

HMO Management Plan

14 Willow Tree Lane

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prepared by:

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Intro:

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). As experienced HMO designers, we have crafted this plan to establish a safe, respectful, and harmonious living environment for all residents. Our approach ensures that the property not only meets but exceeds regulatory standards, fostering high standards for shared spaces, personal responsibility among tenants, and positive relationships with the surrounding community.

Each tenant receives this management plan, which outlines our commitment to maintaining quality, compliance, and neighbourly behaviour within the property and in the wider area. We continually review and refine our standards to ensure that every aspect of property management, from safety to maintenance, is handled with diligence and care, supporting the well-being of our tenants and the community alike.

Tenant Vetting:

To maintain a safe and respectful living environment, all prospective tenants will undergo referencing, credit checks (with consent), and interviews. The process adheres to the requirements of the Equality Act 2010, UK GDPR, and the Immigration Act 2014 for Right to Rent checks. These measures aim to minimise the risk of anti-social behaviour (ASB) and promote a harmonious community within the property.

Occupancy Terms:

This property is licensed as an 7 bedroom HMO with a maximum occupancy of eight residents. Each bedroom is designated for single occupancy, except where double occupancy is specifically identified on the plans.

Cleanliness Management:

A cleaner will be contracted to visit the property regularly to maintain the communal areas, ensuring that the property is kept in a well maintained condition. This includes the proper emptying and disposal of bins, as well as the upkeep of the gardens throughout the year. An additional service is available, at an extra cost, for laundering bed linen and towels.

Waste and Recycling:

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.

Bin Management and Cleaning Schedule:

- **Internal Bins:** Regularly monitored and emptied by residents as needed.
- **External Bins:** Positioned securely at the front of the property, to be taken to the collection point on collection day and returned promptly afterward. This responsibility is rotated among residents on a weekly basis, coordinated by the property manager.
- **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.

Internet:

High-speed Wi-Fi is provided throughout the property, upgraded to the fastest available service to support tenants' needs, including remote working. Coverage extends to all rooms and communal areas. For any connectivity issues, tenants can contact the property manager for prompt assistance. Fair usage guidelines are in place to ensure reliable access for everyone.

Parking and Sustainable Transport:

The site is located in a highly sustainable area with excellent access to public transport, shops, and local amenities, making car free living both practical and convenient. To promote sustainable travel, secure cycle storage is provided on site, and tenants are encouraged to use public transport and other environmentally friendly modes of travel. While two on-site parking spaces are available, we believe this provision is sufficient to meet demand whilst minimising the impact of parking and supporting sustainable living.

Smoking and Vaping:

Smoking and vaping are not permitted in any communal areas of the property. If a designated smoking shelter is provided, smoking and vaping are permitted only within that designated area.

Damages and Breakages:

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.

Complaints and Dispute Resolution Procedure:

We are committed to fostering a positive living environment. Tenants are encouraged to report any concerns or complaints in writing to the property manager, following the process outlined in our Complaints Procedure/Policy Document. This document provides full details on how to submit a complaint, the steps for resolution, and the timeline for handling any issues. If necessary, we will seek support from external mediation services to ensure a satisfactory outcome for all parties.

Security:

Tenants are responsible for maintaining the security of the property by ensuring that all external doors and windows are securely closed and locked when the property is unoccupied. Any suspicious activity must be reported immediately to the property manager to help ensure a safe living environment for all residents.

Visitors:

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.

General Obligations of Tenants:

- **Comply with Your Licence/Assured Shorthold Tenancy Agreement (AST):** Adhere to all terms and conditions outlined in your tenancy agreement.
- **Respect Residential Amenity and Security:** Maintain a peaceful environment by keeping noise to a minimum, particularly between 10 pm and 8 am, and during arrivals or departures. Be mindful of both fellow tenants and neighbours.
- **Avoid Anti-Social Behaviour:** Refrain from any conduct that may cause disturbance or discomfort to others in or around the property.
- **Properly Manage Waste and Recycling:** Dispose of rubbish and recycling in designated bins and ensure they are placed outside on collection days to maintain a tidy and respectful environment.
- **Limit Gatherings and Social Events:** Conduct any gatherings or celebrations in a manner that respects the residential nature of the property and complies with all tenancy conditions.
- **Take Care of Fixtures and Fittings:** Exercise reasonable care to avoid damaging anything the manager is responsible for supplying, maintaining, or repairing.

Compliance:

A breach of the management plan is considered a violation of the terms and conditions of occupancy and may result in termination of the tenancy, eviction (following proper legal procedures), forfeiture of rent (where applicable), deductions from the security deposit, and additional charges (as outlined in the tenancy agreement). Tenants are responsible for understanding their obligations and ensuring that any visitors comply with property policies to maintain a respectful environment.