



MEK Town Planning and Design
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HMO MANAGEMENT PLAN at 85 WINDMILL STREET, GRAVESEND, DA12 1BN.

Date: 11 February 2024. Our Ref: 85WS/HMOMP/01

Proposal: Lawful Development Certificate for proposed change of use of a dwelling house (use class C3) to small HMO (use class C4) for up to 6 people.

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1.0. INTRODUCTION

- 1.1. The host property is no. 85 Windmill Street, GRAVESEND, DA12 1BN which is A terrace dwelling house of 6 bedrooms. This is a two-storey property with lower ground, ground, first, and loft floor levels.
- 1.2. Certificate of lawfulness has been submitted to change the use of the property from a dwelling house (Class C3) to an HMO of up to 6 people (Class C4).



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- 1.3. This HMO Management Plan is submitted to demonstrate how the 6 persons' HMO would be operated at the property.

2.0. GENERAL.

- 2.1. The property will be maintained at a high standard as a small HMO. These would include all areas, all appliances and sanitary ware.
- 2.2. The applicant will only take on tenants for HMO after proper background character checks which would include taking references.
- 2.3. Furthermore, a condition would be added to the contract to stipulate that if the tenant has demonstrated any kind of anti-social behaviour and has caused issues at the property or with neighbours that he/she will be evicted through court acceleration procedure which can be gained within 14 days.
- 2.4. The applicant would maintain regular inspections to ensure up-keep of communal areas and will have arrangements for weekly waste collection, complying fully with the Management of Houses in Multiple Occupation (England) Regulations 2006.

3.0. HMO GENERAL OPERATION

- 3.1. To aid emergencies and ensure smooth operation of the property the applicant will have appropriate policies in place together with insurance cover. In general, the occupants will be made aware to report the following to the manager:

- A. Water leaks, blocked pipes and drains, and toilet blockages.
- B. Boiler breakdown and central heating repairs should be reported to the manager.
- C. For all electrical faults the tenants should contact the manager.

3.1.1. Checks and Servicing:

- A. Fire alarm: periodic servicing and certification and emergency lighting servicing and certification, carried out once a year by a qualified electrician with certificates provided.
- B. Gas: periodic servicing once a year by an approved registered gas engineer, with certificates provided.



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- C. Periodic electrical checks (certificate is issued every five years by a qualified electrician and sent to the relevant department of your Local Authority).
- D. Fire extinguishers servicing and certification (carried out once a year) or in accordance with relevant legislation requirements.
- E. All free-standing electrical and gas appliances (repair and servicing contracts are taken under the manager's instruction)

3.1.2. General Repairs & Maintenance:

- A. Names and addresses of all managers would be displayed on the notice board for HMO users to report any problems or faults. The managers would be available 24 hours and on-call to deal with such instances.
- B. Tenants would be encouraged to bring to the managers attention items of disrepair or poor conditions at the property and try to deal with problems as soon as possible.
- C. The manager will provide a written procedure for dealing with tenant complaints.
- D. Routine checks will be carried out to check all aspects of the property and its condition. This will help avoid unplanned emergency repairs that might lead to higher costs. It will also help the manager to identify any damage caused by the tenant and prevent problems when a new tenant moves in.
- E. The manager will visit the property every three - six months to check that the tenant is looking after their home and no damage is being caused. The manager will always give 24 hours' notice before the visit.

4.0. WASTE DISPOSAL.

- 4.1. The manager must ensure that there are sufficient facilities to contain and dispose of waste both inside and outside the property. The waste facilities are currently located in a convenient and accessible area to the front part of the property – these would be maintained there. The manager would ensure the occupiers know:
 - A. The correct day to put bins out for collection.
 - B. Not to leave bins obstructing the pavement.
 - 3. What waste should go in which bin.



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4.2. There will be weekly arrangements for waste collection, and general inspection of communal areas to ensure compliance with the Management of Houses in Multiple Occupation (England) Regulations 2006

5.0. FIRE SAFETY.

5.1. Fire safety measures are required for primarily two reasons:

- A. To give early warning of a fire in the premises to those at risk of harm.
- B. To prevent the spread of smoke and fire through the premises to either allow residents to safely escape.

5.2. Under the Housing Act 2004, the scale of the fire safety precautions needed in residential properties is generally determined by risk assessment. The property has been upgraded to ensure each habitable room has a direct means of escape as well as smoke detectors and a minimum of 30 mins fire separation.

5.3. The following factors were considered when carrying out a fire risk assessment for the application property:

- A. Means of escape
- B. Fire separation
- C. Fire Doors
- D. Automatic Fire Detection
- E. Emergency Lighting
- F. Fire Fighting Equipment
- G. Fire Safety Compliant Furniture and Furnishings Note that in HMO, there is a duty under the HMO management regulations for fire safety equipment and escape routes to be maintained.
- H. All exit doors to the outside will be able to be opened without the use of a key and they are also capable of being secured against intruders. There are signs to show the way out.
- I. The escape route will be kept clear of obstructions at all times.

5.3.1. The escape routes would prevent penetration by smoke and fire. All escape routes must be kept clear and the following is not permitted within the escape route:

- A. Portable heaters of any type and heaters which have unprotected flames or radiant bars



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- B. Fixed heaters using a gas supply cylinder
- C. Cooking appliances
- D. Upholstered furniture
- E. Storage of any kind (unless it is kept in a locked cupboard, which is constructed to the same standard of fire resistance as the rest of the escape route)

5.3.2. All fire equipment installed will be checked periodically and tenants will be informed at least 24 hours before the inspections.

6.0. PEST CONTROL.

6.1. The manager will keep the property in good repair and clean to help prevent pests entering or multiplying. It is lawfully required by the manager to deal with any infestation that is considered a nuisance or prejudicial to health. This may involve improving the structure and repair of the property, implementing adequate cleaning and waste disposal arrangements and/or arranging for a pest control contractor to control and eradicate the infestation.

7.0. ANTI-SOCIAL BEHAVIOUR.

7.1. Anti-social behaviour is behaviour of causing damage, disturbance, distress, harm or fear, which has a significant impact on peoples' lifestyles, routines, or their environment.

7.2. The following are examples of antisocial behaviour:

- A. Rude or abusive comments
- B. Loud noise late at night
- C. Threats
- D. Vandalism
- E. Being drunk and disorderly
- F. Prostitution

7.3. A clause would be included in the tenancy agreement banning the tenants from acting in an antisocial way. If any tenant or their visitors are being anti-social, they will be reminded that they are in breach of their tenancy agreement. If the behaviour persists or is severe, the manager will consider taking possession proceedings.



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8.0. ENERGY EFFICIENCY.

- 8.1. The managers will be encouraged to look at steps they can take to improve the energy efficiency of the properties they let. The easier it is to keep a home warm, the less likely it is that condensation will happen.
- 8.2. The tenants would be reminded to switch the lights off when not in use. The tenants will be encouraged or advised to keep the property well ventilated to avoid most air and possible condensation and dampness.

9.0. COMPLAINTS.

- 9.1. Any complaints should be made directly to the manager via email. The manager will reply to the complaint within 10 working days and state the actions that will be taken or discuss the solution. The complaints procedure will be displayed in a prominent position within the HMO premises.

10.0. DUTIES AND MANAGER.

- 10.1. Duty of Manager to provide information to occupier, the manager must ensure that:

- A. Their name, address and telephone number are made available to each household in the HMO.
- B. Such details are clearly displayed in a prominent position.

- 10.2. Duty of Manager to Take Safety Measures, the manager must ensure that all means of escape from the fire in the HMO are:

- A. Kept free from obstruction.
- B. Maintained in good condition.

- 10.2.1. The manager must ensure that:

- A. Any firefighting equipment and alarms are maintained in good working order.
- B. That all notices indicating the location of means of escape from fire are clearly visible to the occupiers.

- 10.2.2. The manager must take all measures as are reasonably practicable to protect the occupants of the HMO from injury, having regard to:

- A. The design of the HMO.
- B. The structural integrity of the HMO.



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- C. The number of occupants.
 - D. Ensure that any roof or balcony that is unsafe, is either made safe or takes all reasonable measures to prevent access to it, for so long as it is unsafe.
 - E. Any low window sill is to be safeguarded as may be necessary to prevent accident or injury.
- 10.3. Duty of Manager to Maintain Water Supply & Drainage, the manager must ensure that the water supply and drainage system serving the HMO is maintained in good, clean condition and in particular they must ensure that:
- A. Any tank cistern, or similar used for the storage of water for drinking or other domestic purposes is kept in good, clean, working order.
 - B. Any water fitting which is at risk of frost damage is protected
 - C. They do not unreasonably cause the supply of water or drainage to be interrupted.
- 10.4. Duty of Manager to Supply and Maintain Gas & Electricity, the manager must supply the local housing authority within 7 days of receiving a request in writing from that authority, the latest gas test certificate. The manager must ensure that:
- A. Every fixed electrical installation is inspected and tested at intervals not exceeding 5 years by a qualified electrician.
 - B. A test results certificate is obtained and provided to the local authority within 7 days of receiving a request in writing.
 - C. They do not unreasonably cause the supply of gas or electricity to be interrupted.
- 10.5. Duty of Manager to Maintain Common Parts, Fixtures, Fittings & Appliances, the manager must ensure that all common parts of the HMO are:
- A. Maintained in good and clean decorative order.
 - B. Maintained in a safe and working condition.
 - C. Kept reasonably clear from obstructions
- 10.5.1. The manager must in particular ensure that:
- A. All handrails and bannisters are at all times kept in good condition, and that such handrails or bannisters that are necessary for the safety of occupants are provided.
 - B. Any stair coverings are safely fixed and maintained.
 - C. All windows and other means of ventilation are kept in good repair.



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- D. All common areas are fitted with adequate lighting that are available for use at all times to every occupant.

10.5.2. Fixtures, fittings or appliances used in common areas are maintained in good working order. The manager must ensure that:

- A. Common area outbuildings, yards and forecourts are maintained and kept in clean condition.
- B. Any garden belonging to the HMO is kept in a safe tidy condition
- C. Boundary walls, fences and railings are kept and maintained in good, safe condition, so as not to constitute a danger to occupants or neighbours.

10.6. Duty of Manager to Provide Waste Disposal Facilities, the manager must ensure that:

- A. Sufficient bins or other suitable receptacles are provided for the storage of refuse and litter, pending their disposal.
- B. Make such arrangements for the disposal of refuse and litter from the HMO as may be necessary.

11.0. DUTIES OF THE OCCUPANTS.

11.1. Occupiers also have responsibilities under the Regulations which allow the manager to fulfil their legal obligations. They must:

- A. Allow access to the manager at reasonable times and provide necessary information to carry out their management duties.
- B. Comply with the manager's arrangements for means of escape from fire and refuse storage and disposal.
- C. Keep the accommodation in an acceptable manner and take reasonable care so as not to damage the property.
- D. Behave in a reasonable and social manner so as not damage the property and cause a nuisance to other tenants or inconvenience the manager's duties.
- E. Store and dispose of litter in accordance with the arrangements made by the manager.