

Tenancy Management Plan

49 Gledwood Avenue, Hayes, UB4 0AW

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.

Deposit Protection

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

Occupancy Terms:

This property will be licensed as an 5-bedroom HMO with a maximum occupancy of 5 residents. Each bedroom is strictly designated for single occupancy, and no room-sharing is permitted.

- All rooms: Single occupancy only.

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.

Property Inspections

Initial Inspection - Move-in inventory prepared and signed by the tenant and landlord

Routine Inspections - As per the terms in the agreement, or every 3 months, a minimum 24-hour written notice to the tenant

End of Tenancy - Full check-out inspection as per the terms in the agreement

Inspection Reports - Written report with photographs retained for each inspection

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 rear/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:

To minimise the impact of parking and promote sustainable living, no on-site parking is provided for tenants. The property is situated in a highly sustainable location, offering excellent access to public transport, shops, and amenities, making car-free living convenient. Secure bike storage is available to encourage cycling, and tenants are encouraged to use public transport and other environmentally friendly options.

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, 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.

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.

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.

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

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.

Anti-Social Behaviour (ASB)

- 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.

M C S DESIGN Architectural Services

Plans Drawn Submitted Approved

- Conduct any gatherings or celebrations in a manner that respects the residential nature of the property and complies with all tenancy conditions.

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.

Next Review Date	JULY 2027
Responsible Officer	Mr. Jagpal Garg
Approved By	Director – Mr Jagpal Garg
Date Approved	30 th June 2026