

HMO Management Plan
to accompany the Planning Application
for the development at

549 Uxbridge Road Hayes UB4 8HP

PROPOSAL:
Conversion of an existing property into a large HMO (9B/10P)

APPLICANT:

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Prepared by:

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Revision (A)



1.0. INTRODUCTION

This Statement is prepared in support of a planning application for the proposed development. The purpose of this statement is to provide a management plan, which will help form the basis for making sustainable decisions about the development.

THE APPLICATION SITE

This statement is prepared in support of an application for a development at:

"549 Uxbridge Road Hayes UB4 8HP"

The property is a detached dwelling within a predominantly residential area with direct access from Uxbridge Road.

THE PROPOSAL

The proposed works involve:

'Conversion of an existing property into a large HMO (9B/10P)'

2.0 HMO MANAGEMENT

2.1

Due to the scale of the HMO as a large HMO and the proposed number of residents, the property will be managed by a professional management company, who has the experience of managing licensed HMOs in Hillingdon. The HMO manager should actively engage with tenants, neighbours and the local authority to ensure that the services provided are efficient and compliant. Upon a successful planning approval, the applicant/manager should apply to the local authority in order to obtain all relevant statutory approvals, certificates and licences relevant to a large HMO including Building Control Certificate and HMO Licence.

- 2.2 The proposed scheme is designed to meet and sometimes exceed the relevant HMO standards in terms of room sizes, shared amenity spaces and provision of bathrooms, with each room having an en-suite bathroom, with shower facilities, sink and toilet. Furthermore, the kitchen facilities will consist of 2 sets of facilities (sink, oven, hob, fridge/freezer, and food storage for 10 occupants in line with HMO Guidelines (the appliances can be increased or reviewed if required)). There will also be a communal living space as well as a separate lounge and dining room affording convenience to the tenants. The HMO will be finished to a very high standard and will provide quality residential accommodation for professionals.

- 2.3 The property manager will carry out comprehensive tenant referencing and, upon satisfactory referencing, supply a tenancy agreement to tenants at the start of their occupation and shall retain copies of all tenancy/licence agreements for the duration of tenancy and provide necessary copies if requested by the local authority.

3.0 HEALTH AND SAFETY

The Housing Health and Safety Rating System is a method used to inspect properties and to assess the health and safety risks in dwellings. The principle of HHSRS is that any residential premises (including the structure, means of access/egress, and any associated outbuilding, garden or yard) should provide a safe and healthy environment for any potential occupier or visitor. The HHSRS guidance identifies 29 potential hazards, the most common found in HMOs are listed below.

Where significant health and safety risks are found, the Council can take action to ensure that any hazards are removed by either requiring work to be carried out or prohibiting the use of the dwelling or part of the dwelling as appropriate.

Fire hazards

HMOs must be provided with safe means of escape in case of fire, adequate fire detection and emergency firefighting equipment as specified by specialist and approved by local fire authority.

Electrical hazards

The electrical installation should be maintained in a safe condition. There is a legal requirement for the electrical installations in HMOs to be inspected every five years. Electrical installations must be inspected by a competent person.

Flames, hot surfaces etc

Heating and cooking appliances should all be maintained in a safe condition and be suitably located so as not to become unreasonably hazardous. Cooking appliances should be set on an even surface and heating appliances securely fixed with a suitable position within the room.

Personal hygiene, sanitation and drainage

Bathroom and kitchen, surface finishes should be capable of being readily cleaned. The external of the property should be free from disrepair and free from access by pests, such as rats and mice. There should also be suitable provision for the storage of domestic waste inside and adequate receptacles outside the property.

Water supply

An adequate supply of cold potable drinking water should be available from the kitchen sink. All pipework should be adequately protected from frost damage.

Entry by intruders

Houses should be capable of being secured to deter against unauthorized entry. Windows and doors should be robust and fitted with adequate security. Externally, the cartilage of the property should be restricted and be properly gated. Sheds or outbuildings should be maintained in good order and made secure.

Falls

Externally, paths and walkways should be even, be properly drained and steps should be maintained in good condition and be free from disrepair. Internally, floors should be even and comprise a non-slip finish and be maintained in a good condition. Stairs should be maintained in a good safe condition, be free from disrepair. Stair coverings should be properly and securely fitted and should not be worn or loose. A securely fixed handrail should be provided for the full length of the stairway.

Lighting

All habitable rooms should have an adequate level of natural light. Where practicable, all staircases, landings, passages, kitchens, bathrooms and toilets should be provided with a window.

Damp and mould growth

Houses should be warm, dry and well ventilated, maintained free from rising penetrating and persistent condensation and there should be adequate provision for safe removal of moisture-laden air to prevent damp and mould growth.

Excess cold

Houses should be adequately insulated to prevent excessive heat loss; in particular, roof spaces should be properly insulated and windows and doors draught proofed. The property should have an efficient heating system capable of maintaining temperature.

The licence holder/property manager will ensure the property continues to be properly managed at all times and comply with legal HMO regulations. The duties include the following;

- Licence holder/property manager's contact details (name, telephone, email) must be provided to all tenants and be clearly displayed in a prominent position in the property.
- Licence holder/property manager must ensure all tenants are aware of the procedures in the event of an emergency with the relevant contact details.
- Licence holder/ property manager to perform checks/ inspections to communal areas regularly to ensure they are kept clean and tidy at all times or ensure that health and safety facilities in particular fire, electricity and gas safety are all in order. The boundary fence/ wall to be maintained and be of safe and secure condition.
- In addition to regular inspections an annual detailed inspection will be undertaken. Bin stores, cycle stores, external areas and fencing will be regularly inspected and any remedial work to be undertaken by competent contractors.

- There will be health and safety assessments and regular checks for gas safety, electricity safety, emergency lighting testing, fixed electrical testing and portable appliance testing (PAT). The licence holder shall supply relevant certificates when requested by the local authority.
- Annual gas safety tests must be carried out on all gas appliances within the HMO by a Gas Safe registered engineer, and evidence must be supplied to support this if requested by the Council.
- The electrical installation must be inspected and tested at intervals not exceeding five years by a person qualified to undertake such inspection and testing, and evidence must be supplied to support this if requested by the Council.
- The gas and electricity supply, used by any occupier within the HMO, must not be unreasonably interrupted.
- The water supply must be constant and not unreasonably interrupted and the drainage system must be maintained in good, clean and working condition.
- Licence holder/ property manager shall arrange monthly checks on fire alarms, smoke/ heat detectors, fire extinguishers, etc by a competent and qualified person with adequate knowledge and a log kept recording test details. Smoke alarms installed throughout the property are to be tamper resistant and in proper working order at all times.
- Licence holder/ property manager to undertake checks on all escape routes for obstructions, and any obstructions will be removed, and warnings will be issued to any offending tenants.
- Licence holder/property manager to provide tenants with contact details for reporting faults or any maintenance issues as well as emergency services.
- Licence holder/property manager to keep electrical appliances in a safe and good condition. Provide copies of any instruction manual to all tenants to enable them to operate cookers, boilers and any other similar appliance.
- Licence holder/property manager to provide immediate neighbours with contact details (name, telephone number and email) for use in the event of emergencies or matters of concern.
- If a pest problem or infestation occurs at the property within 6 months of any new tenancy, the licence holder must take steps to ensure that an appropriate treatment programme has been carried out to eradicate the pest/infestation. Records of any treatment programme must be kept for 12 months and provided to the local authority when requested.
- The property manager will comply with the requirements and standards of HHSRS via regular inspections, and will document concerns or put in place a time-sensitive action plan to rectify any issues raised. The records will be maintained and provided to the local authority if requested.

- The property manager will ensure that any furniture, furnishings or fittings supplied by owner or tenant will comply with the specified levels of fire resistance as per the Furniture and Furnishings (Fire) (Safety) Regulations 1998 (amended 1898 & 1993).
- All reasonable steps must be taken to protect the occupiers of the HMO from injury, ensuring structural safety within the HMO, and that windows set close to or at floor level are suitable safeguarded.

4.0 MAINTENANCE, REFUSE and WASTE;

- The landlord/ property manager to provide a suitable bin stores to house the wheeled bins and recycle containers. Tenants will be issued with details of the refuse store arrangements, including the collection date for refuse, recycling and green waste and how to present their waste for collection.
- A schedule of waste/recycling collection days to be posted on the notice board and tenants made aware of responsibility for proper disposal.
- Draw the attention of tenants to maintain external areas in a reasonable state and free of rubbish or other unsightly objects.
- The property manager will implement regular cleaning of all communal areas and maintain a record accordingly. The cleaner's duties will include disposing of waste appropriately.
- All stairs, banisters, floor coverings, windows, lightings, means of ventilation, shared amenities, yards, gardens and boundaries must be maintained in good and tidy decorative repair, in a safe working condition and kept reasonably clear from obstruction.
- Each letting unit must be in a clean condition at the beginning of any rental period and that the internal structure, fixtures, fittings, appliances, windows and mechanical ventilation are maintained in good repair and clean working order.

5.0 NOISE and DISTURBANCES;

- The property manager will take all reasonable and practical steps for preventing and dealing with anti-social behaviour and effective steps to deal with any complaints that have been made directly to them by neighbours or the local authority regarding their tenants.
- The conduct of the tenants will be monitored throughout the property including the communal areas with visits by the property manager monthly. During the visits, if deemed appropriate, the manager will hold conversations with the tenants about antisocial behaviour prevention, providing practical advice.
- The manager will introduce themselves to the neighbours and invite them to contact the manager if they have concerns.
- Attention of tenants relating to excessive noise (particularly between 10pm and 8am) and other antisocial or unreasonable behaviour.
- The property manager will thoroughly investigate complaints of noise, disturbances and/or anti-social behaviour made against tenants. If a complaint is upheld, a meeting will be conducted with the tenant, following which a formal letter will be issued reminding them of their obligations as per the tenancy agreement. If there is further recurrence, a second warning letter will be issued. If there is evidence that the ASB persists after a second written warning, the manager will take legal action to bring the tenancy to an end.
- The property manager will investigate with any complaints raised by neighbours and aim to resolve these internally without the need to involve the local authority.
- The Licence holder/property manager shall keep copies of any complaints/ correspondence relating to anti-social behaviour at the property for a period of three years and provide necessary copies if requested by the local authority.

6.0 FIRE SAFETY;

To demonstrate the proposal has met the highest standards of fire safety, proportionate to the development, the following information has been addressed:

Fire safety Checklist

(Criteria 1). Information on space provisions for fire appliances and assembly points

(Criteria 2). Information on passive and active safety measures.

(Criteria 3). Information and data on construction products and materials

(Criteria 4). Information on means of escape and evacuation strategy

(Criteria 5). Information on robust evacuation strategy and periodical updates

(Criteria 6). Information on access and equipment for fire fighting

CRITERIA 1. identify suitably positioned unobstructed outside space:

a) for fire appliances to be positioned on. *The existing property has access via the ground floor entrance door into front garden, which leads onto a residential public highway i.e. Uxbridge Road. Fire appliances will need to be positioned on Uxbridge Road.*

b) appropriate for use as an evacuation assembly point. *Occupants will evacuate to front garden and move to a safe distance near the entrance to the public highway as per the current situation.*

CRITERIA 2. are designed to incorporate appropriate features which reduce the risk to life and the risk of serious injury in the event of a fire; including appropriate fire alarm systems and passive and active fire safety measures.

Active fire protection systems require a reaction or action functions to mitigate the effects of a fire. Systems are mostly automatic, such as fire alarms, smoke detectors, and ventilation systems. Others require manual intervention such as fire extinguishers.

The Building Regulations covering new builds, materially altered dwellings, loft conversions and certain building extensions require all dwellings to be provided with fire detection and alarm system to minimum Grade D2, Category LD3 standard in accordance with the relevant recommendations of BS 5839-6. A higher standard of protection should be considered where occupants of a proposed dwelling would be at special risk from fire. Further advice on this is also given in BS 5839-6.

Smoke alarms should be mains operated and conform to BS EN 14604. Heat alarms should be mains operated and conform to BS 5446-2. Smoke and heat alarms should have a standby power supply, such as a battery. More information on power supplies is given in clause 15 of BS 5839-6.

The proposed development will need to meet **Grade A, Category LD1** standard and have interlinked mains operated fire alarm system with battery back-up as specified by fire specialist.

Fire alarm systems must be properly designed, installed and maintained. A design, installation and commissioning certificate should be provided for fire detection and alarm systems. Third party certification schemes for fire protection products and related services are an effective means of providing assurances of quality, reliability and safety.

Passive fire protection is achieved through installation of suitable fire doors and fire safely equipment throughout the building. Each kitchen should be equipped with suitable fire extinguisher and fire blanket as recommended by relevant standards (conforming to BS EN 1869:1997). The common corridor on each floor will need to be equipped with suitable fire extinguisher as well.

CRITERIA 3. are constructed in an appropriate way to minimise the risk of fire spread.

The proposed construction is masonry (brickwork or blockwork) with timber floors and roofs. Non combustible insulation for external envelop is recommended. These measures can minimise the external fire spread.

With regards to the internal fire spread, where required under current building regulations, fire separation should be achieved through compartmentalisation, effectively sub-dividing the building into compartments to prevent the spread of fire using appropriate fire stops, cavity barriers and proprietary fire resistant plasterboard products, such as with the use of fire-resistant glazing, fire rated walls, floors and fire doors.

All of the following precautions should be taken to avoid the spread of smoke and fire to the protected stairway:

- a. Transfer grilles should not be fitted in any wall, door, floor or ceiling of the stair enclosure.
- b. Any duct passing through the stair enclosure should be rigid steel. Joints between the ductwork and stair enclosure should be fire-stopped.
- c. Ventilation ducts supplying or extracting air directly to or from a protected stairway should not serve other areas as well.
- d. Any system of mechanical ventilation which recirculates air and which serves both the stair and other areas should be designed to shut down on the detection of smoke within the system.
- e. For ducted warm air heating systems, a room thermostat should be sited in the living room. It should be mounted at a height between 1370mm and 1830mm above the floor. The maximum setting should be 27°C.

CRITERIA 4. provide suitable and convenient means of escape, and associated evacuation strategy for all building users.

The proposed dwelling contains a protected fire exit corridor and staircase. Access out of the building will be into the front entrance and through the front garden to the public highway. The property does not contain any lifts so the provisions of relevant fire requirements do not apply.

Protected escape route should be provided inside the building from each habitable unit to main entrance. All constructions in the common escape route (hallway/stairwell) should be 1h fire resistant and all internal doors leading from hallway to habitable rooms should be FD30S with self-closing device. All lockable internal doors should have thumb-turn mechanism.

The maximum travel distance should be applied inside each unit as well. All habitable rooms on upper floors should have a suitable escape window for secondary means of egress as required by building regulations.

CRITERIA 5. develop a robust strategy for evacuation which can be periodically updated and published, and which all building users can have confidence in.

The proposed evacuation strategy is "Simultaneous" strategy. The evacuation strategy should be provided to occupants to set out how the users of the development will move to a safe location in the event of an emergency. It should be relevant to the type, use, size and associated risk to the building and its occupants with contingency measures, where necessary. This should be reviewed and updated every year.

CRITERIA 6. provide suitable access and equipment for fire fighting which is appropriate for the size and use of the development.

Section B5 of Approved Document B (ADB) Parts 1 and 2 provide a way to comply with Part B of Schedule 1 to the Building Regulations 2010 requirement B5 'access and facilities for the fire service'. The proposed access for the fire and rescue service should be provided in line with ADB as a minimum standard. The proposed access should not adversely impact neighbouring sites and access to the surrounding areas. Fire fighting facilities, where required, should be provided in line with ADB as a minimum standard.

The dwelling has access to a public residential road. The residential road would be suitable for emergency vehicles attending the property. The building is unobscured making it straightforward for attending emergency services to identify means of access and egress.

7.0 CONCLUSION

The proposed design should be developed to comply with all relevant Building Regulations and HMO licence requirements.

It is recommended that a fire risk assessment is conducted and the fire strategy is fully assessed by a competent person and approved by Building Control. The contractors should strictly adhere to the fire safety requirements and report any change or issue to the relevant person.

With regards to current HMOs in the immediate area, we have referred to the Public register of licensed properties on the Council's website and note that the majority are small HMOs.

We are confident that the proposed 9B/10P HMO will not result in increased disturbance to neighbouring properties. This confidence is based on the proposed professional management approach, which includes 24/7 tenant support, regular property inspections, clear tenant conduct policies, and a dedicated local manager to address any issues promptly.

Furthermore, the property will be designed with sufficient internal communal space, sound insulation, and refuse storage to minimise external impact. The applicant is committed to maintaining a quiet, clean and respectful environment that integrates well with the surrounding residential character of the area.

