>Responsible Officer</b>	Property Management Lead
<b>Approved By</b>	Director, Three Valleys Properties Ltd.
<b>Date Approved</b>	Sep 2025

Disclaimer: This document is provided as a general framework. It does not constitute legal advice.