

HMO Management Plan
68 Church Street West, M26 2SY
Chaise Property Ltd

Overview

This management plan outlines how the proposed HMO at Church Street West will be managed to meet—and exceed—all national and local legislative requirements, while ensuring high-quality accommodation for future residents.

Chaise Property is committed to delivering a safe, comfortable, and environmentally efficient living space. Key features of the development include:

- High-quality design and fit-out of both communal areas and private bedrooms.
- Sustainability measures such as energy-efficient heating, motion-sensor lighting, high-performance internal insulation, secure cycle storage, secure bin management, & off road parking for tenants.
- Well-appointed amenities, All bedrooms including en-suites & bedroom tea stations and generous shared spaces designed to foster community and connection.

Chaise Property has great experience in the successful delivery and management of HMO developments in Greater Manchester.

The Property

The property comprises 5 single-occupancy bedrooms. All bedrooms will have en-suites reducing the issues commonly associated with shared bathroom facilities.

Each bedroom exceeds the minimum required size, offering space for a double bed, wardrobe, bedside table, desk, tea station and additional storage.

A large open-plan kitchen/dining area with a separate living room nook [22.7m²] will be finished to a high standard, encouraging social interaction and helping to foster a sense of community among residents—supporting both mental wellbeing and long-term tenant retention.

External amenity spaces are also provided to allow residents to spend time outdoors, such as wooden outdoor bench seating & potted plants.

By providing high-quality living spaces and amenities, the scheme not only benefits tenants but also supports sustainable occupancy and reduces tenant turnover.

Management Processes

Chaise Property will issue tenancy agreements to all residents at the start of their occupancy and retain copies for the duration of the HMO licence. These can be provided to the local authority upon request.

The property will be managed in full compliance with HMO regulations, including but not limited to:

- Clear emergency procedures and contact details provided to all residents.
- Regular inspections of communal areas to maintain cleanliness and order.
- Ongoing maintenance of boundary fencing, bin stores, bike storage, and external areas.
- Routine safety checks, including gas safety, electrical safety (fixed wiring and PAT testing), emergency lighting, and health and safety risk assessments.
- Fire safety management, including:
 - Bi-weekly checks of alarms, extinguishers, detectors, etc. by qualified personnel.
 - Weekly alarm tests conducted by the cleaning team, with all results logged.
 - Tamper-proof smoke alarms installed throughout the property.
- Escape route inspections to ensure all exits remain unobstructed, with warnings issued as needed.
- Fault reporting system in place for tenants to report maintenance or emergency issues quickly.
- Instruction manuals provided for all appliances, including cookers and boilers.
- Neighbour liaison, including contact details shared with immediate neighbours for reporting concerns or emergencies.
- Pest control: If an infestation is reported within six months of a new tenancy, a treatment programme will be initiated and records kept for 12 months.

Waste Management

Dedicated bin stores will house general waste, recycling, and green waste containers.

Tenants will receive clear guidance on refuse procedures, including collection days and how to correctly present waste. This information will also be displayed on a communal noticeboard.

Weekly cleaning of communal areas ensures any excess waste is removed, helping maintain both hygiene and kerb appeal. Tenants will also be encouraged to keep external areas tidy, with support from the cleaning team.

Noise and Disturbance

Tenant behaviour will be actively monitored, particularly in communal areas. All tenants will be informed of policies regarding:

- Excessive noise, especially between the hours of 11pm and 8am.
- Antisocial behaviour and unreasonable conduct.

Chaise Property is committed to promptly addressing any complaints, including those made by the local authority. Interventions may include tenant mediation or, where necessary, formal eviction procedures.

All records of complaints or antisocial behaviour will be retained for three years and made available to the local authority upon request.

Property Maintenance

A dual approach will be taken to ensure the property remains in excellent condition:

1. Proactive Maintenance

- Quarterly maintenance checks will be carried out to resolve common issues [e.g., leaky taps, worn seals, door closers] before they escalate.
- This approach reduces disruption to residents and minimises repair costs.

2. On-Demand Maintenance

- Residents can report issues via a dedicated online management tool [Coho].
 - Where possible, a video call with a qualified engineer will attempt to resolve the issue remotely.
 - If further work is required, a maintenance report is generated and the appropriate contractor is dispatched.
 - Emergency issues [e.g. water outages] are triaged and authorised for immediate call-out.
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Transport

The property benefits from secure, covered cycle storage to encourage cycling over car use. While 2 car parking spaces are available, car ownership among residents is

expected to be low due to the property's accessible location from the local bus & tram network.

Radcliffe Town Centre includes a wide range of shops, facilities and amenities to meet day-to-day needs of residents, including the new Radcliffe Hub. The site is approximately 300m from Radcliffe tram stop which is a main route linking to Manchester city centre and Church Street West.

Housemate Compatibility

Chaise Property prioritises creating a harmonious living environment through a structured onboarding process that includes:

- Affordability assessments
- Reference and history checks
- Criminal background screening

Existing tenants are also invited to participate in the selection of new housemates, promoting cohesion and reducing the likelihood of conflicts or antisocial behaviour.

Addressing Concerns and Stigmas

Chaise Property recognises the negative stereotypes often associated with HMOs and actively works to challenge these perceptions.

- Additional cleaning services are provided to maintain high standards.
- A robust tenant screening process ensures responsible and respectful tenants, typically young professionals who positively contribute to the local community.
- Rooms are maintained to the highest of standards to attract the increasing working professional tenant demand in Radcliffe..