



The HMO Guys

The co-living specialist

Property Management Plan relating to 1 Porter Street, Bury



By the award winning The HMO Guys
Winners; 2022, 2023 & 2024
Best HMO Agency - North West

Porter Street HMO

HMO Management Plan by The HMO Guys

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Overview

This management plan sets out the way in which 1-5 Porter Street, Bury, BL9 5DZ (thereafter referred to as ‘Porter St’) will be managed moving forwards to conform with all national and local legislative criteria, as well as the way we aim to go above and beyond in the delivery of an excellent experience for the occupiers of the HMO.

This project will adhere to and exceed the highest standards of compliance regarding a safe, homely and environmentally efficient space. We prioritise:

- Aesthetic harmony with the local environment.
- Sustainable practices, ensuring energy efficiency through controlled heating, high-quality insulation, motion-sensor lighting, and more.
- Comprehensive amenities, including ensuites and spacious communal areas, all within a landscaped setting.

We collaborate closely with Environmental and Private Housing Officers, who commend our dedication to compliance, design quality, and contribution to community well-being in locations across the UK, including localities close to Bury: Warrington, Salford, Rochdale & Oldham. Our approach not only meets the immediate housing needs, but also sets a foundation for future-ready, sustainable living solutions.

We believe this project represents a critical step towards addressing the housing affordability crisis, offering a viable, comfortable alternative for professionals in Bury. We're committed to continuing our work in providing homes that enrich lives and communities.

We treat our tenants with respect, referring to them as housemates and we aim to be seen as not just another letting agent, but a property manager who has customer experience at the heart of its philosophy. We refer to ourselves as an operator of high end HMOs and our housemates meet our community managers as opposed to “agents”.

The Property

The property is laid out as 2 large HMOs with 7 and 8 bedrooms respectively, all bedrooms with a private en-suite facility. This immediately means fewer challenges that our inevitably brought by shared bathrooms.

Each room is deemed a “living bedroom” as they are well over the minimum room size for single occupancy (6.5m²). This means plenty of space for storage as well as the normal room amenity: bed, wardrobes, bed-side tables and desk. Some rooms are large enough to be considered studio rooms as well, although no cooking facilities will be provided in the room.

Each HMO has 2-3 communal spaces, 2 of which contain cooking facilities that provide plenty of space for the residents to cook, hang out and eat. The total sizes of these spaces for the 7-bed HMO and 8-bed HMO are 46 m² and 48.2 m² respectively.

For 7 people, the minimum standards listed by Bury council if this was a standard HMO are 26.9m². Porter St’s 7-bed HMO offers 1.71 times the amount of required space. For 8 people, the minimum standards listed by Bury council if this was a standard HMO are 36.2 m². Porter St’s 8-bed HMO offers 1.33 times the amount of required space. It makes commercial sense to retain this as communal space given our business model.

Communal area	Bury licensing requirements for 6-10 persons *	Porter St 7-bed HMO	Porter St 8-bed HMO
Lounge / diner	16.7 m ²	18.7 m ²	-
Kitchen	10.2 m ²	27.3 m ²	-
Lounge	16.7 m ²	-	14.3 m ²
Kitchen / diner	19.5 m ²	-	22.2 m ²
Co-working space	-	-	11.7 m ²
Total		46.0 m²	48.2 m²

* Source: *short-hmo-guidance-for-landlords.pdf*

Management Processes

Our processes are underpinned using award-winning management system Arthur (<https://www.arthuronline.co.uk>). This allows for a seamless customer experience for housemates applying for and moving into one of our properties. The housemates download the Arthur app and this allows for swift and reliable communication between housemates and our team.

The app also allows for digital service of legal documents required for the creation of a tenancy, and the new housemate must sign to acknowledge receipt. It also allows for the updating of all compliance documentation throughout the course of a housemate's tenancy with us.

Our legal responsibilities as a Property Manager and that of the license holder will be carried out as follows:

We will supply a tenancy agreement to the housemates at the start of their occupation and shall retain copies of all tenancy agreements for the duration of the license and provide necessary copies if requested by the local authority.

We will ensure the property continues to be properly managed at all times and comply with legal HMO regulations. The duties include the following:

- Licence holder/property manager's contact details will be provided to all tenants.
- Licence holder/property manager will ensure all tenants are aware of the procedures in the event of an emergency with the relevant contact details.
- Licence holder/ property manager will perform checks/inspections to communal areas regularly to ensure they are kept clean and tidy at all times.
- The boundary fence/ walls will be maintained and be of safe and secure condition.
- Bin stores, bike stores, external areas and fencing will be regularly inspected and any remedial work to be undertaken by competent contractors.
- There will be health and safety assessments and regular checks for gas safety, emergency lighting testing, fixed electrical testing and portable appliance testing (PAT).
- The licence holder shall supply relevant certificates when requested by the local authority.
- Licence holder/property manager shall arrange monthly checks on fire alarms, smoke/heat detectors, fire extinguishers, etc. by a person with adequate knowledge and a log kept recording test details. As well as a weekly fire alarm test by the cleaning team, and a logbook kept.

- Smoke alarms installed throughout the property are to be tamper-resistant and in proper working order at all times.
- Licence holder/property manager to undertake checks on all escape routes for obstructions, and any obstructions will be removed, and warnings will be issued to any offending housemates.
- Licence holder/property manager to provide tenants with contact details for reporting faults or any maintenance issues as well as emergency services.
- Licence holder/property manager to keep electrical appliances in a safe and good condition. Provide copies of any instruction manual to all tenants to enable them to operate cookers, boilers and any other similar appliance.
- Licence holder/property manager to provide immediate neighbours with contact details (telephone number and email) for use in the event of emergencies or matters of concern.
- If a pest problem or infestation occurs at the property within 6 months of any new tenancy, the licence holder must take steps to ensure that an appropriate treatment programme has been carried out to eradicate the pest/ infestation. Records of any treatment programme must be kept for 12 months and provided to the local authority when requested.

Waste Management

We will provide a suitable bin store to house the wheeled bins and recycle containers in the grounds of the property. Housemates will be issued with details of the refuse store arrangements, including the collection date for refuse, recycling and green waste and how to present their waste for collection.

A schedule of waste/recycling collection days to be posted on the noticeboard and housemates made aware of responsibility for proper disposal. As a back-up, weekly cleans of the communal areas ensure that any excess rubbish is removed by the cleaning team at least once a week.

We ensure that attention is brought to the housemates to maintain front and back external areas in a reasonable state and free of rubbish or other unsightly objects.

The cleaning team also monitor the exterior and remove any excess rubbish at least once a week to maintain the character of the building.

Noise and Disturbances

The conduct of the housemates will be monitored throughout the property including the communal areas. Attention of housemates relating to excessive noise (particularly between 11pm and 8am) and other antisocial or unreasonable behaviour.

We will take all reasonable and practical steps for preventing and dealing with anti-social behaviour and effective steps to deal with any complaints that have been made directly to them by the local authority regarding their tenants. This may involve mediation between tenants to resolve issues and ultimately.

If the anti-social behaviour continues and the local authority or police authorities are involved, it could lead to formal eviction from the property of housemates who don't respect the quiet enjoyment of the property of others, subject to reasonable grounds being evidenced.

We shall keep copies of any complaints/correspondence relating to anti-social behaviour at the property for a period of three years and provide necessary copies if requested by the local authority.

Living Standards

We collaborate closely with Environmental and Private Housing Officers, who commend our dedication to compliance, design quality, and contribution to community well-being in locations across the UK, including localities close to Bury: Warrington, Salford & Oldham. Our approach not only meets the immediate housing needs but also sets a foundation for future-ready, sustainable living solutions.

We believe this project represents a critical step towards addressing the housing affordability crisis, offering a viable, comfortable alternative for young professionals in Bury. We're committed to continuing our work in providing homes that enrich lives and communities.

With this in mind, all of our rooms are well above Bury's minimum standards of 6.5m² and as already discussed, our amenity is almost 3 times the minimum required by the local authority for planning or licensing purposes. We do this because housemates appreciate the space it encourages the use of this space. We are happy to maintain these spaces into the future.

Property Maintenance

Our approach to property maintenance is two-fold. We ensure that the property is well-maintained in advance of any issues and when issues present themselves, we have a 24/7 immediate access triage service to prioritise and fix according to the urgency of the issue.

1. Pro-active maintenance
 - a. We perform a detailed maintenance check once per quarter that looks for common issues and fixes them on the spot e.g. leaky taps, loose door closers, failing sealant etc.
 - b. This pro-active approach fixes issues in a cost-effective way for the property owner, and with a light touch as to not cause the housemates the major disruption that would occur if an issue were left unchecked and cause leaks or frustration.
2. Maintenance on-demand – Arthur Occupant App
 - a. Using our partner software, Arthur, we are able to integrate an on-demand triage service for any maintenance issue. When a housemate has a property maintenance issue, they report it using our management and communication tool which all occupants are given access to the app upon the tenancy commencing and a tutorial given to each tenant. This then asks the housemate if they would like to speak to a property manager to help fix it. They are then connected by call to the relevant person who has the know-how to fix an issue over the phone by directing the housemate accordingly. If the issue requires a visit, the property manager sends their report to the relevant engineer to schedule a visit to resolve the highlighted issue within a timely manner. We have a range of approved contractors to offer a multitude of trades to ensure all aspects of the property maintenance are covered.
 - b. Any emergencies that are triaged by the tenants are authorised for immediate call-out. i.e. loss of water or heating issues.



The Arthur occupant app also allows tenants to track and manage their tenancy details and download any tenancy related documents such as their AST, deposit certificates, prescribed information documents or any compliance documents relating to the property itself. Tenants can also use the app to end or extend their tenancy.

We have a local property manager who can attend the property if required, usually within the same day. Their details are shared with the housemates on move-in and via Arthur. For emergencies out of office, Arthur messaging is also monitored 24/7 and all maintenance emergencies are directed to our out of hours service who offer a 24 hour, 365 day call out service. Even on Christmas Day.

Transport

We will provide covered and secure bike storage for housemates to encourage the use of cycles over cars. Given the location of the property, it is highly unlikely that any future housemate will own or use a car. Housemates who have cars are likely to opt out of living in this property.

The bus stop, which is on Walmersley Road, is only a 3-minute walk from the property with a regular bus service to Bury town centre, Burnley and Tottington. Bury Interchange is within 20-minute walk of the property taking prospective housemates to Manchester, Liverpool, Warrington & Preston, amongst others, very quickly.

Housemate Compatibility

In our continuous effort to elevate the standards of shared living, The HMO Guys established in 2019 by Neil Walton, is dedicated to matching the right individuals with suitable homes, thus enriching lives and fostering community.

Unlike traditional perceptions of HMO living, we focus on creating harmonious living environments by ensuring housemates through a comprehensive onboarding process. This process includes history checks, affordability tests, and criminal record screenings to ensure compatibility and safety within our homes.

We also engage the existing housemates in the decision-making process of who they want to live with, therefore increasing the likelihood of reduced management challenges and anti-social behaviour.

Enhancing Community through Community Facilitation

Our approach extends beyond tenancy agreements. We initiate community bonding through welcome events like pizza nights, facilitating connections among housemates. This emphasis on community has significantly increased our average tenancy duration from 9 to 21 months. Moreover, regular cleaning schedules, professional landscaping, and prompt maintenance ensure our properties and their surroundings remain pristine, addressing both aesthetic and hygienic standards.

Local Community Outreach

Our local community outreach is designed to encourage our housemates to use local SME businesses. It gives the business free exposure to 15 young professionals in return for a discount, or an offer exclusive to the residents. Examples include:

- Gym and wellness classes
- Bars, pubs, restaurants, take-aways
- Local shops
- Other local entertainment venues

Addressing Concerns and Stigmas:

We are aware of the stigma surrounding HMO living, from hygiene concerns to unfounded assumptions about criminal backgrounds and anti-social behaviour. The HMO Guys actively works to dispel these myths by maintaining high standards of cleanliness, including ensuite bathrooms for all rooms and offering additional cleaning services.

Our diligent tenant screening process, which includes inquiries into criminal records, ensures that we house responsible young professionals, contributing positively to the neighbourhood.

We've received overwhelming positive feedback from our housemates, testament to the quality of living and community spirit within our homes. This feedback, alongside our quick response to maintenance issues, underscores our commitment to not just maintaining, but enhancing living standards.

Conclusion

At The HMO Guys, we are not just managing properties; we are nurturing communities and elevating shared living experiences. Our dedication to providing top-tier service and fostering a sense of belonging has positioned us as industry leaders, exemplified by awards won at the HMO Awards 2022, 2023/24 for Best HMO Agency (North West) and The Build Real Estate & Property Awards 2023 as House Share Management Company of the Year.

We recognise that there is a huge need for homes for people between 18 -35 and this age group is less likely to buy properties. They are therefore looking for affordable options which is where shared housing comes in. Our properties are different to the vast majority of HMOs, of poor quality and mismanaged by rogue landlords; we call our properties high-end HMO properties as our number one goal is to ensure our tenants have an amazing living experience with high quality space, design and experience. Building community is one of our core values and our properties allow the housemates to do this.

As a developer, one of the directors of Sonalight Living, Reena Jugdhury, won the Best HMO Investor (North West) award at the HMO Awards 2023/24 and was a finalist at the Property Investors Awards 2023. These recognitions underscore our commitment to redefining HMO living, showcasing it as a valuable asset to neighbourhoods and a beacon of quality living standards. Bringing high-end HMOs to the heart of Bury is an opportunity that we are excited to deliver not only for those that live within the property, but for the entire community.

Testimonials

Throughout my tenancy, Reena has had exceptional professionalism and genuine care. From promptly addressing inquiries to maintaining the property to the highest standards she has ensured a comfortable and harmonious living environment. I recommend her to anyone seeking a landlord who goes above and beyond to make you feel at home - Reece



WILL STEWART

1 review

★★★★★ 4 weeks ago

Had an issue with my room, but Liam acted quickly and communicated really well and the situation was resolved immediately with both myself and the company happy with the outcome. Liam is a credit to the company, way he conducted himself and communicated to myself to ensure I was left happy with the outcome and resolved the issue so swiftly. Good company and great staff.



Miral Makhoulf

2 reviews

★★★★★ a month ago

My renting experience with the HMO Guys has been great thanks to Adam. He is very professional, always helpful, and quick to respond to any issues I raise. Highly recommend!



Lee Dyson

2 reviews



★★★★★ a month ago

1st off I would like to thank Liam personally for his professionalism and out of hours contact. Any issue I have had / is being sorted, on top of this any improvements I have mentioned he has personally gone above and beyond to try and meet them. I have only been in the property 6 weeks but so far it's all been 5 star!! Hopefully moving forward it will remain 5 star! Thank you Liam!



cody paris

1 review



★★★★★ 3 months ago

Been with the hmo guys for about 4 years now and everytime there's an issue, their helps has been amazing, especially Tony, he recently helped me get a brand new bed in my room and has been really nice and helpful about it all, can't thank Tony and the hmo guys in general enough



Ruby George

Local Guide · 43 reviews



★★★★★ 6 months ago

I was a former tenant with HMO guys. The team was pretty responsive whenever issues were raised. The tenant onboarding was hassle-free. All processes were pretty straight forward.



Ritwik Bhushan

Local Guide · 10 reviews



★★★★★ 7 months ago

Great place to live in, it is an amazing house with high furnished and standard. The agency guys are really friendly and helpful and have catered all the requests. A great agency to let from.



Professional awards and accolades for our Property Management Services:

Global Awards 2023/2024 – House Share Management Company Of The Year

Build Real Estate & Property Awards 2023 – House Share Management Company Of The Year 2023

The HMO Awards – Best HMO Agency North West, Regional Winners 2022, 2023, 2024

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