

HMO MANAGEMENT PLAN

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) up to 6 persons including the provision of refuse and recycling bins within the front garden and bike storage within the rear 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 management regime has been specifically designed to address key planning considerations including noise, anti-social behaviour, waste management, parking and general tenant conduct.

Proposed Occupation

The property will be occupied by a maximum of six individuals forming a small HMO under Use Class C4.

Occupancy levels will not exceed six residents at any time.

All residents will be subject to tenancy agreements setting out behavioural expectations, waste management responsibilities, and compliance with house rules.

Management Arrangements

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.

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.

Acoustic measures/Sound insulation

The proposal places emphasis on tenant and neighbour amenity through advanced sound insulation in compliance and exceeding the requirements of Part E of the Building Regulations.

Measures include:

- High-density Rockwool insulation in all internal and party walls
- Resilient bar systems to reduce vibration and structure-borne sound
- Double acoustic plasterboard linings to all partitions
- Solid-core acoustic doors with drop seals
- Ceilings and voids treated with suspended decoupled systems

The proposal complies and also goes beyond the national baseline, preventing internal disturbance between tenants and significantly mitigating noise transfer to adjoining dwellings. Acoustic standards will be routinely monitored and maintained as part of the HMO's management plan.

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.

Quiet Hours

Occupiers will be required to observe quiet hours between **10:00pm and 7:00am daily**. During these hours occupiers will be expected to: keep music and television volumes low,

avoid raised voices and door slamming, refrain from using the rear garden for social gatherings; and minimise noise within communal areas.

Parties and Gatherings

The property will not be used for parties or large social gatherings.

Occupiers will be informed that any behaviour resulting in complaints from neighbouring properties will be treated as a breach of tenancy conditions.

External Areas

The rear garden will remain ancillary to the residential use of the property and will primarily accommodate: passive recreation; and secure bicycle storage. To minimise disturbance to adjoining occupiers, amplified music within external areas will not be permitted, late evening gatherings in the garden will not be permitted, and occupiers will be instructed not to congregate at the front of the property.

Refuse Storage Provision

Dedicated refuse and recycling storage will be provided within the front garden area in accordance with the submitted site layout.

The storage area will be maintained in a tidy and organised manner and positioned to ensure: convenient collection access, minimal visual impact and no obstruction to pedestrian access.

Waste Collection Arrangements

Occupiers will be provided with clear written instructions regarding: refuse separation, recycling requirements, collection days, and presentation of bins for collection.

The landlord/managing agent will monitor the refuse storage area to ensure that: bins are not overflowing, waste does not accumulate externally and bins are returned promptly following collection.

Complaints Procedure

Any complaints received from neighbouring occupiers or the Local Authority regarding the operation of the HMO will be investigated promptly by the landlord/managing agent. Where necessary, management action will include, direct engagement with occupiers, written

warnings, increased monitoring; and enforcement of tenancy conditions. Persistent anti-social behaviour may result in termination of tenancy agreements.

Conclusion

This HMO Management Plan demonstrates that the proposed small HMO at 11 Brandville Road, Hillingdon, UB7 9DA will be proactively and responsibly managed.

The measures outlined within this document will ensure that:

- neighbouring residential amenity is protected;
- noise and disturbance are minimised;
- refuse is appropriately managed;
- the property is properly maintained; and
- the use operates in a manner compatible with the surrounding residential character.

Accordingly, the proposed development is considered acceptable in management terms and capable of operating without causing unacceptable harm to the amenities of neighbouring occupiers or the wider area.