# HMO MANAGEMENT PLAN

Property Address: 34a DEACON ROAD, LONDON. NW2 5QH

Date: 25/03/2026

## Introduction

This document outlines the management plan for the proposed House in Multiple Occupation (HMO) at : 34a Deacon Road London NW2 5QH.

This scheme will supply high quality accommodation to three tenants across three rooms with shared kitchen/lounge, bathroom and laundry areas.

## Management Responsibilities

Contact details of licence holder will be provided to all tenants. Contact details of licence holder, HMO Certificate and Gas Safe Certificate to be displayed on noticeboard in prominent position, probably near front door.

Compliance with HMO Licensing regulations to be observed at all times. Licence holder must ensure all tenants are aware of and understand the procedures in the event of an emergency. They should be made aware of the assembly point location in case of evacuation.

License holder to perform regular checks and inspections to communal areas to ensure they are always kept clean and tidy. External areas, boundaries and fencing will be regularly inspected and any remedial work to be undertaken by competent contractors.

There will be health & safety assessments and regular checks to 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 shall arrange monthly checks on fire alarms, smoke detectors, heat detectors, fire extinguishers etc, by a person with adequate knowledge and a log kept recording test details.

Smoke alarms installed throughout the property are to be always tamper resistant and in proper working order. Licence holder to undertake checks on all escape routes for obstructions, and any obstructions be removed, and a warning will be issued to any offending tenants.

Licence holder to provide tenants with contact details for reporting faults or any maintenance as well as emergency services.

Licence holder 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, washing machine, boilers, and any other similar appliances.

Licence holder 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 the steps to ensure that an appropriate treatment programme has been carried out to eradicate the infestation.

Records of any treatment programme will be kept for 12 months and provided to the local authority when requested.

Tenant Management

All prospective tenants will be sourced from a reputable, local letting agency. They will undergo a comprehensive background check, which includes a credit history assessment, employment verification, income verification, right to rent, proof of ID and references from previous landlords.

Tenancies will be governed by Assured Shorthold Tenancy (AST) agreements, typically for a term of six or twelve months with the possibility of renewal. Key terms include the rent amount, payment schedule, notice periods, and responsibilities for repairs and maintenance.

Rent payments can be made via direct debit, bank transfer, or standing order. All payments are due as per the tenancy agreement. Receipt will be issued for payments made.

Rent is payable monthly in advance. Rent payments will be monitored on a monthly basis. Any late payments will trigger an immediate notification to the tenant.

Tenants will receive a written reminder after the rent due date if payment has not been received. This will be followed by a phone call if there is no response.

If rent remains unpaid after fourteen days, a formal notice will be issued. Persistent non-payment will result in further legal action, including the potential for eviction proceedings.

Upon arrival, new tenants will receive a comprehensive tour of the property, including all shared facilities such as the kitchen and living areas and garden area. During the induction, tenants will be briefed on the house rules, including noise levels, cleaning schedules, and use of communal areas.

Tenants will be instructed on fire safety measures, including the locations of fire exits, the assembly point, and how to use fire extinguishers.

Tenants will be instructed to maintain cleanliness in both their private and communal areas. Tenants will be informed of the importance of good hygiene and proper waste disposal to prevent pest infestations.

Tenants will be instructed to report any damage, defects, maintenance or safety issues (however caused) promptly to the licence holder, so the problem can be rectified.

The licence holder is to ensure that there is clear communication between licence holder and tenants.

Rules and expectations regarding behaviour in the property should be made clear at the beginning of the tenancy.

Written policies will be put in place that outline what constitutes anti-social behaviour and the consequences for such actions.

Tenants will be informed of their requirement to respect neighbours and to extend this responsibility to any visitors to the property. They should not be a nuisance to neighbouring properties and any complaints over excessive or persistent noise will not be tolerated and may lead to termination of the occupant's tenancy agreement and possibly to prosecution.

Regular inspections will be carried out (monthly) to monitor the condition of the property and to detect any signs of anti-social behaviour.

Community engagement is to be encouraged whereby the tenants can meet with residents, get to know each other and address any concerns they may have. They can also work with local authorities, such as the police or community support organisations to address any serious incidents of anti-social behaviour.

Procedures will be in place for responding to complaints or incidents involving tenants.

Waste Management & Disposal Refuse & recycling bins will be provided at the property. The waste & recycling bins will be stored to the front of the house. Clear instructions will be provided to tenants on how to comply with London Borough of Brent's refuse recycling and waste collections.

A schedule of collection days will be posted on a noticeboard within the property. If anything, bulky is to be disposed of the tenant is to liaise with either the landlord or make use of Brent's bulky waste collection service.

Property Maintenance & Inspections Monthly inspections of the exterior of the property will be carried out to identify any maintenance issues, checking for signs of wear and tear, damage, or deterioration of the fabric of the building.

Gutters and downpipes will be inspected quarterly to ensure proper drainage. Any identified leaks or damage to be repaired promptly. Exterior walls and paintwork to be inspected as to their condition every six months and any cracks or peeling paint to be repaired to maintain the property and protect it from the elements.

Windows and doors will be checked to ensure they are sealing and functioning properly every six months. Doors and locks to be checked to ensure security to the property. Front area and rear garden will be inspected along with fencing every month.

All outdoor spaces to be kept clean, tidy, and well-maintained. Regular internal inspections of the interior of the property will be conducted to identify any maintenance issues. Checking for signs of damp, leaks, mould, or general damage.

Periodic inspections of the electrical systems will be carried out by a NICEIC certified engineer with any rectification works being carried out within recommended timescales. This will ensure that the electrical installations are safe and complies with most recent regulations.

Service heating systems annually to ensure they are working efficiently and safely and carry out Gas Safe inspection annually on premises and appliances. All installation, maintenance and safety checks to be carried out by a Gas Safe registered installer.

Test fire / smoke / heat alarms, carbon monoxide detectors, fire extinguishers and emergency lighting monthly and log details.

Ensure that escape routes are clear and accessible in case of emergencies. Fire risk assessment to be conducted annually. The property will be kept clean and well-maintained. A

cleaner will be employed to clean the communal parts every week and ensure all areas are clean and tidy. Any issues to be reported promptly to the Licence holder for attention.

Monthly inspections for signs of infestations will be carried out and immediate action will be taken if issues arise by employing the relevant pest control company as required.

Conclusion

This plan ensures the HMO will be well managed, will maintain a high standard of living for the tenants and minimise disruption to the surrounding community.