

HMO Management Plan

Property: 278A West End Road, Ruislip HA4 6LS

Landlord/Manager: Bucks Cane

Effective Date: January 2026

Contact Details: 07939 072602 – bucksanereal@gmail.com

1. Purpose of the Management Plan

This Management Plan sets out the arrangements for managing the property and maintaining a safe, clean and well-maintained living environment for all tenants.

The plan covers:

- Waste and refuse management
- Recycling
- Occupancy and room allocation
- Maintenance and repair reporting
- Anti-social behaviour
- General tenant responsibilities
- Communication between tenants and management

All tenants are expected to comply with this plan and the terms of their tenancy agreement.

2. Occupancy and Room Allocation

- **Only one tenant is permitted to occupy each bedroom**, unless the landlord/manager has provided written approval and the room is legally authorised for multiple occupancy.
- Tenants must not allow another person to move into or permanently occupy their room without prior written permission.
- Tenants must not sublet their room or transfer their tenancy to another person.
- The number of occupants within the property must remain within the permitted occupancy for the HMO.
- Overnight guests must comply with the tenancy agreement and applicable house rules.
- The landlord/manager may carry out reasonable checks to ensure occupancy arrangements are being followed.

3. Waste Management

Tenants are responsible for disposing of household waste correctly.

- General waste must be placed inside the designated waste bins.

- Rubbish must not be left in hallways, stairways, kitchens, gardens, entrances or other communal areas.
- Waste must not be allowed to accumulate inside bedrooms or communal areas.
- Food waste should be placed in the designated food-waste container where provided.
- Tenants must not leave rubbish beside or on top of bins.
- Bulky waste, furniture, electrical appliances and other large items must not be placed in communal bins unless specifically permitted.
- Overflowing or damaged bins must be reported to management promptly.

4. Recycling

Tenants must use the property's designated recycling facilities correctly.

Where facilities are provided, recyclable materials may include:

- Paper and cardboard
- Glass
- Metal cans
- Plastic containers
- Food waste
- Other materials accepted by the local authority

Recycling must not be contaminated with general waste or unsuitable materials.

Tenants must follow any recycling instructions, notices or bin labels provided by management or the local authority.

5. Communal Areas

All tenants are responsible for helping maintain clean and safe communal areas.

- Communal kitchens, bathrooms, hallways, stairways and other shared areas must be kept reasonably clean and tidy.
- Personal belongings must not obstruct communal areas or escape routes.
- Waste must not be stored in hallways, stairways or other escape routes.
- Tenants must not deliberately damage communal facilities or equipment.
- Damage, hazards or defects must be reported to management promptly.
- Where a cleaning rota is in place, tenants must complete their allocated duties.

6. Maintenance Reporting

Tenants must report maintenance issues as soon as they become aware of them.

How to report a repair

Property Manager: Bucks Kane

Telephone: 07939 072602

Email: bucksanereal@gmail.com

When reporting a repair, tenants should provide:

1. Their name and room number.
2. A description of the problem.
3. The location of the problem.
4. When the problem was first noticed.
5. Photographs or videos where appropriate.
6. Whether the issue affects other tenants or areas of the property.

Urgent repairs

Issues presenting an immediate risk to health, safety, security or the property must be reported immediately.

These may include:

- Serious water leaks or flooding
- Electrical hazards
- Suspected gas leaks
- Serious fire-safety concerns
- Broken external doors or locks
- Major structural damage
- Loss of essential services requiring urgent attention

In an emergency involving immediate danger to life or serious injury, tenants should contact the appropriate emergency service first and then notify the landlord/manager.

7. Anti-Social Behaviour

The property operates a **zero-tolerance approach to behaviour that seriously interferes with the reasonable enjoyment, safety or security of other tenants, neighbours or members of the community**, subject to the terms of the tenancy agreement and applicable law.

Anti-social behaviour may include, but is not limited to:

- Excessive or persistent noise, particularly during designated quiet hours.
- Loud music, shouting, arguments or disruptive behaviour.
- Threatening, intimidating, abusive or violent behaviour.
- Harassment of other tenants, neighbours, visitors or contractors.
- Aggressive or abusive communications.
- Deliberate damage to the property or another person's belongings.
- Unauthorised parties or gatherings that cause significant disruption.
- Persistent disturbance in communal areas.
- Leaving rubbish or belongings in communal areas in a way that causes nuisance or obstruction.
- Behaviour that creates a health, safety or security risk.
- Unauthorised occupation or allowing additional people to reside at the property in breach of the tenancy agreement.

- Any other behaviour that constitutes a breach of the tenancy agreement or applicable law.

Noise and consideration for others

Tenants must be considerate of other occupants and neighbouring properties.

In particular:

- Noise should be kept to a reasonable level at all times.
- Tenants should take particular care during nighttime and other designated quiet hours.
- Music, television, conversations and other activities must not cause unreasonable disturbance.
- Parties and gatherings must not create unreasonable noise, damage, overcrowding or disturbance.
- Communal areas should not be used in a manner that unreasonably disturbs other occupants.

Quiet hours: [e.g. 10:00 pm – 7:00 am]

Reporting anti-social behaviour

Tenants who experience or witness anti-social behaviour should report it to the landlord/property manager as soon as reasonably practicable.

Reports should include, where possible:

- Date and time of the incident.
- Location.
- Description of what happened.
- Names of people involved, if known.
- Any witnesses.
- Photographs, recordings or other evidence where appropriate and lawful.
- Whether the incident is ongoing or presents an immediate safety concern.

Reports will be treated appropriately and information will be handled in accordance with applicable privacy and data-protection requirements.

Management response

The landlord/property manager will assess reported incidents and take reasonable and proportionate action.

Depending on the circumstances, this may include:

- Speaking with the tenant involved.
- Issuing a written reminder of the house rules or tenancy obligations.
- Requesting that the behaviour stops.
- Investigating complaints and gathering relevant information.

- Communicating with affected tenants or neighbours where appropriate.
- Keeping a record of incidents and actions taken.
- Referring matters to the relevant local authority or other appropriate organisation where necessary.
- Taking further tenancy-management or legal action where there is evidence of a breach and such action is appropriate.

Serious incidents involving violence, threats, criminal damage, suspected criminal activity or an immediate risk to safety may need to be reported to the police or other emergency services.

Tenants should not put themselves at risk by confronting someone who is behaving violently or threateningly.

8. Tenant Responsibilities

Tenants are expected to:

- Respect other tenants, neighbours, visitors and contractors.
- Keep noise at a reasonable level.
- Dispose of waste correctly.
- Follow recycling arrangements.
- Comply with the one-tenant-per-room occupancy requirement.
- Report repairs and hazards promptly.
- Report serious or persistent anti-social behaviour.
- Take reasonable care of the property and its fixtures and fittings.
- Avoid causing damage to the property.
- Cooperate with reasonable inspections and maintenance visits.
- Follow the tenancy agreement and HMO house rules.

9. Preventative Maintenance and Inspections

The landlord/manager will arrange appropriate inspections and maintenance of the property and its facilities.

This may include:

- Plumbing and drainage
- Heating and hot-water systems
- Electrical installations
- Fire-safety equipment
- Doors, locks and windows
- Roof and guttering
- Communal areas
- Appliances supplied with the property
- Pest-control issues
- General building condition

Tenants must report defects promptly so that preventative action can be taken.

10. Review of the Management Plan

This Management Plan will be reviewed periodically and updated where necessary to reflect changes to the property, occupancy arrangements, local authority requirements or relevant legislation.

Next Review Date: January 2027

Landlord/Manager: Bucks Kane

Date: 05/01/2026