

# MANAGEMENT STATEMENT

CONVERSION OF SINGLE DWELLING TO 6-ROOM, 7-PERSON HMO  
*at 35 Midhurst Gardens, Uxbridge, UB10 9DL*

Prepared by **Design Endeavour Ltd.**  
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## 1. Introduction.

This Management Plan is prepared for the conversion of an existing residential property into a 6-room, 7-person House in Multiple Occupation (HMO) at 35 Midhurst Gardens, Uxbridge, UB10 9DL. The development involves internal reconfiguration together with the approved extensions to provide a fully compliant and well-managed HMO. The proposal does not significantly alter the building's external footprint beyond the approved 3.0m rear extension and loft conversion.

HMOs play an important role in meeting local housing needs by providing affordable, flexible accommodation for working individuals, students, and young adults. While HMOs can contribute positively to local communities, they also require responsible management to prevent issues such as:

- Unnecessary pressure on local services,
- Disruption to residential character, and
- Reduced neighbor amenity if not properly supervised.

This Management Plan sets out the operational framework, tenant procedures, behavior expectations, and monitoring measures that will ensure the property operates safely, responsibly, and harmoniously within the quiet suburban setting of Midhurst Gardens.

The potential for anti-social behavior also impacts the safety and well-being of residents. HMOs require responsible management to ensure they integrate well into established residential areas, maintain neighbor amenity, and avoid issues associated with poor oversight or unmanaged shared accommodation.

The council aims to manage these challenges while preserving the benefits that HMOs provide to diverse housing needs. This required an establish framework of expected behaviors for landlords and tenants, which aim to prevent adverse impacts on neighbors and neighborhoods. Key requirements include:

- Occupancy limits: Ensuring the number of occupiers/households complies with the license.
- Tenancy management: Addressing terms of occupation, tenant references, handling complaints, preventing anti-social behavior, and taking action when necessary.
- Property management: Covering maintenance of external areas, waste disposal, repairs, compliance works, and pest control. A monthly inspection will be conducted to check for maintenance issues, cleanliness, and compliance with house rules. Records of inspections, complaints, repairs, and safety checks will be maintained in a digital log.

A 24-hour contact number will be provided to neighbors and tenants for reporting any urgent issues, and the landlord or managing agent will be available for intervention in cases of persistent anti-social behavior (ASB).

### *Occupancy Reduction & Community Impact Consideration*

The HMO is operated as a 6-bedroom, 7-person dwelling to ensure residential amenity is preserved and to minimize the risk of noise disturbance and over-intensification. As part of the management strategy, proactive neighbor engagement and clear anti-social behavior control measures are implemented to integrate the property harmoniously within the surrounding residential environment.

## **2. Management Agreements and Tenancy Procedures**

Management agreements to address key aspects of tenancy and property management, including:

### *01. Pre-Tenancy Procedures*

Prior to granting any tenancy, the following thorough checks and procedures are carried out:

- **Previous Landlord Reference:** A reference is obtained from the prospective tenant's previous landlord (if applicable). This reference is always verified by directly contacting the landlord to confirm the details provided.
- **Alternative Address History:** In the absence of a previous tenancy, prospective tenants are required to provide details of all addresses they have resided at in the last twelve months.
- **Proof of Identity:** Prospective tenants must provide two forms of identification. One of these must be related to their previous address (e.g., a utility bill, official letter, or picture driving license).
- **Open-Source Information Review:** A comprehensive review of publicly available information, including but not limited to social media platforms (e.g., Google, Facebook), is undertaken to assess the tenant's background and behavior.
- **Personal Interview:** A face-to-face interview is conducted to assess the tenant's financial and employment status, as well as any potential issues that may impact the tenancy, such as drug or alcohol dependency, or criminal convictions.
- **Disclosure and Barring Check:** If concerns arise from any of the checks above, the landlord may request the tenant to provide a Disclosure and Barring Service (DBS) check to ensure their background is clear.
- **Non-Cooperation:** If a prospective tenant refuses to cooperate with the pre-tenancy process, no tenancy will be offered.

### *02. Tenancy Agreement*

The tenancy agreement is a critical part of the process and is designed to be clear and appropriate for each individual tenant:

- **Language and Format:** The tenancy agreements are written in a straightforward language and format that is accessible and understandable to the tenant.
- **Anti-Social Behavior Clause:** Each agreement includes a specific clause detailing Anti-Social Behavior (ASB). This clause outlines the types of behavior considered ASB and the procedures for addressing it, ensuring tenants are aware of expectations and consequences.
- **Tenancy Agreement Documentation:** A copy of the tenancy agreement is attached, clearly laying out the terms and conditions of the tenancy, including all clauses related to tenant responsibilities and behaviors.

### *03. ASB Management*

The management and resolution of Anti-Social Behavior (ASB) is taken very seriously and follows a structured process:

- **Complaint Receipt and Investigation:** Upon receiving a complaint of ASB, we promptly record the details of the complaint and initiate an investigation to assess the validity of the allegations. We may seek assistance from statutory agencies such as the Police and the Council to ensure a thorough investigation.

- Issuing Sanctions: If ASB is confirmed, we will issue an appropriate sanction based on the severity of the issue. Possible sanctions include:
  - Verbal or written warnings,
  - Issuance of a Section 21 notice to end the tenancy if needed,
  - Implementation of an acceptable behavior contract or similar agreement,
  - Immediate court action to obtain possession of the property, if necessary.
- Risk Management: If the situation involves significant risk, additional measures, such as the introduction of a behavior contract or formal intervention, will be taken to prevent further issues.

#### *04. Post-Tenancy Procedures*

After the completion of the tenancy, we ensure that a proper reference is provided for the tenant's future accommodation needs:

- Completion of Tenancy Reference: Upon the tenant's departure, we provide a comprehensive written reference that details the tenant's conduct throughout the tenancy period. This reference includes:
  - Any concerns raised during the tenancy, such as ASB incidents, property damage, or rent arrears,
  - The overall behavior and responsibility of the tenant while in the property.
- Reference Sharing: A copy of this reference will be provided directly to any prospective landlord upon request, ensuring that future landlords have a complete understanding of the tenant's history.

#### *05. Neighbor Engagement & Complaint Response Protocol*

To protect neighbor amenity and prevent anti-social behavior, a structured neighbor engagement and response framework is followed:

- Neighbor Contact & Engagement
  - A welcome letter is issued to neighboring properties within 14 days of occupation, providing contact channels for reporting issues and outlining expectations.
  - Anonymous reporting is permitted.
- Reporting Channels
  - 24-hour urgent line (noise disturbance / nuisance)
  - Email for non-urgent matters
- Complaint Logging & Record-keeping
  - All neighbor complaints are entered into the ASB incident log, including date, nature of issue, response and closure.
  - Records are securely retained for 5 years and available to the Council upon request.
- Response Times
  - Urgent matters acknowledged within 4 hours, resolved within 48 hours
  - Standard matters acknowledged within 24 hours, resolved within 7 days
- Escalation Route
  - Verbal warning → Written warning → Behavior contract → Possession route (Section 21 or equivalent)
  - Neighbor Feedback
  - Where contact details exist, neighbors are informed when the case is closed, without breaching tenant confidentiality.

### **3. Noise Management**

Noise nuisance is a common cause of anti-social behavior complaints in HMOs. This Noise Management framework has been developed to proactively minimize disturbance to neighbors and safeguard the residential amenity of tenants, consistent with local authority guidance and national planning policy on noise.

#### *01. Tenant Awareness, monitoring, and enforcement*

To manage and minimize noise nuisance in this HMO, a range of measures will be implemented to prevent disturbance to

tenants and neighbors. Quiet hours will be enforced between 11:00 pm and 7:00 am, during which tenants will be required to avoid loud music, shouting, parties, or other disruptive activities. Musical instruments, amplified sound systems, and televisions will be maintained at reasonable volumes at all times. External areas will not be used for noisy gatherings. The property will be designed to support these rules through measures such as double-glazed windows, acoustic underlay or carpets in circulation areas to reduce impact noise, and bedroom layouts located away from high-noise zones such as kitchens or communal living areas. Any complaints regarding noise will be promptly investigated, with sanctions applied where necessary, including warnings and potential tenancy termination for persistent breaches.

## *02. Property Design and Mitigation Measures*

In addition to the standard behavioral measures, appropriate noise control features will be incorporated to ensure a quiet and respectful living environment. The property is equipped with modern double-glazed windows, which help limit external noise and reduce sound transfer to neighboring properties. Internal partitions will be constructed or upgraded in accordance with current Building Regulations, incorporating standard plasterboard and insulation where required to improve acoustic separation between rooms. These measures help ensure that noise generated within each HMO bedroom or communal area is contained as far as reasonably practicable, minimizing disturbance to other tenants and adjoining neighbors.

Tenants will be required, through clearly communicated house rules and tenancy agreements, to keep noise to a reasonable level at all times, particularly during designated quiet hours. The landlord or managing agent will maintain regular oversight and intervene promptly where necessary, ensuring the property operates as a safe, quiet, and considerate residential environment in keeping with the character of Midhurst Gardens.

## *03. Visitor & Garden Noise Prevention Rules*

- No outdoor amplified music at any time.
- No use of the garden for social gatherings after 10pm.
- Visitors are limited after 10pm, and prohibited between 11pm–7am, unless pre-approved.
- No shared area use for leisure between 12am–7am, except essential kitchen use.

Persistent breach of noise rules is treated as anti-social behavior and escalated under the formal sanctions' procedure.

# **4. Waste Management and Recycling Provision**

To ensure the proposed 6-room (7-person) HMO operates cleanly and in line with local amenity expectations, a comprehensive waste management strategy will be implemented as follows:

## *01. Waste disposal*

- **Dedicated Bin Storage Area:**  
A designated area for waste bins is located at the front of the property, as seen in the site plan. It is:
  - Set back from the public footway
  - Easily accessible to waste collectors
  - Shielded from public view to reduce visual impact
- **Three-Stream Waste System:**  
The property will use three separate wheeled bins for:
  - General Waste
  - Recyclables (paper, plastics, cans, etc.)
  - Food Waste

## *02. Waste Management*

- **Tenant Education and Rota System:**
  - Tenants will receive a laminated guide with instructions for proper sorting and bin use.

- A rotating schedule will be introduced to ensure all tenants participate in putting bins out on the correct collection days and bringing them back in.
- Overflow and Fly-Tipping Avoidance:  
Clear tenancy agreements and house rules will require:
  - No dumping of waste outside bins.
  - Immediate reporting of missed collections or bin damage to the landlord/agent.
- Integration with LB Hillingdon's Collection Schedule:  
Collection days will be printed and posted visibly in the communal kitchen area. The landlord or agent will verify compliance during monthly inspections.

### *03. Waste-Related Anti-Social Behavior Measures*

- Fly-tipping, littering, bin overflow or waste left outside containers is treated as anti-social behavior.
- First breach: written warning; second: behavior contract; third: tenancy termination route.