

# HMO MANAGEMENT PLAN

## 1. Introduction

This HMO Management Plan has been prepared to accompany a planning application for the change of use of 11 Brandville Road, Hillingdon, UB7 9DA from a single dwellinghouse (Use Class C3) to a small House in Multiple Occupation (Use Class C4) including the provision of refuse and recycling bins and bike storage within the front garden.



The objective of this plan is to ensure that the property is managed in a manner that delivers high-quality accommodation for occupiers whilst fully protecting the amenity of neighbouring residents. The approach is preventative, robust and responsive, ensuring that all foreseeable issues associated with shared living environments are appropriately controlled.

The management regime has been specifically designed to address key planning considerations including noise, anti-social behaviour, waste management, parking and general tenant conduct.

## **2. Management Structure and Accountability**

The property will be operated under a clearly defined management structure, with ultimate responsibility resting with the landlord and day-to-day management undertaken by an appointed managing agent or property manager.

A named individual will be responsible for the oversight of the property. Their contact details will be made available to tenants and can be provided to neighbouring residents upon request. This ensures direct accountability and a clear point of contact for any issues that may arise.

Management systems will operate on both a reactive and proactive basis, combining tenant communication, routine inspections and monitoring measures to maintain full control of the property.

## **3. Comprehensive Tenant Vetting and Selection Process**

A strict and multi-layered tenant vetting procedure will be implemented to ensure that only suitable and responsible individuals are permitted to occupy the property.

All prospective tenants will be subject to identity verification checks, credit history assessments and affordability testing. In addition, applicants will be required to provide references from previous landlords confirming that they have maintained good tenancy conduct, paid rent reliably and have not been involved in anti-social behaviour.

Where relevant, applicants will also be required to provide employer references confirming stable employment. The management will prioritise tenants who can demonstrate a professional background and a consistent record of responsible behaviour.

Applications will be refused where there is any indication of previous anti-social behaviour, tenancy breaches or unreliable conduct. This strict filtering process significantly reduces the likelihood of future management issues and forms a key part of the overall control strategy.

## **4. Tenancy Agreements and Legal Controls**

All occupiers will enter into formal tenancy agreements which clearly set out the terms and conditions of occupation.

These agreements will include enforceable clauses relating to occupancy limits, noise control, behaviour, waste management and use of communal areas. Specific provisions will prohibit sub-letting, overcrowding and any activities that may cause nuisance or disturbance.

The agreements will also include provisions enabling the landlord to take enforcement action in the event of breaches, including issuing warnings and, where necessary, seeking possession through the appropriate legal process.

This contractual framework ensures that the management has clear legal mechanisms to control behaviour and maintain standards.

### **5. Tenant Induction and Ongoing Engagement**

Upon occupation, all tenants will undergo a structured induction process.

Tenants will be provided with a comprehensive welcome pack containing detailed information on house rules, expected standards of behaviour, waste management procedures, fire safety arrangements, operation of appliances and contact details for management.

The induction process will ensure that tenants fully understand their responsibilities and the expectations placed upon them.

Management will maintain ongoing engagement with tenants through periodic communication and inspections, reinforcing standards and addressing any issues at an early stage.

### **6. Occupancy Monitoring and Control**

Management will implement monitoring procedures to ensure compliance including periodic inspections and verification of occupancy levels.

Rooms will only be occupied in accordance with their designated capacity, ensuring compliance with space standards and preventing overcrowding.

Any breach of occupancy conditions will be addressed immediately through enforcement of tenancy agreements.

### **7. Noise Management and Behavioural Control**

The management of noise and behaviour is a key component of this plan.

Tenancy agreements will include strict provisions prohibiting excessive noise, particularly during late evening and early morning hours. Tenants will be required to respect the residential nature of the area at all times.

In addition to design mitigation, behavioural controls will be actively enforced. Any complaints relating to noise or disturbance will be investigated promptly, with appropriate action taken, including formal warnings and escalation where necessary.

A zero-tolerance approach will be adopted towards persistent anti-social behaviour.

## **8. CCTV Monitoring and Security Measures**

CCTV will be installed within communal areas of the property, including entrances, hallways and shared spaces.

The system will serve multiple functions, including monitoring tenant behaviour, deterring anti-social activity and enhancing the safety and security of occupants.

The presence of CCTV provides an effective management tool, enabling the identification and resolution of issues where they arise.

The system will be operated in compliance with data protection legislation, and appropriate signage will be displayed to inform occupants.

## **9. Property Maintenance and Condition Monitoring**

The property will be maintained to a high standard at all times.

A structured maintenance system will be in place, allowing tenants to report issues quickly and efficiently. Maintenance requests will be categorised by urgency, with emergency issues addressed immediately and routine repairs undertaken promptly.

Regular inspections will be carried out to monitor the condition of the property, identify any emerging issues and ensure compliance with management standards.

This proactive approach ensures that the property remains safe, functional and well-maintained.

## **10. Cleaning and Management of Shared Spaces**

Shared areas of the property will be subject to ongoing management to ensure cleanliness and usability.

Tenants will be required to maintain communal areas in a clean and tidy condition. This requirement will be reinforced through tenancy agreements and inspections.

Where standards are not maintained, management will intervene and take appropriate action to rectify the situation.

## **11. Waste and Refuse Management**

The property is provided with sufficient refuse and recycling facilities to accommodate the needs of the occupants.

Tenants will receive clear instructions on waste separation, recycling procedures and collection days. The management will ensure that bins are presented for collection and returned promptly.

Monitoring will ensure that waste does not accumulate and that the external appearance of the property remains acceptable at all times.

This approach ensures full compliance with Council requirements and prevents any adverse impact on the surrounding area.

## **12. Transport Management**

No additional on-street parking demand is anticipated beyond that associated with a typical family dwelling. The provision of six secure cycle spaces supports sustainable travel and aligns with London Plan transport objectives.

Tenants will be encouraged to utilise public transport and cycling, supported by the provision of secure cycle storage.

## **13. Fire Safety and Emergency Planning**

The property will be equipped with appropriate fire safety measures in accordance with relevant legislation and HMO licensing requirements.

This will include fire detection systems, fire doors, protected escape routes and fire safety equipment.

Fire safety systems will be regularly inspected and maintained, and tenants will be informed of emergency procedures.

A fire risk assessment will be undertaken and kept under review.

## **14. Statutory Compliance and Certification**

The management will ensure full compliance with all statutory requirements.

This includes maintaining valid gas safety certificates, electrical safety reports, fire safety documentation and all other relevant compliance records.

Documentation will be retained and made available upon request.

## **15. Security and Access Control**

The property will be secured against unauthorised access through appropriate locking systems and controlled entry.

Tenants will be advised on maintaining security and ensuring that the property remains safe at all times.

### **16. Complaints Handling and Neighbour Liaison**

A clear and structured complaints procedure will be in place.

Any complaints received from neighbouring residents or other parties will be acknowledged and investigated promptly. Management will take appropriate action to resolve issues and prevent recurrence.

This ensures that the property operates harmoniously within the surrounding residential environment.

### **17. Ongoing Review and Continuous Improvement**

The management arrangements set out in this plan will be subject to ongoing review.

Where necessary, procedures will be updated to reflect operational experience and ensure that high standards are maintained at all times.

### **18. Review and Compliance**

This Management Plan will be reviewed periodically and updated where necessary to ensure ongoing compliance with:

- Hillingdon Local Plan policies
- London Plan policies relating to housing quality and amenity
- Housing and environmental health legislation

The intention is to ensure the property operates as a well-managed, low-impact small HMO fully integrated within the surrounding residential context.

The submitted Management Plan demonstrates that the use would be appropriately managed, would not give rise to unacceptable impacts on neighbouring amenity, and includes satisfactory refuse, recycling and cycle parking provision, such that the development is considered to be acceptable.

### **19. Conclusion**

The proposed change of use to a small HMO (Use Class C4) complies with London Plan Policies H9, D3 and T5 and relevant Hillingdon Local Plan policies, as the submitted Management Plan demonstrates that the use would be appropriately managed, would not give rise to

unacceptable impacts on neighbouring amenity, and includes satisfactory refuse, recycling and cycle parking provision, such that the development is acceptable in planning terms.

