

HMO Management Plan

Property: 70, Brackenbridge Drive, Ruislip, HA4 0LZ **HMO size:** 7 bedrooms — **maximum 7 occupants (Sui Generis / large HMO)** **Development status:** 3 off-street parking spaces with on-site secure cycle parking (7 spaces) **Landlord:** Ananth Raju — ananthkumar.raju@gmail.com — +447949684010

1) Purpose & Scope

This plan sets out day-to-day management, health & safety and neighbour-amenity procedures for the above HMO. It applies to all residents, the landlord, and any contractors. A printed copy will be kept in the **HMO Handbook** in the hall; logs and certificates are retained for inspection.

2) Property Rules (summary for tenants)

- **Occupancy cap:** 7 people total; **no subletting**; one person per bedroom.
- **Cars:** Use the **front garden dedicated car parking (3 spaces)**; **no parking** on the street. Car allocation is managed under the tenancy (see §10); where the three spaces are already allocated, further tenancies are on a no-car basis.
- **Bikes:** Use the **front garden secure bike stand (7 spaces)**; **no bikes** in halls/landings/rooms.
- **Smoking/vaping/candles:** **Not** allowed indoors.
- **Visitors:** Max **2 guests at a time**; **no more than 2 overnight stays/week** without written consent. Guest car parking is prohibited.
- **Noise:** Quiet hours **22:00–07:00 (Sun–Thu)** and **23:00–08:00 (Fri–Sat)**.
- **Fire doors & escape routes:** Keep shut/clear at all times; **do not wedge** doors.
- **Refuse/recycling:** Follow the bin rota and council guidance (see §7).
- **Repairs:** Report issues immediately (see §6).
- **No cooking equipment** (kettles, hobs, microwaves) in bedrooms.

House rules are conditions of the tenancy. Breaches may lead to warnings and, if persistent, tenancy action.

3) Tenant Vetting & Check-in / Check-out

3.1 Pre-tenancy checks

- **Right to Rent** verification and ID.
- **Referencing:** credit check, employer/income verification, and **prior landlord reference**.
- **Affordability:** income $\geq 2.5 \times$ monthly rent (or guarantor).
- **Deposit:** protected in a government-approved scheme within 30 days; **Prescribed Information** served.
- **Licensing compliance:** tenancy clauses reflect car allocation status, the **7-person occupancy cap**, and **no room cooking**.

3.2 Check-in

- **Inventory & Schedule of Condition** (signed).
- Issue **handbook**, emergency procedures, **bin rota**, and contact details.
- Show locations of **consumer unit**, **gas shut-off**, **water stopcock**, and **assembly point (front pavement outside)**.
- Issue keys/fobs; record serial numbers.

3.3 Check-out

- **Pre-check-out inspection** with tenant.
- Final meter readings; keys returned; condition re-checked against inventory; deposit deductions (if any) itemised and processed via the deposit scheme.

4) Anti-Social Behaviour (ASB) Protocol

What counts: persistent noise, abusive behaviour, harassment, vandalism, illegal activity, fly-tipping, misuse of bins, repeated visitor disturbances.

Reporting (tenants/neighbours): email/phone the landlord. For **crime or immediate danger**, call **999**; for non-emergency police, **101**.

Process 1. **Stage 1 – Informal:** discuss issue; agree actions; record in ASB log. 2. **Stage 2 – Written Warning:** set expectations, timescales, and monitoring. 3. **Stage 3 – Final Warning / Tenancy Enforcement:** serve notices as appropriate; consider mediation. 4. **Stage 4 – Legal Action:** possession/injunction in severe or persistent cases. 5. **Partner agencies:** cooperate with the Police and the **London Borough of Hillingdon** Community Safety / Environmental Health teams.

We operate **zero tolerance** to harassment, hate crime and illegal drugs activity.

5) Cleaning, Maintenance & Safety Checks

5.1 Cleaning

- **Weekly:** communal areas (kitchen/diner, halls/landings, bathrooms, entrance, cycle/refuse areas) cleaned by contractor or rota.
- **Daily good-housekeeping** by residents (wipe-downs after cooking; remove waste).

5.2 Repairs & maintenance (response targets)

- **Emergency (24h):** gas leak, major water leak, total power loss, insecure front door/window, dangerous electrics, fire/flood.
- **Urgent (72h):** boiler faults (no heat/hot water), appliance failure, blocked drains, broken WC.
- **Routine (up to 14 days):** minor joinery, fittings, redecorations. Report to ananthkumar.raju@gmail.com / +447949684010. Keep a **repairs log** (date, issue, action, completion).

5.3 Planned safety compliance

- **Gas Safety (CP12):** every **12 months**.
- **Electrical Installation Condition Report (EICR):** every **5 years** (or per report).
- **Portable Appliance Testing (PAT):** annually for supplied appliances.
- **Fire alarm/detection:** weekly test (see §8); **6-monthly service** by competent contractor.
- **Emergency lighting** (where installed): quarterly function test & annual 3-hour test.
- **Legionella control:** quarterly clean/descale shower heads; flush seldom-used outlets; maintain hot water $\geq 50^{\circ}\text{C}$ at outlets where safe.
- **Furniture & furnishings:** confirm **fire-safe labels** on all supplied items.
- **Garden/paths:** keep surfaces sound, level and free from slip hazards.

6) Reporting Repairs / Communication

- **Primary contact:** Ananth Raju — ananthkumar.raju@gmail.com — **+447949684010**.
- **How to report:** email/WhatsApp/phone with **photos** where possible; include room, description, and urgency.
- **Updates:** acknowledgement within **1 working day**; schedule provided for urgent/routine issues.

7) Refuse, Recycling & External Areas

- **Refuse store:** located in the **front garden** (screened), sized for a 7-person household:
 - **Residual waste:** 3 × 240 L
 - **Dry recycling:** 2 × 240 L
 - Food-waste caddy as provided by the Council.
- **Rota:** tenants operate a weekly rota to **put out and return** bins on collection day; lids closed; no side waste.
- **Contamination:** follow signage; repeated contamination may be recharged to the responsible tenant.
- **External areas:** keep front path, bike stand and garden **clear**, tidy and free of obstruction.

8) Fire Safety & Emergency Procedures

8.1 Detection, alarm & equipment

- **Grade A, LD2** fire detection and alarm system (mains-powered with control panel and battery back-up) appropriate to a three-storey large HMO: interlinked detection to the protected escape route on each landing, to the communal kitchen/dining area and to each bedroom, plus a **heat detector in the kitchen** (exact specification per a competent fire-alarm installer and the fire risk assessment).
- **Fire doors:** FD30 self-closing doors to all bedrooms and risk rooms, protecting the escape stair; keep shut.
- **Kitchen fire blanket** (and extinguisher if provided) installed with signage.
- A current **Fire Risk Assessment** is held and reviewed, reflecting the seven-person occupancy and three-storey escape route.

8.2 Testing & housekeeping

- **Weekly:** alarm test from a call/test point (rotate points where fitted). Record in **Fire Log Book**.
- **Six-monthly:** check fire doors self-close; check escape routes **clear**; test emergency lighting (if installed).
- **Annual:** contractor service to the system/equipment; keep certificates.

8.3 If there is a fire or suspected gas leak

1. **Warn others** and **evacuate** via the nearest safe exit.
2. **Call 999 (Fire) / National Gas Emergency 0800 111 999 (gas).**
3. **Assembly point: pavement directly outside the front garden.**
4. **Do not re-enter** until declared safe by the emergency services.

9) Inspections & Monitoring

- **Landlord inspections:** monthly for the first 3 months, then **quarterly** (with at least 24 hours' notice) covering: cleanliness, fire doors, alarms log, refuse, bike/escape route obstructions, damp/mould checks, and any repairs.
- **Room inspections:** by appointment and with notice (except emergencies).
- **Neighbour liaison:** respond within **2 working days** to any complaint; record actions.

10) Cycle Parking & Car Management

- **Cycle parking:** **7-space** secure stand in the **front garden** with weather cover and lighting.
- **Use:** lock bikes to stands; keep aisles clear; no storage of petrol-powered bikes/e-bike batteries indoors; charge e-bikes only in accordance with manufacturer guidance and never in escape routes.
- **Cars:** the tenancy clause specifies whether the tenant is permitted to have a car. This is determined by the current availability of the three car parking spaces. If all 3 car spaces are already allocated to other tenants, the tenancy agreement will specify that no car is allowed.

11) Data & Record Keeping

Keep for **at least 5 years** (digital or paper): tenancy agreements, deposit protection, right-to-rent, inspection reports, repairs/ASB logs, gas/electrical/fire certificates, cleaning schedules. Personal data handled in line with UK GDPR.

12) Contacts

- **Landlord / 24-hour contact:**
 - Ananth Raju
 - +447949684010
 - ananthkumar.raju@gmail.com
- **Emergency services: 999**
- **Non-emergency police: 101**
- **National Gas Emergency: 0800 111 999**
- **Power cut (UKPN): 105**
- **London Borough of Hillingdon (noise/refuse/licensing):** via council website or switchboard

13) Plan Review

This Management Plan is reviewed **annually** and after any significant incident, change of layout, or licensing condition update. Updated versions are shared with all tenants and kept in the hall handbook.

Tenant Acknowledgement

Each tenant confirms they have read and will follow this plan and the House Rules. A signed acknowledgement is stored with the tenancy file.