



# HMO Management Plan

423 Whitehall Road, St George, Bristol

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## 1 Introduction

1.1 Crossman Acquisitions Limited (CA), part of the Crossman Group of companies, has acquired 423 Whitehall Road (the property) with the intention of redeveloping it into a large HMO (Sui generis) to provide accommodation for young professionals. The description of development is:

*‘Conversion and enlargement of existing building to create a large house in multiple occupation (Sui generis) comprising 20 bedrooms and associated works.’*

1.2 The accommodation will be managed by a private management company. This is to ensure that the accommodation and daily servicing of the development is undertaken to a high standard, thereby ensuring the welfare of future residents and avoiding disturbance to neighbouring residential amenity.

## 2 Background

2.1 The proposal is to redevelop the existing property to provide 20 bedspaces, which CA anticipates will be occupied by young professionals.

2.2 The development will provide attractive and high-quality accommodation in a managed environment, thereby ensuring good quality living standards for future occupiers, whilst also ensuring the amenity standards of existing residents.

2.3 The behaviour of residents and their enjoyment of the development will be influenced by the high quality of their living environment; as a clean, good quality, well maintained and safe environment engenders a real sense of respect and appropriate behaviour.

2.4 The development will be fully compliant with local and other HMO requirements for fire and health and safety.

## 3 Site Management

3.1 The development will benefit from a dedicated management team comprising of:

- Accommodation manager; and
- Maintenance operative.

3.2 The management strategy will reflect the needs of:

- Future residents – it is critical that the development is maintained as a safe and comfortable residential environment, and maintains a high standard of everyday living.
- Existing neighbours – it is of the up-most importance that the development and its residents form an acceptable relationship with existing residents and becomes part of the community. To this end it is important for existing residents to have confidence that this development will be managed to a high standard, and in the unlikely event that issues arise, the management company will be available to respond to complaints and concerns.

### **The Accommodation Manager**

3.3 The accommodation manager will be responsible to future residents, the owners of the scheme, and neighbouring residents. Responsible for the property, the Accommodation Manager is a highly qualified individual with a wide-ranging skillset from within the hospitality industry.

#### Typical Job Description

3.4 To manage the on-site accommodation, ensuring good budgetary control, that the building is maintained to a high standard, excellent customer service is delivered and that 100% wellbeing is achieved.

3.5 The key responsibilities of the Accommodation Manager are to:

- Ensure the building is maintained to a high standard, that statutory testing is carried out and that the requirements of health and safety legislation are met;
- Ensure that the communal areas and landscaping are clean and in good condition;
- Ensure that the building and occupants security is maintained at all times;
- Ensure that good tenancy management is in place, including rent collection, arrears management, repairs standards, and enforcement of the terms and conditions;
- Ensure excellent customer service is maintained, complaints are handled appropriately and that regular feedback from residents is undertaken.

### **The Maintenance Operative**

3.6 The maintenance operative must be skilled in fixing non-specialist faults across the scheme.

#### Typical Job Description

3.7 To provide a safe and secure environment and excellent customer service. The key responsibilities of the maintenance operative are:

- Manage key handling;
- Report maintenance incidents to the Accommodation Manager as required;
- Provide a helpful, courteous and friendly approach to all residents;
- Carry out repairs and maintenance duties in a productive manner and to a high standard, when necessary, liaise with sub-contractors enabling repairs to be carried out quickly and efficiently;
- Tender sub-contractors as required;
- Assist in the general administration duties of the property as directed;
- Assist in monitoring and maintaining the cleanliness of the property to a high standard;
- Ensure all relevant health & safety regulations are complied with; and
- Any other tasks as deemed necessary.

## 4 Compliance with Statutory and Regulatory Requirements

### HMO Licensing

- Initial application: an application for the HMO license will be submitted to Bristol City Council, comprising detailed floor plans, safety measures, and tenant information. This application will adhere to the requirements outlined in *The Licensing of Houses in Multiple Occupation (Prescribed Description) (England) Regulations 2018*.
- Renewals and updates: regular monitoring of license expiration dates ensures timely renewals, adhering to the renewal provisions detailed in the HMO regulations.
- Observing licensing conditions: any conditions attached to the HMO license, as outlined in the HMO regulations.

### Prioritizing Fire Safety

- Fire risk assessments: frequent and thorough fire risk assessments will be conducted, identifying potential fire hazards, vulnerable occupants, and mitigation measures in accordance with *The Regulatory Reform (Fire Safety) Order 2005*.
- Maintaining fire safety equipment: proper installation, regular inspection, and maintenance of essential fire safety equipment, including alarms, extinguishers, lighting, and doors, will be ensured in accordance with the fire safety order.
- Tenant training: all tenants will receive mandatory fire safety information to be provided in a tenant welcome pack. This will encompass fire prevention, emergency response, and evacuation procedures, as required by the fire safety order.
- Creating effective evacuation plans: comprehensive evacuation plans will be developed and communicated, tailored to the property's layout, in strict compliance with the fire safety order. Details will be provided in the tenant welcome pack.

## 5 Sustainability

5.1 The operation and management of the accommodation will have a clear focus on sustainability and environmental awareness, with this approach being messaged to residents by the following:

- Water conservation measures: the maintenance operative will ensure that low-flow showerheads, taps and toilets will be utilised in the development. The tenant welcome packs will highlight the importance of conserving water.
- Energy conservation measures: the maintenance operative will ensure that energy-efficient light bulbs and programmable thermostats are included in the development. The tenant welcome packs will highlight the importance of conserving energy.
- Waste reduction measures: the tenant welcome packs will encourage tenants to recycle, compost organic waste in accordance with the recommendations set by Bristol City Council's waste team.
- Transportation measures: the tenant welcome packs will cross refer to details provided in the development's travel plan, and will encourage tenants to walk, cycle or use public transportation, to help reduce carbon emissions.

- Ventilation: to ensure appropriate ventilation in the development, cross ventilation combined with active temperature control of communal area will be advised in the tenant welcome pack, thereby helping to avoid over-heating in future years.

## 6 Efficient Management of Communal Areas and Kitchens

### Implementing a Methodical Cleaning Schedule

- Cleaning schedule: a comprehensive cleaning schedule will be established, in accordance with prevailing Health and Safety Executive (HSE) guidelines.
- Professional cleaning services: professional cleaning services will be engaged and closely monitored, with regular inspections and audits to maintain high standards.

### Proactive Maintenance Plan

- Prioritizing proactive maintenance: proactive maintenance, including scheduled inspections and preventive measures, will be incorporated into a maintenance plan and managed by the maintenance operative.
- Swift response to urgent repairs: an efficient system for addressing urgent maintenance needs, complete with transparent reporting processes for tenants, will be established.
- Effective vendor management: vendor relationships will be actively managed, with careful selection of reliable vendors and the establishment of service level agreements.

### Inventory Management and Tenant Responsibilities

- Comprehensive inventory management: an inventory of shared items and appliances will be maintained, with model numbers and purchase dates recorded for streamlined repairs and replacements.
- Dedicated fund for repairs and replacements: to minimize disruptions for tenants, a fund will be set up for addressing repairs and replacements.
- Defining tenant responsibilities: tenant responsibilities in communal areas will be clearly outlined in the tenancy agreement, promoting accountability.

- Regular compliance inspections: regular inspections of communal areas will ensure compliance with tenant responsibilities and foster a clean and functional environment.

## 7 Security Management

### Implementing Robust Access Control

- Multi-Layered access control system: a multi-layered access control system, including electronic key cards for individual rooms and main entrances will be established to enhance tenant safety and security.
- Scheduled maintenance and testing: regular maintenance and testing of access control devices will be conducted to ensure their continued effectiveness.

### CCTV Surveillance

- Strategic camera placement: CCTV cameras in common areas, entrances and exits will be placed to maximize coverage and security. The CCTV will be located to ensure resident privacy is maintained at all times.
- Secure footage storage: secure storage and regular backups of CCTV footage will be maintained and utilised in accordance with prevailing GDPR regulations.

### Effective Emergency Response Planning

- Evacuation procedures: detailed evacuation procedures will be set-out in tenant welcome packs, ensuring tenant familiarity with emergency protocols.
- Maintaining emergency contacts: up-to-date contact information for emergency services and authorities will be maintained to facilitate quick response in critical situations with details also being provided in the tenant welcome packs.

## 8 Maintaining Positive Relations

### Dispute Resolution

- Dispute resolution framework: a framework for dispute resolution will be established including telephone complaints procedure and also in-person meetings for tenants to express concerns regarding their accommodation.



- Timely responses: clear timelines for acknowledging and addressing complaints will be established, with an emphasis on swift resolution to enhance tenant and neighbour satisfaction.

### Noise Control

- Defined quiet hours: clearly defined quiet hours will be outlined to minimize disturbances.
- Soundproofing measures: soundproofing measures to reduce noise transfer between units will be implemented to enhance tenant comfort and minimise general disturbance.
- Regular noise monitoring: regular monitoring of noise levels will be conducted to identify potential issues and enforce policies effectively, ensuring a peaceful living environment.

### Community Complaints

- Systematic complaint handling: a systematic process for documenting, investigating, and resolving community complaints promptly will be implemented and managed by the accommodation manager. This will include regular follow-ups to ensure community concerns are addressed effectively.

## 9 Breach of Acceptable Behaviour

9.1 Should a tenant's breach what is considered to be acceptable behaviour then it would be expected that the accommodation manager adherers to the following process:

1. Ascertain the severity of the breach;
2. Depending on the severity, three courses of action would be available:
  - a) Speak directly with the tenant regarding their behaviour and highlight how it has impacted others.
  - b) Issue a written notice indicating that any further breach would result in a termination of their tenancy.
  - c) End the tenancy in accordance with its terms.

## 10 Summary

- 10.1 This management plan will be implemented following the redevelopment of 423 Whitehall Road to a large House in Multiple Occupation (HMO) for young professionals. Crossman Acquisitions Limited (CA) has acquired the property and is committed to ensuring high living standards and the welfare of future residents while maintaining good relationships with the neighbouring community.
- 10.2 The proposal aims to provide 20 bedspaces, surpassing council standards for services and amenities. The high quality of the living environment is expected to positively influence resident behaviour, with an emphasis on safety and comfort while adhering to statutory and regulatory requirements, including HMO licensing and fire safety measures.
- 10.3 The property will be managed by a dedicated team comprising an accommodation manager and a maintenance operative. The accommodation manager will be responsible for overall property maintenance, security, tenancy management, and customer service. The maintenance operative will manage repairs, maintenance, and general property upkeep.
- 10.4 To maintain positive relations and minimise disturbances, quiet hours and soundproofing measures will be established. The management plan also emphasizes systematic complaint handling, addressing community concerns promptly.
- 10.5 Lastly, it outlines the process for dealing with breaches of acceptable behaviour by tenants, which includes various actions depending on the severity of the breach, ranging from verbal warnings to termination of tenancy.