

OPERATIONAL MANAGEMENT PLAN

Bayswater House
Hever Court Road
Gravesend
Kent DA12 5UQ

1. Introduction

This Operational Management Plan outlines the management arrangements for Bayswater House following its conversion from hotel accommodation to Shared Residential Accommodation (Sui Generis HMO).

The purpose of this document is to demonstrate that the building will operate as a professionally managed residential property and that appropriate management procedures will be in place.

2. Nature of Accommodation

The accommodation will comprise individual rooms with private en-suite facilities arranged within a managed shared residential environment.

Each room will include:

- sleeping and living space
- limited kitchenette provision (excluding full cooking facilities)
- private bathroom

The development will also include:

- communal kitchens
- shared lounge / amenity spaces on each floor
- communal laundry facilities

The accommodation will operate as a single planning unit and will not comprise self-contained dwellings. The use is therefore best described as large-scale shared residential accommodation (sui generis HMO).

3. Management Company

The building will be managed by **Southeast Country Lets Ltd (SECL)**.

SECL operates similar residential accommodation within the region and has experience in the day-to-day management of residential properties.

The facilities will be overseen by the General Manager, who is responsible for the effective operation of the building.

4. Resident Facilities

In addition to the rooms, the building will include shared facilities including:

- laundry facilities/communal break out areas/kitchens
 - circulation corridors
 - staircases and escape routes.
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5. Parking

Each unit will benefit from an allocated parking space within the existing car park.

The site already benefits from substantial parking provision associated with the former hotel use.

6. Tenancy Arrangements

Tenancy agreements will typically be granted for periods between a minimum of **six and twelve months**.

Following the initial tenancy period, agreements may be renewed or converted to rolling periodic tenancies.

These arrangements ensure that the building operates as a stable residential environment rather than short-stay accommodation.

7. Tenant Vetting

Prospective tenants will be subject to referencing and background checks prior to entering into tenancy agreements.

The management company will review tenant references and financial checks to ensure that prospective residents meet appropriate tenancy standards.

This process helps ensure responsible occupancy of the building.

8. Building Management

The management company will be responsible for:

- maintaining communal areas
- addressing tenant enquiries
- resolving any issues that arise during occupation
- ensuring the smooth day-to-day operation of the building.

This management structure will ensure that the building remains well maintained and that any issues are dealt with promptly.

9. Conclusion

The building will operate as a professionally managed property with formal tenancy arrangements and clear management oversight.

These management arrangements will ensure responsible occupation of the property and minimise the potential for disturbance to neighbouring residents.