

HMO Management Supporting Statement

1 Introduction

- 1.1 The following HMO Management Statement outlines what measurements will be taken to effectively manage the proposal for the 9-bed large house in multiple occupation (large HMO) situated at 240 Bolton Road, Bury, BL8 2PA. 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.



Figure 1: Front Elevation of 240 Bolton Road, Google Maps, Accessed 13/01/2025

2 Proposal

- 2.1 The proposal involves converting an existing 6-bed C3 dwelling to a Sui Generis 9-bed Large HMO. The 3-storey end terrace property will undergo internal layout changes to create an additional three bedrooms with associated ensuites.

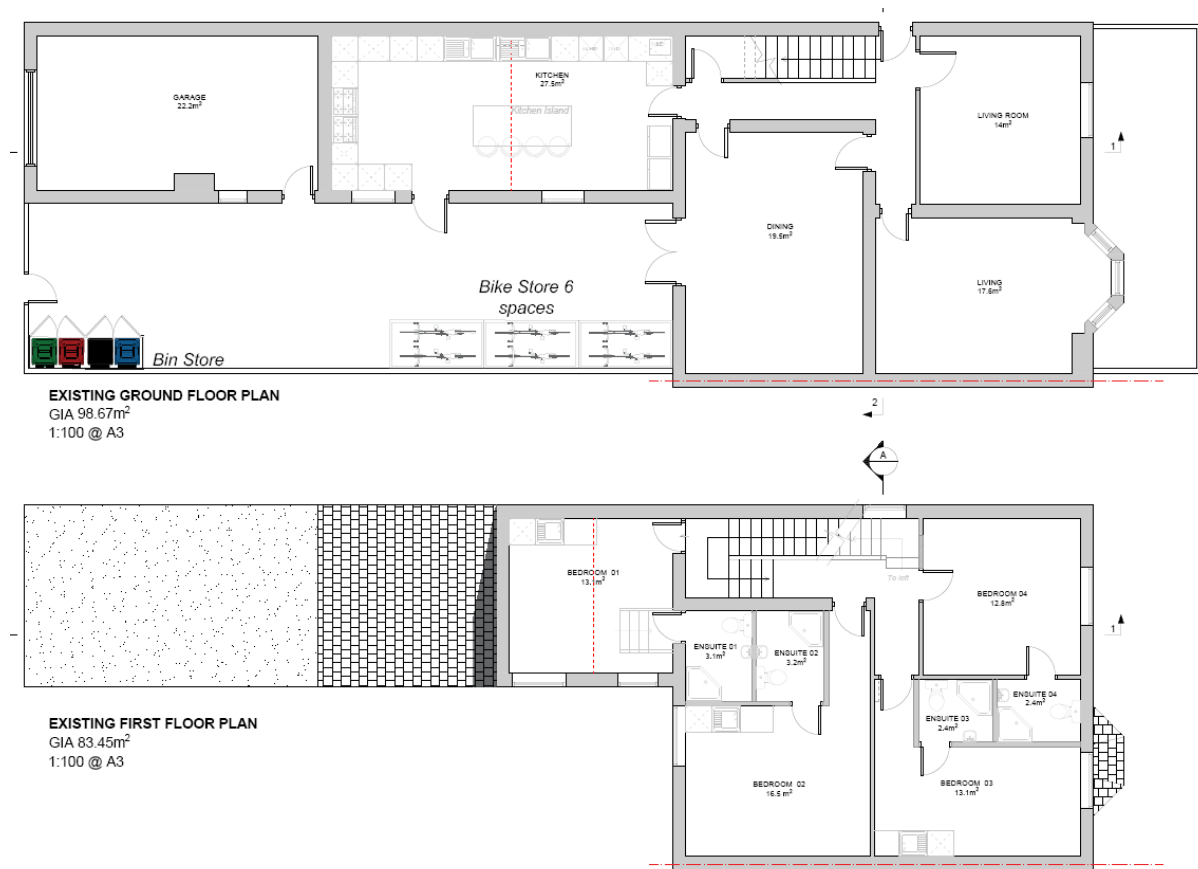


Figure 2: Existing Ground and First floors, HAD&CO 2025

- 2.2 The property exists as a 6-bed C3 dwelling that spans 3 floors. On the ground floor, the main entrance is located on the side elevation and opens into a corridor, giving access to the staircase and ground floor rooms. To the front of the property, there are two generous living rooms. These are accompanied by a large dining area that opens onto the yard space at the rear of the property, as well as a kitchen area that runs alongside this space. To the very rear of the property there is also a garage accessed from the rear alley.
- 2.3 The first floor is comprised of four bedrooms, each with their own ensuites. All of them already exceed the 10.22m² minimum space requirements from Bury Council regarding HMO bedroom spaces that will include living space.

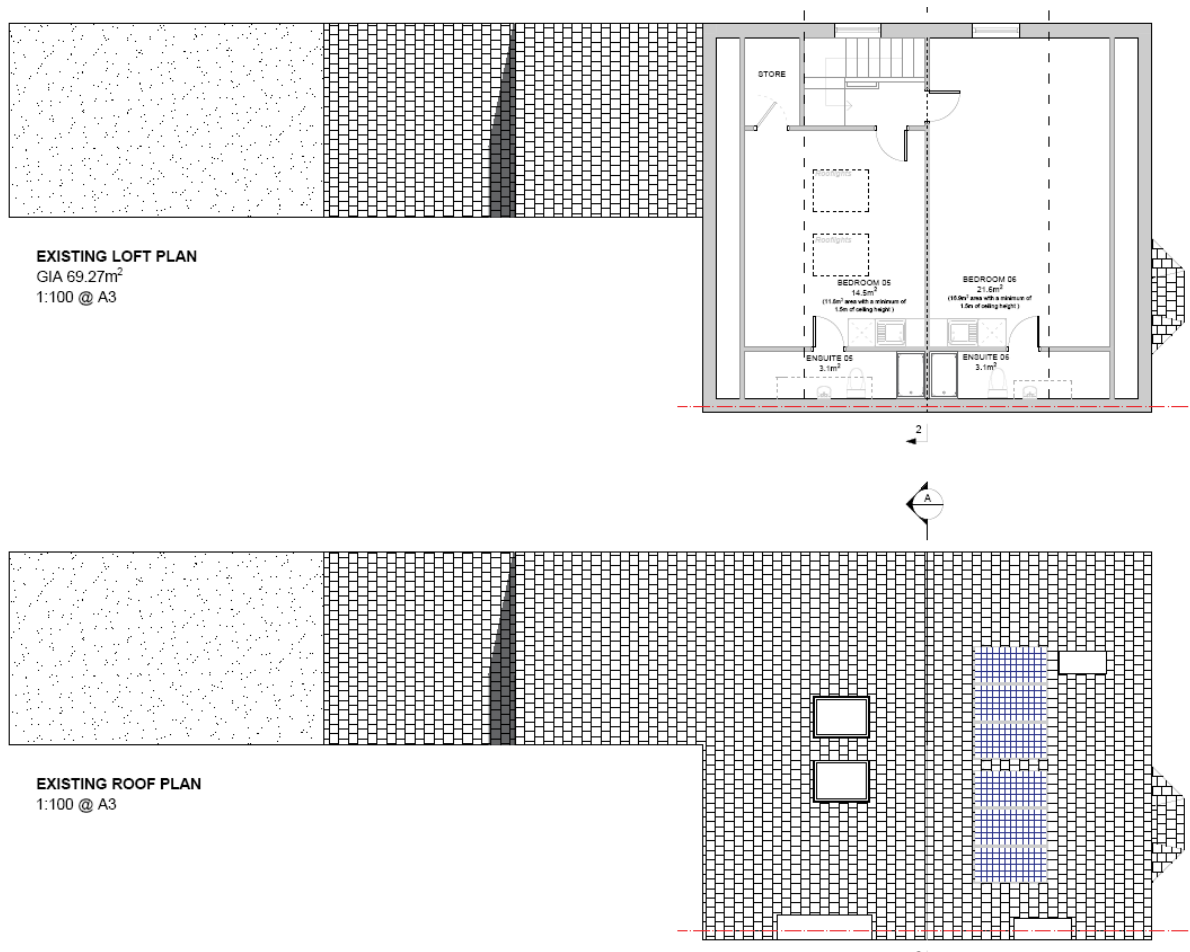


Figure 3: Existing loft floor and roof plan, HAD&CO 2025

- 2.4 The loft hosts the final two bedrooms with gable and rooflight windows and respective ensuites, as well as a store area. These also exceed the space standards set out by Bury Council for HMO rooms and therefore will not require any changes.

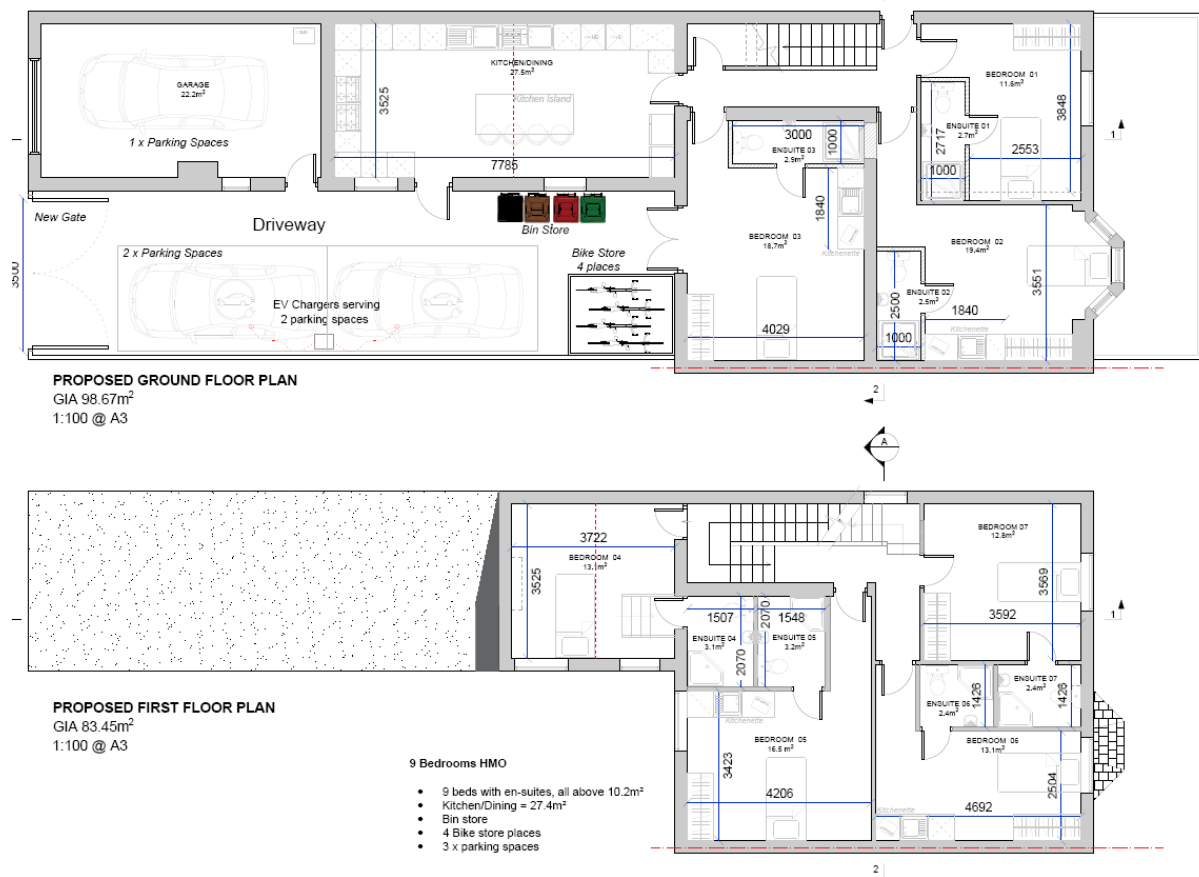


Figure 4: Proposed Ground and First floors, HAD&CO 2025

- 2.5 It is proposed to convert the property from a 6-bed C3 dwelling to a 9-bed HMO through minor internal changes at the ground floor level.
- 2.6 The changes proposed on the ground floor, are to make use of the two existing large living rooms and the dining room. These three rooms are to be used as three additional bedrooms with respective ensuite to make the house a 9-bed HMO (shown in figure 4). Due to the size of the existing rooms, these proposed bedrooms can easily exceed the space standards from Bury Council.
- 2.7 The first-floor layout is to remain the same, along with the loft floor and the roof.
- 2.8 In terms of parking, there are three car parking spaces proposed: two in the rear yard space and one in the garage. The two spaces in the yard will be served by two EV chargers to accommodate electric vehicles. There is also a secure bike store proposed in this outside space, intended to host up to 4 bikes.

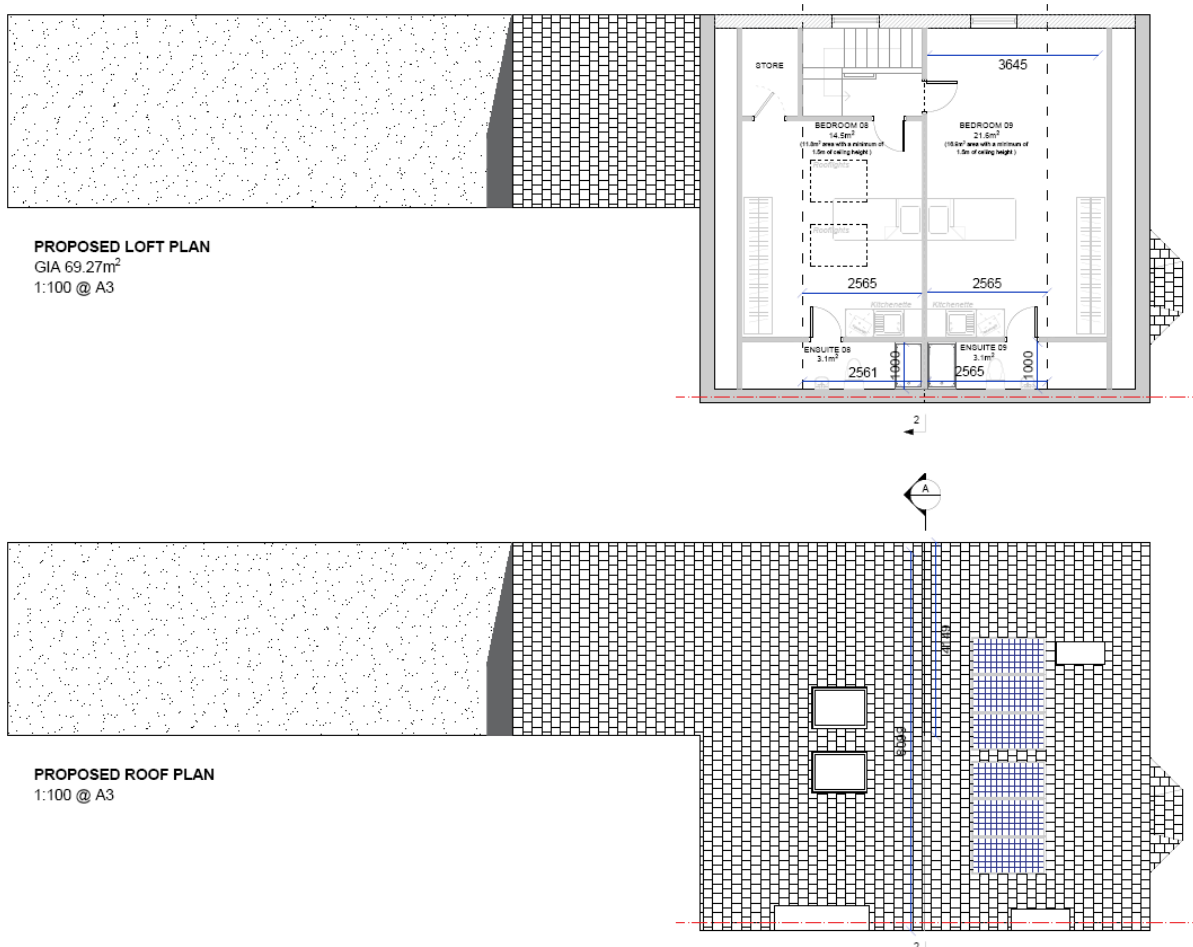


Figure 5: Proposed First floor and loft plan, (HAD&CO 2025)

- 2.9 A separate Travel Plan Statement has been produced to further support the proposed HMO scheme at 240 Bolton Road and should be read in conjunction with this statement and the submitted plans. This will aim to further discuss the travel and sustainable transport options for the prospective tenants of this proposal.

3 Noise

3.1 Noise can take many forms and the effect on those exposed to the noise can range from minor irritation, to disputes with neighbours, to significant ill health. A straightforward definition of noise is 'sound which is undesired by the recipient'. It is a criminal offence for people to cause noise and nuisance which results in people being unable to relax and enjoy their home and community life.

3.2 Noise may constitute a nuisance. Nuisance is a common law tort, or civil wrong, that has developed through case law and statute law. Any private individual whose right of enjoyment over their land is hindered by the actions (or inaction) of neighbours can bring a claim in nuisance against the occupiers of the property. A successful action may result in the abatement of the nuisance, damages, or an injunction.

3.3 Public and private nuisance

There are two types of common law nuisance:

- Public – a common law offence: this is where an act or failure to act adversely affects the comfort or quality of life of the public generally or a class of citizens
- Private – a common law tort: this is a substantial interference by the owner or occupier of a property with the use and enjoyment of neighbouring premises. This is the most relevant to an occupier of land affected by noise coming from neighbouring land

3.4 Statutory nuisance could be caused by:

- A high volume of noise, perhaps through parties, music, radios etc.
- Loud sounds emitted from equipment, motor vehicles or machinery.
- Rubbish being dumped, which is attracting vermin and pests.
- Toxic fumes being released from a property such as gas, smoke or other odours e.g. bonfire nuisance.
- Noisy dogs or other types of pets.
- Noise and nuisance caused by an animal being kept poorly, e.g. unclean environment or overcrowded conditions.

The property is located near residential dwellings that can suggest that the neighbourhood is relatively quiet, however measures need to be imposed for risks in high noise.

3.5 OCCUPANTS - The occupants of buildings are usually the source of excess noise. In order to minimise and prevent the tenants from causing a nuisance they will be instructed to consider the following recommendations:

- Place music systems and televisions on rubber mats or carpet to help absorb sound.
- Avoid placing sound emitting appliances next to shared walls.
- Consider the time of day chosen to carry out housework, DIY and gardening.
- Limit noise at inconvenient hours.
- Look after any pets properly and clean up after them.
- Avoid leaving dogs barking and disturbing the neighbours.
- Inform neighbours if they are to carry out disruptive DIY work such as drilling, hammering etc.
- Let neighbours know if they intend to have a party or bonfire.
- 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.
- 3.6 As well as appropriate tenancy agreements outlining all that the occupants should comply with and are responsible for, there will also be Anti-Social Behaviour Policies to sign and abide by. It is the building owner's intention to employ an adequately qualified local Property Management company: 'The HMO Guys' to look after the HMO and the tenants so any issues can be dealt with professionally and as soon as is practically possible. Repairs policies and emergency contacts will be provided to the occupants as standard. *An example of their Management Plan for the HMO can be found in [Appendix 1](#).*
 - 3.7 BUILDING & MAINTENANCE - Noise can also come from building works on the property. When a property is converted, or major works carried out, then the builder, which may include the owner of the premises, must comply with the Building regulations issued under the Building Act 1984. Part E in Schedule 1 to the current regulations is about resistance to the passage of the sound. Party Wall Agreements, if necessary, should also be in place prior to works being carried out.
 - 3.8 Construction on the development should take place during appropriate working days and hours with associated deliveries and disruptive work organised and minimised to avoid busy periods with neighbours notified when necessary. The Local Authority may condition any grant of planning permission with restrictions on construction hours within residential areas.
 - 3.9 The building work proposed at 240 Bolton Road only concerns a small amount of external changes, which include the raising of the garage roof, with the majority being internal changes that could create any potential disruptive noise. It will be proposed that the works will be completed during day-time hours and follow a schedule to ensure disruption to neighbours is kept to a minimum. Adequate dust suppression methods and notice to nearby neighbours will also take place. There are no major external works proposed that could be potentially seen as a nuisance for the surrounding community.
 - 3.10 Internally, the changes include creation of new doorways in the existing partition walls, new ensuite installations with partition walls, and some structural alterations to the rear garage roof that will make up the minimal external works. The remaining works will then include any electric, security and fire-safety upgrades the building will undergo to become a licensable 9-bed HMO.
 - 3.11 'The HMO Guys' property management company 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.
 - 3.12 Nuisance can affect the neighbourhood and the occupiers of the HMO property; it is 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.
 - 3.13 However, a tenant must also 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 shall be provided to next door neighbours and all other tenants for reporting.

4 Anti-Social Behaviour

- 4.1 Anti-social behaviour covers a wide range of problems and includes any behaviour that is capable of causing nuisance or annoyance to an individual(s) or the wider community. This type of behaviour can include:
- Harassment and intimidating behaviour
 - Hate crime, for example, racist or homophobic abuse
 - Behaviour that creates alarm and fear
 - Noisy neighbours and loud parties
 - Problems associated with people supplying, dealing or using drugs
 - People acting in a manner which is likely to cause distress or nuisance to others, due to the consumption of alcohol
 - Vandalism, graffiti and other deliberate damage to property
 - Rubbish or litter lying around, abandoned cars
- 4.2 The landlord and the tenants are responsible for managing anti-social behaviour. Tenants will be provided with information on antisocial behaviour management to strictly prevent such behaviour from taking place near the site, which can also form an Anti-Social Behaviour Policy tenants must sign upon entering their tenancy agreement. If antisocial behaviour is found to be an issue by the neighbourhood, tenants must contact the landlord or in extreme cases contact relevant local authorities whom the landlord must provide contact details for.
- 4.3 As well as appropriate tenancy agreements outlining all that the occupants should comply with and are responsible for, there will also be Anti-Social Behaviour Policies to sign and abide by. It is the building owner's intention to employ an adequately qualified local Property Management Company: 'The HMO Guys' to look after the HMO and the tenants so any issues can be dealt with professionally and as soon as is practically possible. Repairs policies and emergency contacts will be provided to the occupants as standard. *The proposed management company's HMO Plan can be found in [Appendix 1](#).*
- 4.4 There are several acts under which the tenants and the neighbourhood can be given justice and protected with equal rights:
- Protection from Harassment Act 1997
 - Housing Act 1996
 - Anti-social Behaviour Act 2003
 - Policing and Crime Act 2009
 - Anti-social behaviour, crime and policing act 2014
 - Local Government Act 1972
 - Equality Act 2010
- 4.5 All of which will be communicated to tenants as they have the right to justice.

5 Crime Prevention

- 5.1 According to the crime statistics of the specified area which includes 240 Bolton Road, there have only been 4 reported crimes in the last 3 years. This shows a very low crime rate existing in this area. This is also helpful to monitor to ensure the crime rate does not increase as a result of this development. As with other low-crime areas, it is anticipated any new development will mirror the surroundings and will attract more law-abiding residents- as can be demonstrated by the "Broken Windows" theory.
- 5.2 The below mitigations have been proposed within the property:
- Residents' room privacy will be respected by providing adequate room locks and keys, and have keys to access the main entrances and communal areas
 - Windows will be lockable to prevent theft
 - Bin space allocated to the rear will be made secure and unclimbable
 - Option to install an electronic camera and fob entry system for the tenants
- 5.3 The below methods will be proposed if not already in place:
- CCTV cameras should be installed where appropriate for residents' safety, internally and externally.
 - Control access to the property through a front door camera
 - External lighting to dark areas should be added if not already in place
- 5.4 Where a tenant is found to be causing nuisance or encouraging crime to the area, they will be justly dealt with and evicted through the lawful means available to the property owner. All contact details for the proposed management company will be provided to all tenants and nearest neighbours to ensure any potential negative behaviour can be reported and managed.

APPENDIX 1

HMO Management Plan from proposed management company: "The HMO Guys"



The HMO Guys

The co-living specialist

HMO – Management Plan

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) managed properties in the modern HMO marketplace.

The company operates in-line with and confirms to all of the 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 650 rooms, across the following council areas:

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



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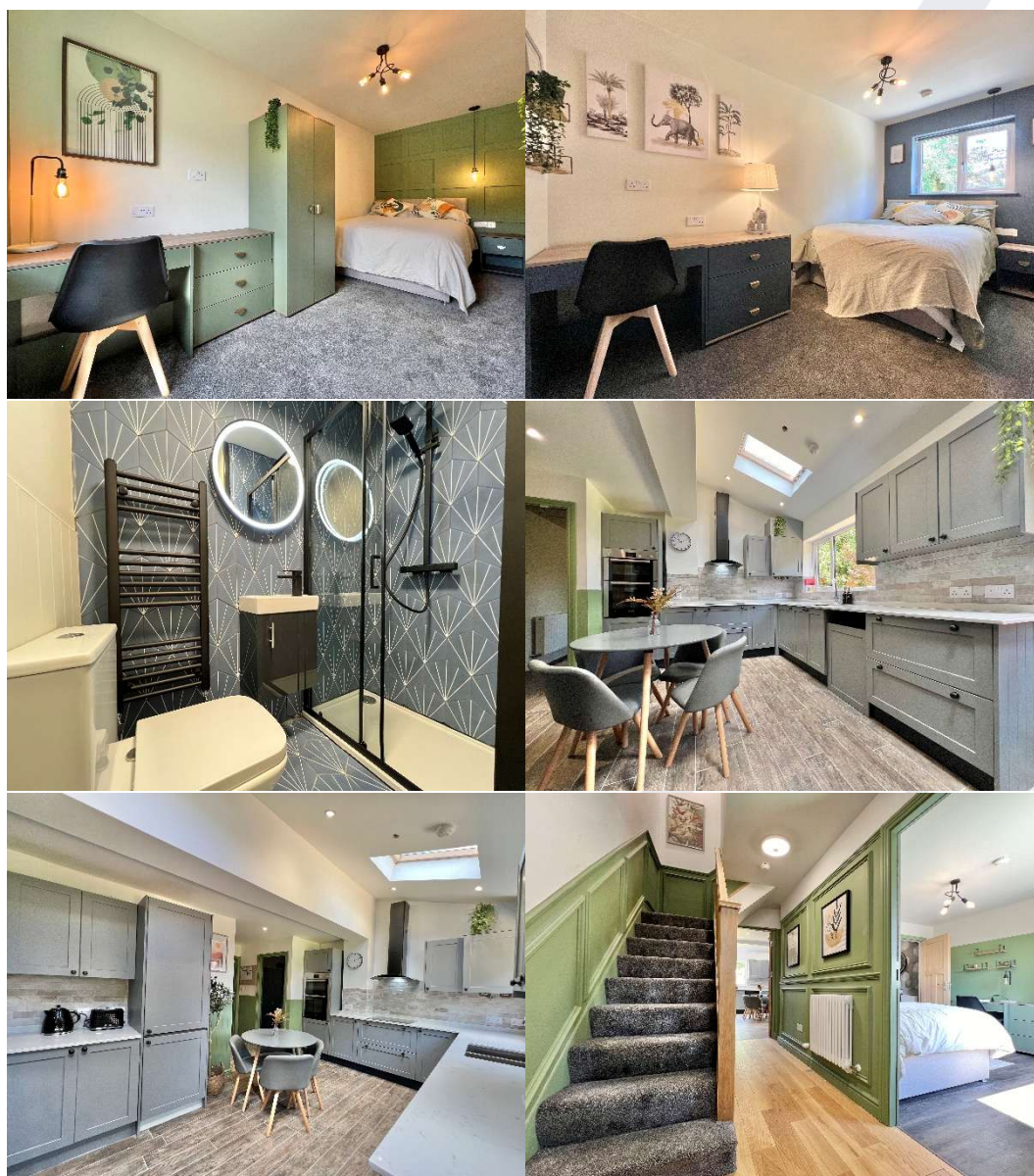
The Property

The property is a fantastic, substantial end terrace property, formerly a residential home converted into a modern and attractive HMO property which will be specifically tailored to the needs of the working professional market who are seeking stylish and comfortable accommodation yet within the perimeters of their affordability. Potentially bringing a wealth of new professionals to the Bury area.

The landlord also has a property at 1 Norfolk Crescent in Failsworth which has undergone the same scheme of refurbishment, managed by ourselves, The HMO Guys. This property has enjoyed a range of new incoming young working professionals, no issues or concerns have been raised by neighbours and residents in the area in relation to noise, waste disposal or parking.

We as a managing agent are proud to have our brand name associated with such a high calibre property and a client who has persistently strived to offer the highest standards of accommodation available.

Here are some images of the property at Norfolk Crescent;



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Management Process

Our process 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.



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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

A private bin collection has been scheduled for the property to ensure there is no build up of waste outside

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.

All rooms are above 10.2 square meters

Transport

Bike storage will be provided at the rear of the property for exclusive use by the tenants.

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



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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.



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