

HMO MANAGEMENT AND SUPERVISION PLAN

Site: 45 Buller Road, Tottenham, London, N17 9BH

Proposal: Retention of the residential property as a Five-Bedroom Six-Person House in Multiple Occupation (Use Class C4)

Applicant: Mr Jihong Wu

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Prepared by:

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1. INTRODUCTION

1.1 This HMO Management and Supervision Plan has been prepared in support of the planning application seeking retrospective permission for the retention of **45 Buller Road, Tottenham, London N17 9BH** as a **five-bedroom six-person House in Multiple Occupation (Use Class C4)**.

1.2 The purpose of this document is to demonstrate that the property will be professionally managed to ensure a high standard of accommodation is maintained whilst safeguarding the amenities of neighbouring residents.

1.3 The Applicant acknowledges that effective management is fundamental to the successful operation of any House in Multiple Occupation. This document therefore establishes clear management procedures relating to occupancy, maintenance, fire safety, refuse, neighbour liaison and day-to-day operation of the property.

1.4 The management arrangements set out within this document complement the requirements of:

- The Housing Act 2004;
- The Management of Houses in Multiple Occupation (England) Regulations 2006;
- The Regulatory Reform (Fire Safety) Order 2005;
- Haringey's HMO Licensing requirements;
- Relevant planning conditions (if imposed).

2. PURPOSE OF THE MANAGEMENT PLAN

The objectives of this Management Plan are:

- to ensure that the property is managed responsibly at all times;
- to provide a safe and comfortable living environment for occupiers;
- to minimise any potential impact upon neighbouring residents;
- to establish clear responsibilities for both the landlord and occupiers;
- to ensure ongoing compliance with HMO licensing requirements and statutory obligations.

The Applicant is committed to maintaining the property to a high standard throughout its occupation.

3. HMO MANAGER DETAILS

The HMO Manager shall ensure that:

- their name;
- correspondence address;
- telephone number; and
- emergency contact details

are provided to all occupiers upon commencement of each tenancy.

These contact details shall also be displayed within the communal entrance hallway.

Occupiers will therefore always have a direct point of contact for maintenance issues, emergencies or management enquiries.

4. OCCUPANCY MANAGEMENT

The property shall be occupied by **no more than six persons** at any one time.

Occupation shall be limited to a maximum of **five bedrooms** as shown on the approved plans.

The property shall not be occupied as:

- a hostel;
- serviced accommodation;
- short-term holiday accommodation;
- supported accommodation;
- a large Sui Generis HMO.

Tenancy agreements shall clearly specify:

- maximum occupancy;
- permitted occupants;
- prohibition of sub-letting;
- prohibition of room sharing unless agreed by the landlord.

Regular inspections will ensure compliance.

5. TENANT SELECTION AND HOUSE RULES

Prior to occupation, prospective tenants shall undergo appropriate referencing procedures, including:

- Right to Rent checks;
- identity verification;
- employment or income checks where appropriate;
- previous landlord references where available.

Occupiers will receive a Tenant Information Pack containing:

- emergency contacts;
- fire procedures;
- refuse collection arrangements;
- house rules;
- maintenance reporting procedures.

House Rules shall include:

- respect for neighbours;
- no excessive noise;
- no smoking within communal areas;
- proper use of communal facilities;
- correct refuse disposal;
- keeping communal areas clean.

6. PROPERTY INSPECTIONS

To maintain high standards of management, inspections shall be undertaken as follows:

Inspection	Frequency
General property inspection	Monthly
Fire safety inspection	Monthly
Communal cleaning inspection	Weekly
Garden inspection	Monthly
Electrical safety review	As required by legislation
Gas safety inspection	Annually
Fire alarm servicing	In accordance with the manufacturer's recommendations

Any defects identified shall be rectified within an appropriate timescale depending upon their urgency.

7. FIRE SAFETY MANAGEMENT

The safety of occupiers is a primary management objective.

The property shall be maintained in accordance with the requirements of the relevant fire risk assessment and HMO licensing standards.

Measures include:

- interlinked mains-powered smoke alarms with battery back-up;
- heat detector within the kitchen;
- fire blanket within the kitchen;
- FD30 fire doors where required;
- unobstructed escape routes;
- emergency lighting where required by the licence;
- fire safety signage where appropriate.

Occupiers shall receive fire safety information upon moving into the property.

Means of escape shall be kept free from obstruction at all times.

Fire alarms shall be tested regularly and serviced in accordance with the manufacturer's recommendations.

8. HEALTH AND SAFETY

The Manager shall take all reasonably practicable measures to protect occupiers from injury.

This includes maintaining:

- staircases;
- handrails;
- flooring;
- lighting;
- glazing;
- windows;
- ventilation;
- external steps;
- garden paths.

Any identified hazards shall be addressed promptly.

9. MAINTENANCE OF THE PROPERTY

The property shall be maintained in good decorative and structural condition.

Maintenance requests shall be categorised as:

Emergency: Response within 24 hours.

Examples include:

- loss of electricity;
- loss of water;

- serious leaks;
- fire safety defects.

Urgent: Response within 3 working days.

Routine: Completed within a reasonable maintenance programme.

10. MAINTENANCE OF COMMON PARTS

The communal areas include:

- entrance hall;
- stairs;
- landings;
- kitchen;
- dining area;
- shared bathroom facilities.

The Manager shall ensure that communal areas are:

- clean;
- adequately lit;
- free from obstruction;
- properly maintained.

Any defective lighting shall be replaced promptly.

11. MAINTENANCE OF INDIVIDUAL ROOMS

Each bedroom shall be maintained in good repair.

Fixtures, fittings and furniture provided by the landlord shall be inspected regularly.

Occupiers shall report maintenance issues promptly.

Repairs shall be undertaken within appropriate timescales.

12. GAS, ELECTRICAL AND WATER SAFETY

The Manager shall ensure:

- annual Gas Safety Certificates;
- five-year Electrical Installation Condition Reports (or current statutory interval);
- Portable Appliance Testing where appropriate;
- safe water supply;
- functioning drainage systems.

Copies of statutory certificates shall be made available to the Local Authority upon request.

13. CLEANING ARRANGEMENTS

Communal areas shall be cleaned on a regular basis.

Cleaning includes:

- kitchen worktops;
- sinks;
- flooring;
- bathrooms;
- WCs;
- communal circulation areas.

Occupiers shall be responsible for maintaining their individual bedrooms.

Shared responsibility encourages good housekeeping and reduces the likelihood of nuisance.

14. REFUSE AND RECYCLING MANAGEMENT

Adequate refuse and recycling containers shall be provided.

Occupiers shall:

- separate recyclable materials;

- place refuse within the appropriate bins;
- avoid accumulation of waste within bedrooms or communal areas.

The Manager shall monitor refuse storage during routine inspections.

Bins shall only be placed at the front of the property on designated collection days and shall be returned promptly following collection.

These arrangements minimise visual impact and maintain the appearance of the street.

15. GARDEN AND EXTERNAL AREAS

The rear garden shall be retained for shared use by occupiers.

The Manager shall ensure:

- grass is cut regularly;
- vegetation is maintained;
- fences remain in good repair;
- external areas remain tidy.

The garden shall not be used for storage of refuse or discarded furniture.

16. PARKING AND SUSTAINABLE TRAVEL

Occupiers shall be encouraged to travel by:

- walking;
- cycling;
- public transport.

Secure cycle parking shall be available within the property.

Occupiers shall be advised to comply with all local parking controls and restrictions.

No vehicle repairs shall be undertaken within the property.

17. NEIGHBOUR LIAISON

Maintaining good relationships with neighbouring residents is an important management objective.

Neighbours shall be provided with contact details for the Manager should any concerns arise.

Complaints shall be:

- acknowledged promptly;
- investigated without delay;
- addressed through appropriate management action.

Where necessary, tenancy enforcement procedures shall be implemented.

18. ANTI-SOCIAL BEHAVIOUR

The Applicant operates a zero-tolerance approach towards anti-social behaviour.

Examples include:

- excessive noise;
- harassment;
- threatening behaviour;
- criminal activity;
- persistent nuisance.

Where substantiated complaints arise, the Manager shall:

1. investigate;
2. issue written warnings where appropriate;
3. monitor compliance;
4. commence tenancy enforcement if necessary.

19. EMERGENCY PROCEDURES

Occupiers shall be provided with emergency contact details available 24 hours a day.

Emergency procedures shall include:

- reporting gas leaks;
- reporting fire;
- reporting flooding;
- reporting electrical failures.

Emergency repairs shall receive immediate priority.

20. DUTIES OF OCCUPIERS

Occupiers are expected to:

- respect neighbouring residents;
- keep communal areas clean;
- report maintenance issues promptly;
- dispose of refuse correctly;
- avoid obstructing escape routes;
- comply with fire safety procedures;
- permit reasonable access for inspections and repairs.

Failure to comply with tenancy obligations may result in enforcement action under the tenancy agreement.

21. REVIEW OF THIS MANAGEMENT PLAN

This Management Plan shall be reviewed:

- annually;
- following any significant complaint;
- following changes in legislation;

- following changes to HMO licence conditions.

The Applicant is committed to continual improvement in the management of the property.

22. CONCLUSION

The Applicant is committed to operating **45 Buller Road** as a professionally managed, well-maintained and responsibly occupied small House in Multiple Occupation.

The management measures set out within this Plan extend well beyond the minimum statutory requirements and have been specifically developed to ensure that:

- the property provides a high standard of accommodation for occupiers;
- neighbouring residential amenity is protected;
- the property is maintained in good condition;
- any issues are identified and resolved promptly;
- the HMO operates in accordance with both planning and housing legislation.

It is therefore considered that the proposed management arrangements provide the Local Planning Authority with confidence that the property will be responsibly managed throughout its operation and that the continued use of the property as a five-bedroom, six-person Class C4 HMO will not give rise to unacceptable impacts upon the surrounding residential area.