

HMO MANAGEMENT PLAN

Proposed 4-Bedroom Class C4 HMO with Shared Communal Lounge

8 Paget Road, Uxbridge

Hillingdon Council

Pre-Application Reference: 79552/PRC/2026/102

1. Purpose of the Management Plan

This Management Plan has been prepared in response to Hillingdon Council's concerns regarding the potential intensification of the existing residential use at 8 Paget Road through its use as a four-bedroom House in Multiple Occupation (HMO).

The Council has raised concerns regarding:

- increased comings and goings;
- differing lifestyles and working patterns;
- increased visitors;
- increased pedestrian activity;
- increased vehicle activity;
- noise;
- garden activity;
- general disturbance; and
- the intensification of the relatively small property.

The Council has also identified that insufficient information was previously provided to demonstrate how potential noise and disturbance would be appropriately managed.

The purpose of this Management Plan is therefore to demonstrate that the proposed HMO will be professionally managed and operated as a controlled residential property, with appropriate measures in place to minimise noise, disturbance, anti-social behaviour, waste, excessive visitor activity and other potential impacts upon neighbouring residential properties.

The property will remain a residential dwelling and will be managed to ensure that the use does not adversely affect the residential character or amenity of the surrounding area.

2. Maximum Occupancy

The property will provide four bedrooms and will be occupied by a maximum of **four residents**.

No additional permanent occupants will be permitted beyond the approved maximum occupancy.

The number of occupants will be controlled through the tenancy agreements and property management arrangements.

The manager/landlord will maintain an up-to-date record of occupants and will ensure that the property is not occupied in excess of the permitted maximum.

The HMO will not be operated as a hostel, short-term accommodation facility, party house or transient accommodation.

Occupants will have individual tenancies and will be expected to treat the property as their home.

3. House Rules

All occupants will be provided with written House Rules at the commencement of their tenancy.

The House Rules will include the following requirements:

1. Occupants must respect neighbouring properties and the residential character of the area.
2. Excessive noise is prohibited.
3. Music, television and other entertainment must be kept at a reasonable volume.
4. No parties or large social gatherings are permitted.
5. Occupants must not cause nuisance or disturbance to neighbours.
6. Communal areas must be kept clean and tidy.
7. Occupants must dispose of waste correctly.
8. The garden must be used responsibly.
9. Visitors must comply with the same noise and behaviour requirements as residents.
10. Anti-social or threatening behaviour will not be tolerated.
11. Occupants must report defects, leaks, damage or maintenance issues promptly.
12. Smoking will not be permitted in communal/internal areas.
13. Residents must ensure that external doors and windows are used responsibly, particularly during designated quiet hours.

The House Rules will form part of the tenancy/occupancy documentation.

4. Noise Management

Noise is recognised as one of the principal potential impacts associated with intensification of residential occupation.

The management approach will therefore focus on preventing unreasonable noise rather than relying solely upon enforcement after complaints have occurred.

Residents will be required to:

- keep music and television at a reasonable volume;
- avoid shouting or loud conversations outside the property;
- avoid unnecessary banging, slamming of doors and other avoidable noise;
- avoid noisy activity in communal areas during quiet hours;
- avoid using external areas for noisy gatherings;
- ensure visitors comply with the same requirements; and
- close windows and doors when playing music or engaging in other potentially noisy activities.

The property will not be permitted to host parties or organised social gatherings that could generate excessive noise or disturbance.

Where a complaint is received, the manager will contact the relevant occupant promptly and take appropriate action.

Repeated breaches of the noise requirements may constitute a breach of the tenancy agreement and may result in formal tenancy enforcement action.

5. Quiet Hours

Formal quiet hours will apply between:

10:00pm and 7:00am

During these hours:

- music and television must be kept at low levels;
- communal areas must be used quietly;
- conversations must not be audible outside the property;
- residents must avoid unnecessary movement causing disturbance;
- no gatherings are permitted within the garden;
- no social gatherings are permitted within communal areas; and
- residents must show particular consideration to adjoining properties.

Residents returning home during the quiet hours will be expected to enter and leave the property quietly.

The purpose of the quiet-hours policy is not to prevent residents from coming and going as part of normal residential life, but to ensure that such activity does not result in unreasonable disturbance to neighbours.

6. Visitor Management

Visitors will be permitted as part of normal residential occupation.

However, residents will be responsible for the conduct of their visitors.

Visitors must:

- respect the residential character of the area;
- comply with the property's noise restrictions;
- not cause disturbance to neighbouring properties;
- not use the property for parties or large gatherings; and
- leave the property quietly, particularly during quiet hours.

The property will not be used for parties, events, commercial gatherings or other activities that would generate excessive visitor numbers.

Where persistent problems arise from a particular visitor, the manager will have the authority to restrict that visitor's access to the property.

7. Garden Management

The garden will remain available for normal residential use by occupants.

However, garden use will be controlled to minimise potential disturbance.

The following restrictions will apply:

- no parties or organised gatherings;
- no amplified music;
- no loud social activity;
- no use during quiet hours;
- no storage of waste or refuse other than within designated bins;
- residents must maintain the garden in a clean and tidy condition; and
- residents must respect adjoining properties.

Normal activities such as sitting outside, gardening or having a quiet conversation will be permitted.

The garden will therefore continue to function as a normal residential garden rather than becoming a communal entertainment area.

8. Waste Management

Waste will be managed in accordance with Hillingdon Council's waste collection arrangements.

Residents will be provided with clear instructions regarding:

- general waste;
- recycling;
- food waste where applicable;
- collection days;
- storage of bins; and
- presentation and removal of bins.

Residents will be responsible for ensuring that waste is placed inside the appropriate bins and that waste is not left on the pavement, garden or communal areas.

The property manager will monitor waste arrangements and address any recurring problems.

Bins will not be permitted to become overfilled or to obstruct neighbouring properties or pedestrian routes.

9. Anti-Social Behaviour

Anti-social behaviour will not be tolerated.

This includes:

- excessive noise;
- threatening or abusive behaviour;
- harassment;
- persistent disturbance;
- aggressive behaviour;
- unreasonable use of communal or external areas;
- intentional damage;
- dumping of waste; and
- behaviour causing nuisance to neighbours.

Any complaint concerning anti-social behaviour will be recorded and investigated by the property manager.

Where the behaviour is substantiated, appropriate action will be taken under the relevant tenancy agreement.

Serious incidents may be reported to the police or other relevant authorities.

10. Tenant Management

The landlord/property manager will maintain appropriate records of all occupants.

Prior to occupation, each resident will receive:

- tenancy documentation;
- House Rules;
- emergency contact information;
- waste management instructions;
- fire and emergency procedures; and
- details of the property manager.

Residents will be informed that continued occupation is conditional upon compliance with the tenancy terms and House Rules.

The manager will maintain regular communication with occupants and will respond to maintenance, management and neighbour concerns.

11. Complaints Procedure

A clear complaints procedure will be implemented.

Stage 1 – Receipt of complaint

Any complaint received from a neighbour, resident or other relevant person will be recorded by the manager.

Stage 2 – Investigation

The manager will establish:

- the nature of the complaint;
- the date and time of the alleged incident;
- the occupants involved;
- whether previous complaints have been received; and
- whether the complaint represents a breach of the Management Plan or tenancy agreement.

Stage 3 – Action

Where appropriate, the manager will:

- contact the relevant resident;
- remind occupants of the House Rules;
- issue a formal warning;
- increase management monitoring;
- require corrective action; or
- take tenancy enforcement action where necessary.

Stage 4 – Serious or persistent issues

Serious incidents or persistent anti-social behaviour will be escalated appropriately, including referral to the relevant statutory authority where necessary.

All significant complaints and actions taken will be recorded.

12. Landlord / Property Manager

The property will have a designated landlord/property manager responsible for the day-to-day management of the HMO.

The manager will be responsible for:

- occupant management;
- complaints;
- maintenance;
- inspections;
- communal areas;
- waste management;
- enforcement of House Rules;
- responding to neighbour concerns; and
- ensuring compliance with the Management Plan.

Management Contact

Landlord/Property Manager: ALIAN SUANTAK

Telephone: 07949 494687

Email: aliansuantak@gmail.com

Emergency Contact: TBC

These details will be provided to all occupants and, where appropriate, to neighbouring residents.

13. Maintenance Arrangements

The property will be maintained to an appropriate residential standard.

Residents will be required to report defects or maintenance issues promptly.

The property manager will arrange appropriate repairs and maintenance, including:

- plumbing;
- heating;
- electrical issues;
- windows and doors;
- roof defects;
- drainage;
- communal areas;
- garden maintenance; and
- other defects affecting the safe and reasonable occupation of the property.

Urgent repairs affecting health, safety or the integrity of the property will be prioritised.

The manager will retain records of significant maintenance works.

14. Communal Areas

The shared communal areas will be managed to ensure they remain clean, safe and suitable for normal residential use.

The proposed first-floor shared lounge will be used as a quiet communal living space.

It will not be used for:

- parties;
- commercial activities;
- events;
- amplified music;
- overnight sleeping; or
- other activities inconsistent with its intended residential function.

Occupants will be responsible for keeping communal areas clean and tidy following use.

The manager will monitor the condition of communal areas and arrange cleaning or maintenance where necessary.

15. Responsibilities of Occupants

Each occupant will be responsible for:

- complying with the House Rules;
- respecting neighbours;
- keeping noise to a reasonable level;
- observing quiet hours;
- controlling their visitors;
- keeping communal areas clean;
- disposing of waste correctly;
- using the garden responsibly;
- reporting maintenance problems;
- preventing damage to the property; and
- notifying the manager of any issues affecting the safe or reasonable operation of the property.

Residents will be made aware that failure to comply with these requirements may constitute a breach of their tenancy agreement.

16. Vehicle and Pedestrian Activity

The proposal is limited to four occupants and will not provide accommodation for a large number of residents.

The property will continue to operate as a residential dwelling and residents will be expected to use the existing pedestrian and highway infrastructure in a normal and considerate manner.

The management arrangements will discourage unnecessary vehicle movements, obstruction of the highway and inconsiderate parking.

Visitors will similarly be expected to park responsibly and avoid obstructing neighbouring properties or access arrangements.

The scale of the proposed occupation is therefore controlled and proportionate to the existing residential use.

17. General Intensification and Residential Character

Although the proposed HMO represents a change in the manner in which the property is occupied, the use will remain residential in character.

The property will accommodate a maximum of four residents, with a shared communal lounge and normal domestic facilities.

The Management Plan specifically limits activities that could otherwise result in an intensive or disruptive form of occupation.

In particular:

- no parties will be permitted;
- no large gatherings will be permitted;
- quiet hours will apply;
- garden use will be controlled;
- visitors will be subject to resident responsibility;
- waste will be managed;
- anti-social behaviour will be addressed;
- complaints will be formally recorded and investigated; and
- a named property manager will be responsible for management.

The proposed occupation will therefore be managed as a small-scale residential household rather than as an unmanaged or transient accommodation facility.

18. Monitoring and Review

The Management Plan will be reviewed where necessary following any significant management issue or substantiated complaint.

The property manager will maintain records of:

- occupants;
- complaints;
- incidents;
- warnings;
- maintenance;
- inspections; and
- significant management actions.

Where recurring issues are identified, additional management measures will be introduced.

19. Management Commitment

The landlord/property manager is committed to operating 8 Paget Road in a responsible manner and ensuring that the proposed HMO does not cause unreasonable disturbance to neighbouring residents.

The Management Plan provides a clear framework for controlling the potential impacts identified by Hillingdon Council.

The combination of a **maximum occupancy of four residents**, formal **House Rules**, **10:00pm–7:00am quiet hours**, restrictions on parties and gatherings, controlled garden use, visitor management, waste controls, anti-social behaviour procedures and a defined complaints and management process provides appropriate safeguards against unreasonable noise and disturbance.

The Management Plan will form part of the ongoing management arrangements for the property and will be provided to occupants as part of their tenancy documentation.

Conclusion

The proposed four-bedroom HMO at 8 Paget Road will be subject to a comprehensive management regime designed specifically to address the potential impacts associated with intensification of occupation.

The management arrangements will ensure that the property remains a well-managed residential dwelling and that normal residential activity does not develop into unreasonable noise, disturbance, anti-social behaviour or excessive activity affecting neighbouring properties.

The proposed measures directly address the Council's identified concerns regarding comings and goings, differing lifestyles, visitors, pedestrian and vehicle activity, noise, garden use, waste, general disturbance and the intensity of occupation.

Accordingly, it is considered that the proposed use can be operated without causing unacceptable harm to the living conditions of neighbouring occupiers, subject to implementation of the measures contained within this Management Plan.