

HMO Management Plan – 4 Seaton Road, UB3 1NS

Overview

This HMO Management Plan sets out the proposed management arrangements for the property to ensure that it is operated responsibly, maintained to a good standard, and managed in a way that protects the amenity of occupiers and neighbouring properties.

The management approach is intended to support safe occupation, effective communication, prompt maintenance, and clear behavioral expectations for residents.

Management Responsibilities

The property will be managed either by the owner or by a professional managing agent acting on the owner's behalf. A named responsible person will oversee day-to-day operation of the HMO, tenant communication, contractor management, inspections, repairs, safety compliance, and neighbour liaison.

Up-to-date contact details for the manager will be made available to all occupiers as well as immediate neighbours, and an emergency contact arrangement will be maintained for urgent issues arising outside normal business hours.

Occupancy Management

All occupiers will be required to enter into a written tenancy agreement or license agreement before taking up occupation. Occupation will be limited to the lawful level permitted, licensing position, and the physical capacity of the property.

Prospective occupiers will be subject to pre-tenancy checks, which may include identity verification, affordability assessment, referencing, and right-to-rent checks where applicable. The purpose of these checks is to promote stable occupation and reduce the likelihood of tenancy issues, overcrowding, nuisance, or anti-social behaviour.

Subletting, unauthorised occupation, and use for short-term sleeping accommodation will not be permitted unless expressly authorised in writing. The manager will maintain a current occupancy record and will monitor move-ins and move-outs to ensure that the property remains properly controlled at all times.

House Rules And Tenant Information

All occupiers will be provided with a welcome pack or equivalent written information at the start of their tenancy. This information will include the property manager's contact details, emergency procedures, fire safety instructions, refuse and recycling arrangements, cleaning expectations, and guidance on considerate behaviour within a shared property.

House rules will require occupiers to respect neighbours and other residents, particularly in relation to noise, visitors, smoking, refuse disposal, and the use of communal areas. Quiet hours will be communicated to residents, and any behaviour likely to cause nuisance or disturbance will be addressed promptly through the tenancy management process.

Property Inspections

Routine management inspections will be undertaken at regular intervals to monitor the condition of the property, identify maintenance issues, check compliance with house rules, and ensure that the property continues to operate effectively. Additional inspections may be carried out where concerns are reported by occupiers, contractors, or neighbours.

Inspection findings will be recorded, and any required follow-up actions will be scheduled and tracked. This process will support early intervention where issues arise and will help maintain the standard of accommodation over time.

Repairs And Maintenance

A reactive and planned maintenance regime will be implemented for the property. Occupiers will be able to report repairs through clearly identified contact channels, and maintenance requests will be triaged according to urgency, with emergencies prioritised for immediate response.

The manager will arrange suitably qualified contractors where specialist work is required and will seek to complete non-urgent repairs within a reasonable timeframe. Common parts, fixtures, fittings, and building services will be monitored and maintained so that the property remains safe, functional, and in good repair.

A record of reported defects, contractor instructions, and completed works will be retained as part of the management file. This will help demonstrate active oversight of the property and ongoing compliance with management obligations.

Cleaning Of Communal Areas

Communal areas will be cleaned regularly by a professional cleaner or managed by a clear cleaning rota. Residents will remain responsible for keeping their private rooms tidy and for using the shared spaces properly. The aim will be to maintain shared spaces in a hygienic and presentable condition for occupiers.

Occupiers will also be expected to keep shared facilities in a reasonable condition between scheduled cleans and to dispose of waste appropriately. Where repeated cleaning or housekeeping issues arise, these will be addressed directly with the relevant occupiers as part of day-to-day management.

Refuse And Recycling

Adequate refuse and recycling provision will be maintained in accordance with the relevant local collection arrangements. Residents will be given clear written instructions on waste separation, bin storage, and collection days in order to reduce overflow, littering, odour, and visual harm to the street scene.

Bins will be stored in an appropriate location and presented for collection at the correct times. The manager will monitor refuse arrangements and take action where bins are misused, contaminated, or left on the highway for longer than necessary.

Safety And Compliance

The property will be managed in accordance with the applicable legal requirements for HMO operation, including fire safety, electrical safety, gas safety where relevant, and other statutory obligations. Certificates, servicing records, and test results will be obtained and renewed at the required intervals.

Residents will be informed of relevant safety procedures on occupation, including what to do in the event of fire or other emergencies. Fire detection and warning systems, emergency lighting where required, and other installed safety measures will be routinely tested, inspected, and maintained.

Complaints And Neighbour Liaison

Any complaints relating to the operation of the HMO will be investigated promptly by the property manager. Complaints may relate to noise, waste, property condition, behaviour of occupiers, or other issues affecting neighbouring amenity, and each matter will be logged together with the action taken in response.

Where a complaint is substantiated, appropriate management action will be taken, which may include warning the occupier, reinforcing house rules, arranging additional cleaning or maintenance, or taking

formal tenancy enforcement measures where necessary. The overall aim will be to resolve issues quickly and minimise any adverse effect on the surrounding area.

Record Keeping

A management file will be maintained for the property containing key documents relevant to occupation and compliance. This may include tenancy records, inspection notes, complaint logs, cleaning schedules, maintenance records, and copies of current safety certificates.

Maintaining accurate records will support effective day-to-day management and provide an auditable framework for demonstrating responsible operation of the HMO. Records will be reviewed periodically and updated as circumstances change.

Review

This Management Plan will be kept under periodic review and updated where necessary to reflect changes in occupancy arrangements, legislation, local authority requirements, or operational experience. The objective of the review process will be to ensure that the property continues to be managed to an appropriate standard over time.