

# HMO Management Plan

50 Whitehill Road, Gravesend, Kent DA12 5PG

## Introduction

This Management Plan has been prepared to accompany the proposed House in Multiple Occupation at 50 Whitehill Road, Gravesend, Kent DA12 5PG. The purpose of this document is to explain how the property will be managed on a day-to-day basis so that it operates as a well-run, safe, and responsible form of shared accommodation.

The plan sets out how occupancy will be controlled, how residents will be managed, how the building will be maintained, and how impacts on neighbouring properties and the wider area will be minimised.

It is intended to demonstrate that the use of the property will be supported by an active and structured management approach.

The property will be operated and managed by Pachon Property Management, which will be responsible for implementing, reviewing, and monitoring the procedures set out in this document.

The property will be managed to meet the relevant HMO standards and licensing requirements, including matters relating to:

- Room sizes, occupancy levels, and communal amenity provision
- Kitchen, bathroom, and laundry facilities
- Fire safety measures, emergency lighting, and means of escape
- Waste storage, refuse collection, and recycling arrangements
- Electrical safety, gas safety, security, ventilation, and thermal comfort
- Ongoing management, maintenance, inspections, and record keeping

## The Property and Use

The property at 50 Whitehill Road is arranged as a residential building that will operate as a House in Multiple Occupation providing single-occupancy bedrooms with shared facilities. Each room will be occupied by one person only, with no room sharing permitted unless otherwise approved and compliant with relevant standards.

The accommodation is intended to provide well-managed shared housing for adult occupiers. The management approach is designed to support stable occupation patterns, responsible use of communal facilities, and a good standard of amenity for residents and neighbouring occupiers.

Subject to the final layout and any approved drawings, the property benefits from facilities intended to support orderly day-to-day occupation, which may include:

- Appropriate internal communal facilities for residents
- Secure and practical storage arrangements where provided
- A designated refuse and recycling storage area within the site boundary

These features are intended to support the efficient operation of the property and to minimise avoidable pressure on the surrounding street and neighbouring occupiers.

## Management Arrangements

Pachon Property Management will act as the managing agent for the property and will be responsible for its day-to-day operation. A designated property manager will oversee the building and will act as the main point of contact for residents, neighbours, contractors, and the Council where necessary.

Management responsibilities will include:

- Monitoring occupancy and compliance with tenancy agreements and house rules
- Arranging regular inspections and maintenance visits, with additional attendance where required
- Overseeing statutory safety checks, servicing, and management records
- Responding promptly to repair issues, complaints, and neighbour concerns
- Ensuring the property is kept clean, safe, secure, and in good working order

Management contact details will be provided to all residents and made available within the property so that occupiers know who to contact in the event of a repair issue, safety concern, or emergency relating to the building.

A management log will be maintained to record inspections, maintenance actions, safety checks, incidents, and complaints. This information will be retained as part of the property management records and made available to the Council if required.

## Occupancy Control and Letting Strategy

The property will operate only within the level of occupation authorised through the relevant planning and licensing regime. Bedrooms will be let on a single-occupancy basis unless any alternative arrangement is expressly approved and compliant with the applicable HMO standards.

Tenancy agreements will clearly prohibit:

- Sub-letting or unauthorised occupation
- Use of rooms by more people than permitted
- Long-term guest stays that amount to unauthorised occupation

Prospective residents will be subject to appropriate pre-tenancy checks, including identity verification, right to rent checks where applicable, and affordability or employment referencing. This approach is intended to support responsible occupation and the effective management of the property.

These measures will help ensure that occupation remains controlled, that the use does not intensify beyond approved limits, and that pressure on the property and surrounding area is appropriately managed.

## House Rules and Resident Behaviour

All residents will be required to comply with a set of house rules that will form part of their tenancy agreement. These rules are intended to promote considerate occupation of the property and to protect the amenity of neighbouring residents.

Key principles will include:

- Respectful behaviour towards other residents, neighbours, and visitors
- No parties or gatherings likely to cause nuisance
- Control of noise, particularly during late evening and night-time hours
- No smoking inside the building unless in any specifically designated external area
- No candles or other naked flames within the property
- Keeping communal areas tidy, safe, and free from obstruction

Shared spaces, including hallways, stairs, kitchens, and any communal rooms, must be kept clear, usable, and safe at all times. Any damage, defects, or safety concerns must be reported to management without delay.

Breaches of the house rules will be addressed through warnings, management intervention, and, where necessary, formal tenancy enforcement action.

## Refuse and Recycling Management

Refuse and recycling will be stored within a dedicated storage area inside the site boundary. This arrangement is intended to ensure that waste is contained appropriately, presented in an orderly manner, and managed so that it does not result in clutter, obstruction, or harm to the street scene.

Tenants will be provided with clear guidance on:

- How to separate general refuse and recyclable materials
- Which containers should be used for each waste stream
- When and how bins should be presented for collection in accordance with the Council's arrangements

The managing agent will carry out regular checks of the bin storage area to ensure that it remains tidy and is being used correctly. Any issues such as overflowing bins, contamination, or loose waste will be addressed promptly.

This approach is intended to maintain a clean appearance, reduce the risk of nuisance such as odour or litter, and support compliance with local waste management expectations.

## Parking and Cycle Storage

Any on-site parking provision associated with the property will be managed as part of the overall operation of the building. Residents will be informed of any parking restrictions, permit requirements, or site rules that apply so that parking demand is managed responsibly and without unnecessary impact on nearby streets.

Where cycle storage is provided, it will be maintained so as to encourage sustainable travel and to reduce the likelihood of bicycles being stored in circulation spaces or other unsuitable locations.

These arrangements are intended to support orderly access to and from the property and to minimise adverse effects on the surrounding public realm.

## Neighbour Relations and Noise Control

Protecting the amenity of neighbouring residents is a key objective of this Management Plan. The emphasis is on preventing problems through clear rules, active supervision, and prompt response where concerns are raised.

Measures include:

- Clear house rules relating to noise, behaviour, refuse, and visitor conduct
- Restrictions on parties and gatherings likely to cause nuisance
- A prompt management response to complaints or reported incidents

Any concerns raised by neighbours will be logged and investigated by Pachon Property Management or the appointed manager. Where necessary, appropriate action will be taken with the relevant resident to resolve the issue and reduce the likelihood of repeat occurrences.

This approach is intended to ensure that the HMO operates in a manner that is compatible with its residential surroundings within Gravesend and Kent.

## Safety, Fire Precautions, and Emergency Procedures

The property will be fitted and managed with appropriate fire detection, warning, lighting, and escape provisions in accordance with the relevant legal requirements, licence conditions, and any approved design details for the building.

Management will ensure:

- Regular testing and servicing of alarms, detectors, and emergency lighting where installed
- Keeping escape routes clear, accessible, and free from obstruction
- Maintaining fire doors and associated safety features in good working order
- Providing residents with clear fire safety and emergency information

Residents will be provided with clear guidance on the action to take in the event of a fire or other emergency. Records of inspections, tests, servicing, and safety actions will be maintained as part of the management documentation for the property.

## Maintenance and Upkeep

Pachon Property Management will operate a planned inspection and maintenance regime to help ensure that the building remains safe, secure, functional, and in good condition.

This will include:

- Routine inspections of communal areas, facilities, and safety measures
- Timely repairs where defects or maintenance issues are identified
- Prioritisation of urgent works affecting resident safety or essential services

Residents will be given a clear process for reporting repairs and maintenance concerns, and all significant inspections and works will be logged for accountability and follow-up.

## Conclusion

This Management Plan demonstrates how the HMO at 50 Whitehill Road, Gravesend, Kent DA12 5PG will be operated in a structured, responsible, and proactive manner by Pachon Property Management. The measures set out in this document address occupancy control, resident behaviour, refuse and recycling, safety, maintenance, and neighbour relations.

Overall, the plan is intended to ensure that the property functions as a well-managed shared home that respects its setting within Gravesend, safeguards residential amenity, and supports compliance with the expectations of the local planning and housing authority.