

HMO Management Plan

8 Stephen Street South, Bury, BL8 2NT



1. Introduction

The following HMO Management Plan outlines what measurements will be taken to effectively manage the proposal for the 6-bed (6-8 occupants) house in multiple occupation (HMO) situated at 8 Stephen Street South, Bury, BL8 2NT.

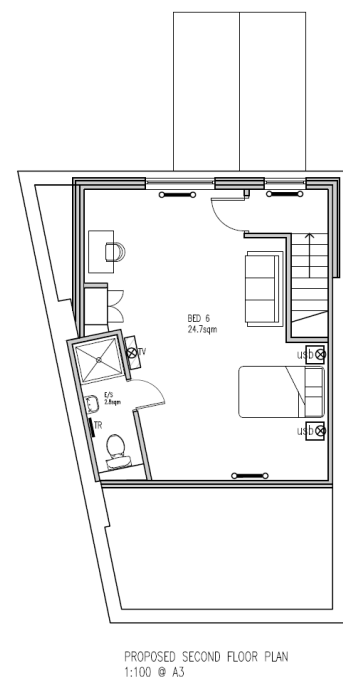
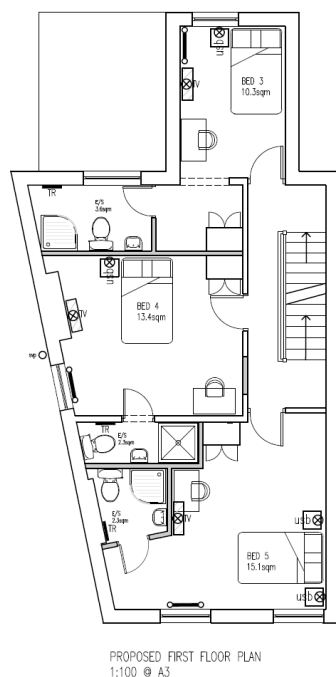
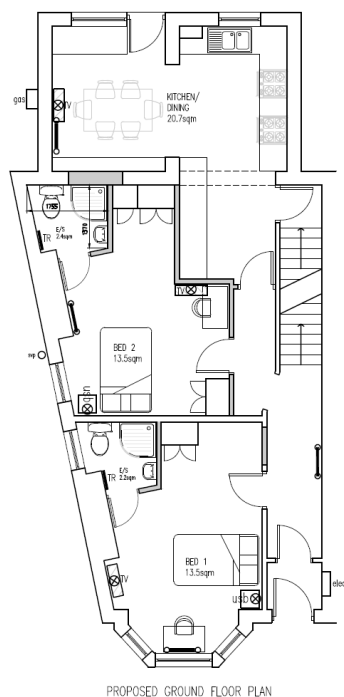
The statement will discuss the arrangement for the occupants, the managerial policies as well as preventative measures of potential issues such as anti-social behaviour and overcrowding. These methods and policies will aim to minimise any detrimental impacts the proposed HMO could have on the immediate community.

2. Accommodation and Living Standards

The property is located at 8 Stephen Street South in Bury in a residential neighbourhood and has recently been refurbished to a high-quality HMO, including 6-bedrooms and a communal kitchen / dining area.

The bedrooms vary in size between 10.3sqm and 24.7 sqm and include a large double bed, wardrobe and desk facilities, and a separate designated en-suite bathroom. All habitable rooms are served by an appropriately sited and sized window which provides adequate daylight and outlook for future occupants. The property has been refurbished to high standard of design in terms of living accommodation, natural lighting and ventilation.

Due to the large size of Bedroom 5 (15.1 sqm) and Bedroom 6 (24.7 sqm), these bedrooms are proposed to be offered to either single tenants or couples, taking the maximum occupancy on site to up to 8 occupants.



Appendix 1 includes photographs of the existing HMO, demonstrating the high-quality fit-out and finishes. A professional property management company will oversee tenant selection, ensuring responsible occupation and maintenance. The target market is working professionals, ensuring a stable, long-term tenant profile and contributing to the local community.

Residents will have access to a rear garden which includes a secure and covered cycle parking facility with a capacity to accommodate 6 bikes and a designated bin storage area to accommodate the required capacity of waste storage (general and recycling).

3. Transport

The site is located in a sustainable and accessible location within 400m from Bury Town Centre with access to commercial businesses, amenities and services within the surrounding area. The site also benefits from good public transport links, including frequent bus services and close proximity to Bury Metrolink and Bury Interchange.

The site can therefore be considered to be located in a sustainable location, thereby reducing reliance upon private car use.

Due to the site's high level of sustainability and accessibility, it is not considered necessary for future residents to own a car. The nature of the accommodation also means that it will be less likely that future residents will own a car as HMO uses tend to have a lower level of car usage than a single residential dwelling.

The HMO will encourage sustainable modes of transport and will include a secure and covered cycle store (with a capacity of 6 spaces) within the rear garden. This will promote cycling as a viable and attractive means of travel. The level of provision proposed within the scheme will also help to support a reduction in reliance upon the private car and help to encourage use of more environmentally friendly and sustainable modes of transport amongst future residents.

4. Professional Property Management

The property will be managed by Invest MultiLet Property Management – a professional, all-encompassing property management service specialising in house shares from meticulous tenant screening to efficient rent collection and proactive maintenance, ensuring the property remains in pristine condition.

Invest MultiLet currently manages c. 350 rooms in the North West region, including Bury, Salford, Stockport, Oldham, Manchester, Warrington, Preston, Bolton, Rochdale, Tameside.

The tenants have a 7 day concierge service via the management app and a 24 hour emergency line.

We work closely with the HMO Officers in each area to ensure that houses are suitable for purpose. Along with the design of the house, the tenant selection and referencing process, we ensure the house adds to the community.

5. Property Management Process

Our process is supported by market leading software as well as in house developed work flow systems, these include:

- **Arthur Online** – an award winning tenant portal, which allows tenants to submit and manage maintenance requests, access all documents relating to tenancies and understand the progress of any requests. Property Owners also have the same level of visibility, ensuring they are able to track the progress of any tenant issues, and review progress
- **LettsPay** – all tenant and landlord payments are managed in the industry leading, secure payment system called LettsPay. LettsPay is a multi-award winning, all in one platform for automated real time rent processing, reconciliation and frictionless faster payments 24/7.
- **Tenancy Deposit Scheme** – A deposit is taken as a security against any damage or unpaid rent that occurs during tenancy. The deposit is due prior to move in and will be lodged with Tenancy Deposit Scheme. Tenants will be provided by the Prescribed Information, the TDS Leaflet and the Deposit Protection Certificate.
- **Option for “Reposit”**. – Where the tenant prefers a lower cost option the Reposit insurance scheme is offered. This guarantees the tenants rent and insures against damages in the same way as a normal deposit but with extra cover. This replaces the deposit as a whole.

6. Tenant Referencing

Tenant Referencing is handled by a 3rd Party Agency, called FLS referencing who have been operating since 1992. They have been chosen for their hand-on, and human touch to references. The checks completed include:

- Previous Landlord Check
- Income and Employment Verification
- Credit Checking
- Anti-Money Laundering Check
- Fraud Score
- Bank Account Verification
- Verification of Previous Address'

Legal responsibilities as a Property Manager and that of the licence holder will be carried out as follows:

- Tenants will be supplied with copies of tenancy agreement, deposit certificate, gas safety, right to rent and inventory at the start of the tenancy, and copies of this will be retained on the online portal the tenant can access at any time.

We ensure that the property continues to be managed at all times, within the legal HMO Management regulations.

The house rules and HMO license will be displayed on the notice board. This will be updated to show which rooms qualify for double occupancy under the license.

7. Property Maintenance & Cleanliness

We will ensure regular property inspections are carried out quarterly to keep the property in a good and fit-for purpose state of repair. Any repairs necessary will be carried out as soon as is practical as previously agreed with the building owner, and the tenants will have a duty to report any damage or repairs as soon as possible.

All our HMOs are managed and maintained in a proactive and planned manner. We ensure properties are as far as possible maintained in advance of any issues and when issues present themselves we have a 24/7 online portal. All houses are inspected on a quarterly basis, to, where possible identify any proactive maintenance issues.

Fire alarm testing is undertaken on a bi-weekly basis. Fire alarm test certificate is conducted as per the recommendation of the alarm system and Fire Risk Assessor.

Repairs policies and emergency contacts will be provided to the occupants as standard.

Non-urgent maintenance issues are reported and logged via the Arthur App.

In the event of a maintenance emergency during out of hours, tenants can contact a 24/7 on call service who are approved to attend within the hour should there be an emergency for example, power outage or water leak.

Professional Cleaning - All our HMOs are also professionally cleaned bi-weekly (inclusive within the rent) to ensure the internal living environment is upheld to a high quality standard.

8. Waste Management

A bin storage area is provided within the rear garden including general waste and recycling waste (garden & food waste, paper & cardboard, bottles & plastics).

Under the house rules, tenants are responsible for ensuring that:

- Bins are taken out and brought back on the appropriate collection day. The designated bin collection day is displayed on the property notice board.

Depending on the local authority, tenants may also sign up for bin collection alerts through their local council's website.

- Recycling is performed correctly and waste is separated correctly to avoid overfilling the non-recyclable bin unnecessarily as the Council will not empty the bins if recycling is not done properly.
- Internal bins are regularly emptied into the correct external bins.
- External bins are securely closed to prevent pests and maintained in a clean manner. This includes keeping communal areas such as gardens clean to avoid attracting rodents.

If excessive waste accumulates due to poor waste management, Invest MultiLet & PPB may arrange for a one-off waste collection which will be charged to the tenants.

9. Noise & Disturbance

Nuisance can affect the neighbourhood and the occupiers of the HMO property; it is therefore essential that tenants of the HMO property are made aware of the legal processes that can take place to prevent nuisance from taking place within the neighbourhood.

It is worth noting across 350 licensed rooms in the last 3 years, Invest MultiLet Property Management has had no external noise complaints via the license officers OR directly via their website. Occasional complaints inside the house are managed through policies.

Tenancy agreements will be in place outlining all that the occupants should comply with and are responsible for, including Anti-Social Behaviour Policies to sign and abide by.

In order to minimise and prevent the tenants from causing a nuisance they will be instructed to consider the following recommendations:

- Quiet time must be respected between 10 pm and 8 am.
- Place music systems and televisions on rubber mats or carpet to help absorb sound.
- Avoid placing sound emitting appliances next to shared walls.
- Limit noise at inconvenient hours.
- If going out or returning home late at night take extra care not to disturb neighbours through loud voices and slamming of car doors.
- Make sure visitors are aware of any noise mitigating measures/policies.

Tenant will be made aware that if the issue of nuisance is concerned with the neighbour, they can take legal process to sanction them or at least try and resolve the matter by communication. The management companies' policies and contact details will be provided to next door neighbours and all other tenants for reporting.

Invest MultiLet Property Management will look after the HMO and the tenants so any issues can be dealt with professionally and as soon as is practically possible. We will take reasonable and practical steps for preventing and dealing with any anti-social behaviours and steps to deal with any complaints which are received.

Conduct of all HMOs will be monitored throughout the property including the communal areas. Attention of housemates relating to excessive noise (particularly between 10pm and 7am) and other antisocial or unreasonable behaviours will be drawn.

Tenants will be responsible for ensuring that:

- Quiet hours from 10pm to 8am on the property are maintained.
- Notify us when one of the tenants exceeds permitted noise levels via the below Noise Complaint Process

Noise Complaints Process

1. Log the Complaint

- Add a task on Arthur: *“Neighbour/Council Complaint – URGENT”*
- Upload any screenshots, emails, photos or notes. Ensure each stage is logged on Arthur to ensure full processes is followed and every key stage is documented.

2. Acknowledge the complaint

- As soon as possible: *“Thank you for letting us know, we will look into this matter right away”*

3. Investigate

- Check previous incidents on Arthur to confirm if this is a repeat offence.
- Perform an inspection to ensure current status is within reasonable limits
- Ask cleaners/maintenance for any relevant feedback on their last attendance
- If possible, identify which tenant/room it might be and respond appropriately
- If unclear, send a message to the whole house reminding them of the house rules as per tenant welcome pack

4. Issue Warning

- Where an individual tenant is identified gather evidence from tenants and neighbour.
- Issue a warning if it continues will we consider it ASB and follow an eviction process.

5. Follow Up

- Check with the neighbour / Council if the issue has improved (within 72 hours to 1 week)

5. If the Issue Repeats, Escalate to ASB Process

- ii. Issue Final warning with immediate improvement required
- iii. Issue Section 8 Notice Ground 14 for eviction (will be withdrawn if improvement standard is met)

10. Closing Statement

HMOs can make an important contribution to the availability of a diverse housing stock that serves the needs of a large segment of society including graduates, young professionals, key workers, young entrepreneurs, family separations, single-households saving for a deposit or unable to get on the housing ladder.

There is a huge need for homes for people between 18 -35 due to the lack of affordable housing within Greater Manchester and this demographic is particularly sensitive to price points, looking for affordable options which is where shared housing comes in.

HMO have had a bad reputation over the past due to poor quality stock and mismanagement by rogue landlords. Our properties are different – they are fitted out to high quality standards and professionally managed and maintained. It is therefore within our interest to protect the property from anti-social behaviour and problematic tenants via proper processes and procedures.

Our number one goal is to ensure our tenants have an amazing living experience and can integrate well within existing communities and contribute to the local area.

Appendix 1 - Existing 6-bedroom HMO at 8 Stephen Street South, Bury

