

HMO Management Plan

**165 & 165a Priory Road, London N8
8NB**

1..0 Site and Surroundings

The proposal is for a change of use from upper floor residential units to HMO.

The application site is a three storey mid terraced dwelling located on Priory Road. The area is characterised by rows of commercial on ground floor and residential on upper floors. The property is not located within a Conservation Area.

2.0 HMO MANAGEMENT

- **Avoiding nuisance and annoyance to other occupiers of the house, or residents in neighbouring properties and the local area:**

The property manager prevents anti-social behavior from occupiers of and visitors to the property, and by effectively dealing with complaints made to the landlord directly or via the Council or Metropolitan Police. The manager would be trained in conflict resolution and would ensure the issues are not escalated and dealt when minor.

- **Keep records of complaints about anti-social behavior and provide copies to the Council:**

The records would be kept and any residents who is causing issues to the house and surrounding would not be kept in long term and their tenancy would be terminated.

- **Effectively tackle pest problems or infestations, and identify treatment programmes effective:**

The property would be regularly cleaned by a cleaner weekly and kept free of pests and infestations. When property infested, a professional would be called in urgently to deal with this immediately.

The property manager to perform checks/inspections to communal areas weekly to ensure they are kept clean and tidy at all times.

- **Properly manage the garden space within the curtilage of the property, so they are kept in a clean and tidy condition, which includes the maintenance of garden walls and fences:**

In addition to the weekly cleaner to the property, the property manager would clean the garden and keep in a clean and tidy condition regularly – A gardener will visit the property once per month (April - November) to perform basic garden maintenance.

The garden walls and fences would be regularly checked and when a damage seen it would be repaired straight away.

- **Provision of adequate refuse and recycling storage bins, with lids, accessible to the occupants of the property, in line with the standards set out in appendix , or any successor document of standards produced by the Council:**

The refuse and recycle storages for the collection would be in the rear and obtained from the Council for regular collection. The property manager would ensure these storage bins are with lids and accessible as all would be within the front garden.

Tenants would be easily access to the bins, as all bins are in the rear but inconspicuous position away from the residential accommodation and separate from car parking spaces. A position along the back edge of the footway for easy refuse collection provided. In case an increase in volume of refuse and recycling, the additional storage bins from the storage would be brought and refuse would be kept tidy and lid. The manager would ensure the capacity is in line with the need of tenants and refuse is not spread to the garden or road.

A schedule of waste/recycling collection days to be posted on the noticeboard and tenants made aware of responsibility for proper disposal. Tenants are to maintain front and back gardens in a reasonable state and free of rubbish or other unsightly objects.

• Prevent fly-tipping, and ensure that refuse and large waste items are not kept in the front or rear area, unless kept in a container or awaiting collection:

The property manager would ensure that the property and front and rear garden spaces as well as within the immediate surrounding is regularly checked and there is no fly tipping, all waste is kept in front or rear garden and kept in a container and regularly collected by the Council.

• Prevent off-street parking:

The tenants would be reminded that on-street parking is available, however all would be discouraged to use private cars and encouraged to use sustainable form of transport (train, tube, bus, cycle, etc). The property provides 1 off street parking, the property manager would ensure no more than 1 car are owned by whole tenants and on street is not used for parking.

•The prevention of crime and the enhancement of safety

The managers would follow Secured by Design guidelines. Crime would not be seen as a stand-alone issue to be addressed separately from other design considerations in line with the guidelines.

3.0 Tenancy Agreements

The licence holder/property manager will supply a tenancy agreement to the tenants prior to their occupation and shall retain copies of all tenancy/licence agreements for the duration of the licence and provide necessary copies if requested by the Local Authority

4.0 Supply of utilities

Managers must ensure maintenance of supplies of water, electricity and gas (if supplied) to the house & ensure that it is not unreasonably cut off.

5.0 Safety

Make sure that the house is free from health hazards and generally safe for occupation.

6.0 Display of manager's contact details

On a notice board, in a prominent position (usually in the entrance hall), giving their name and telephone number (24/7 with answerphone or voicemail).

7.0 Furniture

Landlords must ensure that any furniture and furnishings (e.g. curtains) supplied by the landlord have the required labels and fireproofing.

8.0 Fire risk assessment

The Regulatory Reform Fire Safety Order 2005 applies to the common parts of HMOs and places a legal duty on the responsible person to carry out a fire risk assessment and in licensed HMO's to record the significant findings. This legal requirement is enforced by the Fire Rescue Authority. The keeping of a fire log book for all maintenance (including testing) and servicing is also recommended.

9.0 Energy performance

Landlords must ensure that properties that are within the scope of the legislation reach at least an Energy Performance Certificate (EPC) rating of E and have a current EPC certificate.

10.0 Licence renewal

Submit your application to renew your HMO licence at least 6 weeks before its expiry date.

11.0 General landlord duties

Right To Rent checks, protecting tenancy deposits in a government approved scheme, legal eviction procedures etc.

12.0 Legal eviction

Only evict tenants using legal procedures - notify them in writing, give correct amount of notice and if necessary, obtain a court order. Tenants can only legally be evicted with a court order.

APPENDIX

GENERAL NOTICES AND CHECKLISTS FOR HMO MANAGEMENT

HMO MANAGERS DIARY CHECKLIST

Weekly	Monthly	Bi - Annual	1 Yearly	3Yearly	10 Yearly
Fire alarm call points/ detectors testing (grade A systems)	Emergency light testing	Fire Detection & Fire Alarm System Inspection & Service Report	Fire extinguisher servicing	Electrical Installation Condition Report (EICR)	Energy Performance Certificate
Visual check of common parts/escape routes		Emergency lighting Inspection & test Certificate	Landlords Gas Safety Certificate (& submit to council for licensed HMOs)		
			Portable electrical appliances testing by a competent person (relevant appliances - see HSE's leaflet – Maintaining Portable Electrical Equipment in Low-risk Environments)		

Fire alarm system maintenance & service log sheet

Date	Call point/detector location/ number	Satisfactory Yes/No	Remedial action taken	Signature/position

Grade D & E systems – routine monthly testing by use of test button on smoke alarm by manager or a maintenance manager (with clear instructions on testing, recording & reporting faults or false alarms). Annual service by specialist alarm engineer.

Grade A system - routine weekly testing of at least one detector/call point in each zone. 6-monthly service by specialist alarm engineer.

Notice To Tenants

FIRE PRECAUTIONS

FIRE PRECAUTIONS HAVE BEEN PROVIDED
IN THIS PROPERTY BY THE LANDLORD

TO PROTECT YOUR HEALTH AND SAFETY

**DO NOT WEDGE FIRE DOORS OPEN
DO NOT TAMPER WITH FIRE DOOR
CLOSERS DO NOT TAMPER WITH FIRE
ALARM/DETECTORS**

**DONOT STORE POSSESSIONS IN
CORRIDORS OR THE STAIRCASE AREA**

TAMPERING WITH FIRE EQUIPEMNT RISKS
LIVES

PLEASE DO NOT DO IT

It is against the law and you could be
prosecuted or issued with a civil penalty by the
council

Maintaining portable electrical equipment (Landlord supplied)

In all cases, tenants must be instructed to report defects

Not every electrical item needs a portable appliance test (PAT)

In some cases, visual inspection by the manager is enough, e.g. checking for loose cables or signs of heat damage and, if possible, checking inside the plug for internal damage, bare wires and the correct fuse.

Portable Appliance Test (PAT)

Other equipment, e.g. a floor cleaner, kettle, toaster may need a portable appliance test, but not necessarily every year

Suggested initial intervals for checking portable electrical equipment:

Equipment/environment	User check	Forma visual inspection	Combined inspection & testing
Battery operated (less than 40 Volts)	No	No	No
Extra low voltage: (less than 50 volts AC): Telephone equipment, low voltage desk lights.	No	No	No
Equipment rarely moved	No	Yes, 2-4 Years	No, if double insulated, otherwise up to 5 years
Double insulated (Class II) equipment: Not hand- held. Moved occasionally, eg fans, table lamps	No	Yes, 2-4 Years	No
Double insulated (Class II) equipment: Hand-held, eg some floor cleaners, some kitchen equipment	Yes	Yes, 6 monthly - yearly	No
Earthed equipment (Class I): Electric kettles, some floor cleaners, some kitchen equipment and irons	Yes	Yes, 6 monthly - yearly	Yes, 1-2 years
Cables (leads and plugs connected to the above) and mains voltage extension leads and battery-charging equipment	Yes	Yes, 6 months – 4 years depending on the type of equipment it is connected to	Yes, 1–5 years depending on the type of equipment it is connected to

Maintaining portable electrical equipment (Landlord supplied)

Visual inspections

To carry out a visual inspection you don't need to be an electrician, but you do need to know what to look for and you must also have sufficient knowledge to avoid danger to yourself and others. Simple training can equip you (or a member of staff) with some basic electrical knowledge to enable you to carry out a visual inspection competently.

The visual inspection should, where possible, include removing the plug cover and checking internally that:

- There are no signs of internal damage, overheating or water damage to the plug;
- The correct fuse is in use and it is a proper fuse, not a piece of wire, nail etc;
- The wires including the earth, where fitted, are attached to the correct terminal;
- The terminal screws are tight;
- The cord grip is holding the outer part (sheath) of the cable tightly (no coloured wires visible outside the plug); and
- No bare wire is visible other than at the terminals.

For equipment/cables fitted with moulded plugs only the fuse can be checked.

Double insulated equipment

Class II equipment is sometimes referred to as 'double insulated' equipment. This means that there is extra insulation within the construction of the equipment to prevent accidental contact with live parts, even if there is a fault.

Class II equipment does not need an earth connection to maintain safety. It will not need a portable appliance test, although you should ensure that user checks and visual inspections are carried out as the integrity of the equipment casing is a key safety feature.

Double insulated/Class II equipment is marked with the symbol:

If you cannot see this symbol, you should assume that the item is a Class I appliance and carry out a portable appliance test.

Property Address:

Mangers Name:

Mangers Contact Number:

Responsibilities of the Manager and Tenants

The manager's responsibilities are to:

- Ensure that a satisfactory **MEANS of ESCAPE FROM FIRE** is maintained and that all fire doors and corridors are kept clear and all **FIRE ALARMS** and **FIRE DOORS** are maintained in good order, close effectively and checked regularly.
- Provide Annual **GAS SAFETY** certificate to the tenants, 3 yearly **ELECTRICAL** Installation Condition Report & other equipment/installations tested/serviced as required.
- Ensure all **COMMON PARTS** (including the shared kitchen, shared bathrooms, corridors, gardens, yards, out- buildings and building structure), fixtures, fittings and appliances are kept **CLEAN** and in **GOOD REPAIR**.
- Provide a **CLEAN BEDROOM** when the tenant moves in.
- Make satisfactory arrangements for the storage and removal of **REFUSE**
- Maintain the supply of utilities (water, electricity and gas (if supplied) to the house & to ensure that it is not unreasonably cut off.
Make sure that the house is **SAFE** for occupation.
- **DISPLAY** their **NAME & CONTACT DETAILS** in a prominent position (usually in the main entrance hall)

The tenant's responsibilities are to:

- **Must not interfere with or cause wilful damage** to any fire doors, fire door closers, fire alarms, 'smoke alarms' or other fixtures (including removing or damaging light bulbs or other fittings in the common parts.
- **Must not obstruct the fire escape route in any way**
- Must put all rubbish in the correct bins
- **Must report** any defects or disrepair to the manager as soon as possible
- **Not hinder the Manager** in the course of carrying out his duties under these regulations and allow reasonable access to all rooms to allow the manager to carry out their duties under these regulations