



The HMO Guys

The co-living specialist

HMO – Management Plan for 12a Whittaker Lane, Prestwich, Manchester, M25 1FX

Produced by:

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The HMO Guys is a trading style of Purple Sand Group Limited, Registered in England: 10941992
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Introduction

This document sets out the way in which The HMO Guys (a trading name of Purple Sand Group Limited) manages properties in the HMO marketplace.

The company complies with all legislation relating to HMO Management, known in law as: The Management of Houses in Multiple Occupation (England) Regulations 2006.

Projects / properties managed by The HMO Guys are selected to be of an exceptional standard and tenants are selected, referenced to live closely together, and to use the space efficiently.

The mission of The HMO Guys is:

‘To profitably provide, Well Managed, Well Maintained, Quality Homes to 18-35 year old tenants – creating quality accommodation for the next generation within local communities’

Our Values:

- **Pride** – We are proud of the product we deliver, to our tenants and to our property owners.
- **Respect** – We will respect all of our Team Members, Property Owners, Tenants and Stakeholders.
- **Honesty** - We will always act with honesty and integrity in our operations.
- **Quality** – We will take pride to be the best we can be in our delivery.
- **Delivery** – We will deliver what we say we will when we say we will – and if we have difficulty we will communicate this to reach agreed delivery timescales.

We collaborate with local housing officers, to ensure our services and pride ourselves on our relationships with local councils ensuring the delivery of quality HMO products within the local community.

We currently operate over 600 rooms, across the following council areas:

- Salford
- Oldham
- Rochdale
- Stockport
- Bury
- Tameside
- Warrington
- Cheshire East

The Property

The property proposal is for a large 13-bedroom House in Multiple Occupation (HMO) with private en-suite bathrooms for each room. This reduces common HMO bathroom challenges, enhancing tenant privacy and hygiene.

The property is arranged with 6 bedrooms on the ground floor and 7 on the first floor, all featuring ample living space. Each bedroom is deemed a "living bedroom" as they will exceed the minimum size required by Bury Council for single occupancy (6.5 m²), offering well-planned amenities for comfort and convenience allowing plenty of storage and room for essential furniture, including a bed, wardrobe, drawers, bedside table, and desk.

The property includes four communal spaces totalling 80.3m sq, offering ample options to build up a sense of community, hang out and relax. We will create a spacious 31.3 m² kitchen and dining area, exceeding the minimum Bury Council requirement of 24 m² for a 13-bedroom HMO allowing ample storage and space for residents to cook and dine simultaneously.

Management Process

Our processes are 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
- PayProp – all tenant and landlord payments are managed in the industry leading, secure payment system called PayProp, backed with a NatWest Client Account, all funds are covered by the required CMP Insurances.
- Podio – company workflows are operated via Podio, this secure Citrix System guides tenants from Application to move-in.

Viewings Process / Tenant Compatibility

All tenants are met face to face by an experienced Lettings Manager, who over time gets to know all of the tenants in the house. Before agreeing a let subject to referencing they will answer the following questions:

- Do we think the tenant would be a good fit to the household?
- Do we feel the tenant would make a good tenant?
- Should the tenant be in the kitchen while a viewing takes place, would this tenant help or hinder the let of a room?

Only if the answers to these questions are positive, will the Lettings Manager allow the tenant to make a reservation and proceed to referencing.

Tenant References

Tenant Referencing is handled by a 3rd Party Agency, called Advanced Tenant Referencing, who 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 and inventory at the start of the tenancy, and copies of this will be retained on the online portal.

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



Property Maintenance

The HMO Guys approach to Property Maintenance is two-tiered, and includes both proactive and planned maintenance. 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.

Out of hours should a house experience an emergency issue, they 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.

Management of Waste

To ensure a clean and safe environment, waste management will be handled by utilising commercial bins placed in the ground of the property. These bins will be serviced by a contracted waste management company, which will be responsible for regularly emptying and disposing of waste in compliance with environmental and safety regulations. Regular pickups will be scheduled to prevent overflow and maintain hygiene standards.

The waste management company will provide documentation of disposal schedules and adhere to proper waste handling protocols. In addition, monitoring and adjustments to collection frequency will be made as necessary to meet the needs of the site.

A schedule of waste collection days will be posted on the notice board and housemates will be made aware of their responsibility for disposal of their waste. As a backup, 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 monitors the exterior and removes any excess rubbish at least once a week to maintain the character of the building.

Noise and Disturbances

Conduct of all houses 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 behaviours.

We take reasonable and practical steps for preventing and dealing with any anti-social behaviours and steps to deal with any complaints which are received.

Living Standards

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. We manage HMO's across the North West region, which includes Salford, Bury, Oldham, Rochdale, Warrington, Stockport and Macclesfield. Our tenant base exceed 600 tenants.

The Whittaker Lane property consists of 13 individual bedrooms, each measuring between 10.2 and 14.3 square meters, providing ample space for resident comfort. Each room is equipped with an en-suite bathroom, measuring 2 square meters or more, to ensure

convenience and privacy for all occupants. The kitchen / dining area is 31.3m squared, as well as 3 additional social areas.

All rooms meet the required standards for space and facilities, ensuring compliance with HMO regulations and providing a high-quality living environment for residents.

Transport

We will provide covered and secure bike storage to encourage the use of cycles over cars. Given the prime location of the property and its close proximity to public transportation, it is unlikely that any housemate will need to use a car. Housemates who have cars are likely to opt out of living in this property.

Our property is ideally situated a mere 37 yards from the Heaton Park Metro stop, offering quick and convenient transport links across Greater Manchester. Additionally, we are located equally as close to several bus stops, providing frequent service to various destinations.

Enhancing Community through Community Facilitation

Our approach extends beyond tenancy agreements and filling rooms. We work to create bonding through welcome events like pizza nights, facilitating connections among housemates. This focus 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.

Closing Statement

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 & 2024 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 co-living 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.