

HMO MANAGEMENT PLAN

By

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INTRODUCTION

We would like to introduce ourselves as accredited landlords. We own 18 HMO's in and around Kent and Reading.

All our HMO's have the following qualities:

- ✓ High quality professional standards
- ✓ Viewing for few properties
- ✓ 100% fully complied to the current regulations and standards
- ✓ We provide high quality living
- ✓ Excellent service to the community and tenants' well-being is our highest priority

Deva Jeganathan, was classified as a finalist at the National Accreditation Landlord Awards.

We work with different managing agents, who are part of professional body like ARLA etc.,

We work closely with Ashford council and we have many multi-lets in Ashford. We have a good working relationship with the HMO officer of Ashford, Mr. Julian Watts. For all our properties based in Ashford, we seek his recommendations. We make sure that we meet all the recommendations which the HMO officer has made. Julian also checks the properties after refurbishment and makes sure the properties meet the recommendations after refurbishment.

There has been no complaints against us and the HMO Officer of Ashford, Mr. Julian Watts, is happy to refer us. His reference can be obtained at the contact number 01233 330339 and e-mail id is Julian.Watts@ashford.gov.uk.

We also work closely with HMO officer of Maidstone, Philip Jennings.

We have a very comprehensive HMO management plan, which includes everything, making sure that we create a healthy, safe and pleasant environment for our tenants.

TENANCY SEARCH

Before we tenant a particular person into one of our properties, we make sure that the following checks are 100% carried out:

- ✓ Experian credit check for tenants
- ✓ Extensive filtering process is applied, so that we get only quality tenants
- ✓ 3 months' pay slips as we only tenant professional/ working class people into our properties
- ✓ Last 1 year address proof
- ✓ Reason for moving from the previous place of stay
- ✓ Previous landlord reference
- ✓ Employer reference

After the credit check is carried out and if the tenants' references are satisfactory, then we take the security deposit from the tenant. The deposit is immediately transferred to Deposit Protection Scheme and the code is given to the tenants.

TENANCY AGREEMENTS AND INVENTORY

The tenancy agreement is an assured short hold tenancy with 3 months break clause. An inventory check is done before the tenant moves into the property, through an external agent and is signed from the tenant after the check is completely done. The inventory check is carried out with photo evidence.

The Gas Safety Certificate, is shown to the tenant during the inventory. The Energy Performance Check certificate, is provided during viewing and inventory check.

INDUCTION PROCESS

We provide an extensive induction to the tenants while moving in to the house:

- ✓ The house rules are clearly mentioned to the tenants
- ✓ We also give them clear instructions about the electrical appliances usage
- ✓ The tenants are informed about bin days and recycling days
- ✓ The tenant is also provided with the broad band code
- ✓ The emergency exits, in case of emergency, is shown to the tenants
- ✓ The “How to rent guide” is given to all tenants
- ✓ An emergency contact number is also provided to the tenants for contact during emergency situations
- ✓ A House-Information-Pack (HIP) is provided to the tenants and is explained elaborately.
- ✓ In the HIP we provide the following information:
 - Weekly cleaning agenda
 - Cleaner days
 - Emergency contact details
 - How to rent guide
 - Energy Performance Certificate
 - Gas Safety Certificate
 - Manuals for all electric appliances. The electrical equipments which we generally provide are fridge, washing machine, vacuum cleaner, kettle, toaster, microwave, electric shower, drier and broadband connection.
 - Any other details that might help the clients
 - Health and Safety manual
 - Fire risk assessment manual
 - Manual for using fire extinguisher and fire blanket is also provided
 - Cleaner number and company's name
 - Log book for cleaner and tenants' visit
 - A record log book with specific dates for regular checks carried on the property and appliances
- ✓ We also have a complaints procedure, where the tenants can make complaints about anything that might bother them during their stay.

- ✓ We provide multiple post boxes for every room with numbers on every box, making sure that the personal letter does not get mixed up with other tenants
- ✓ We provide them with details of how the fire extinguisher and fire blanket should be used
- ✓ 2 keys are provided to tenants: main door key and the tenants' room key
- ✓ The tenants are also informed about the lost key procedure
- ✓ The tenants are given a detailed explanation about the eviction procedure in case of behaviour breach or in case of financial difficulties.
- ✓ As part of the house rules, the tenants are informed about providing advance notice for friend's visit
- ✓ The assigned cleaner, works on the property on the rubbish clearance day. The cleaner is also instructed to leave the bin back in its original place, after rubbish collection.
- ✓ If there are smokers in the property, they are clearly instructed about Butt bins provided at the back door and no smoking should be done inside the property, at any cost
- ✓ The tenants have been given clear instructions to keep the emergency exits clear at all times
- ✓ The tenants are shown how to operate Thumbturn Cylinder locks to allow keyless egress from fire exit doors and rooms doors, where were fitted according to the British Standard BS8621

CHECKS CARRIED OUT ON THE PROPERTY

- ✓ We perform periodic formal inspection every 3 months on the property
- ✓ During the cleaner's visit, a simple inspection is done on a weekly basis
- ✓ As per the fire safety regulation, fire alarms will be tested monthly
- ✓ Emergency lighting and exits are checked weekly
- ✓ The emergency lights are checked using fish key
- ✓ PAT testing is done on all electrical appliances, annually
- ✓ The Gas safety Certificate is obtained annually
- ✓ The boiler is checked and serviced, every 6 months
- ✓ Fire drill is carried out once a year

- ✓ All furniture are checked if it falls within fire regulations

GARDEN AND COMMUNAL AREA MAINTENANCE

This service is provided by Nazure Cleaning and Maintenance company and it has 10 years of experience with in property management. Kent property care is a sister concern of Nazure cleaning and maintenance company.

Contact Number : 01233 612120

Email : Services@nazure.com

Contact number for Kent Property care : 08002343991

Email: kentpropertycare@gmail.com

TENANT LIFE STYLE MANAGEMENT

- ✓ The tenants are clearly instructed about maintaining the cleanliness in the common areas and in their own rooms
- ✓ They are also instructed that their tenancy will be affected by their internal and external social behaviour.

TENANT MANAGEMENT

We have a legal eviction procedure in place to create a safe and pleasant environment for all the tenants. We do make sure that we support the tenants during financial difficulties and as landlords we try to help the tenants and do not support homelessness.

We also provide suitable guidance to the tenants, providing them information regarding where they can get help from etc.,

➤ Anti-social behaviour management

Initially, in case of any anti-social behavior from one of my tenants:

- We meet with the person or people who are causing the problem and agree an acceptable behaviour contract (ABC) with them
- Get an antisocial behaviour order (ASBO) for the troublemaker(s), preventing them from acting in a certain way or doing certain things.

If the behaviour doesn't cease, the following procedure can be practiced:

- We ask the police or the local authority to take action
- We go to court to get the person behaving in an anti-social way evicted
- Apply to the court for an injunction to prevent nuisance and annoyance
- Apply to the court for an order to stop gang violence or protect someone against gang violence
- Apply for a court order to 'demote' someone's tenancy. This will make it easier for the landlord to evict a tenant whose behaviour does not improve
- We could change someone's tenancy to a 'family intervention tenancy'. This means that the tenant must agree to get professional help and support to change their behaviour. If their behaviour doesn't improve or they don't use the services offered, they can be evicted.
- The tenancy agreement forbids certain types of behaviour, for example, harassment, drug dealing or noise. If they break any of these conditions, this could lead to the tenant being evicted.

➤ **Late payments/irregular rent payments**

In case of late/irregular payments, the following procedure is undertaken:

- If after several days the rent hasn't been paid, then send your tenant a formal demand by first class mail
- If after 14 days you still haven't received outstanding rent, send the tenant's guarantor a letter informing them that the tenant hasn't paid that rent
- If after 21 days you still haven't received rent send a final letter, confirming your intention to take legal action

➤ **Tenants with financial difficulties**

• **Support for financial difficulties**

If a tenant is suffering from financial difficulties, we guide them to one of these agencies for further support/advice:

- ✓ StepChange Debt Charity has an online service called Debt Remedy that gives you immediate debt advice, a personalised budget and recommends the best way forward for you. This service is free and anonymous. They also have a free helpline you can call (0800 138 1111 Monday to Friday 8am to 8pm and Saturdays 9am to 4pm).
- ✓ The Money Charity has a number of resources for credit and debt management on its website.
- ✓ National Debtline also has an online independent advice tool called My Money Steps for you to create a personalised debt action plan. Alternatively you can contact them online or call their free helpline (0808 808 4000 Monday to Friday 9am to 9pm and Saturdays 9.30am to 1pm).

• **Structure Payment Options**

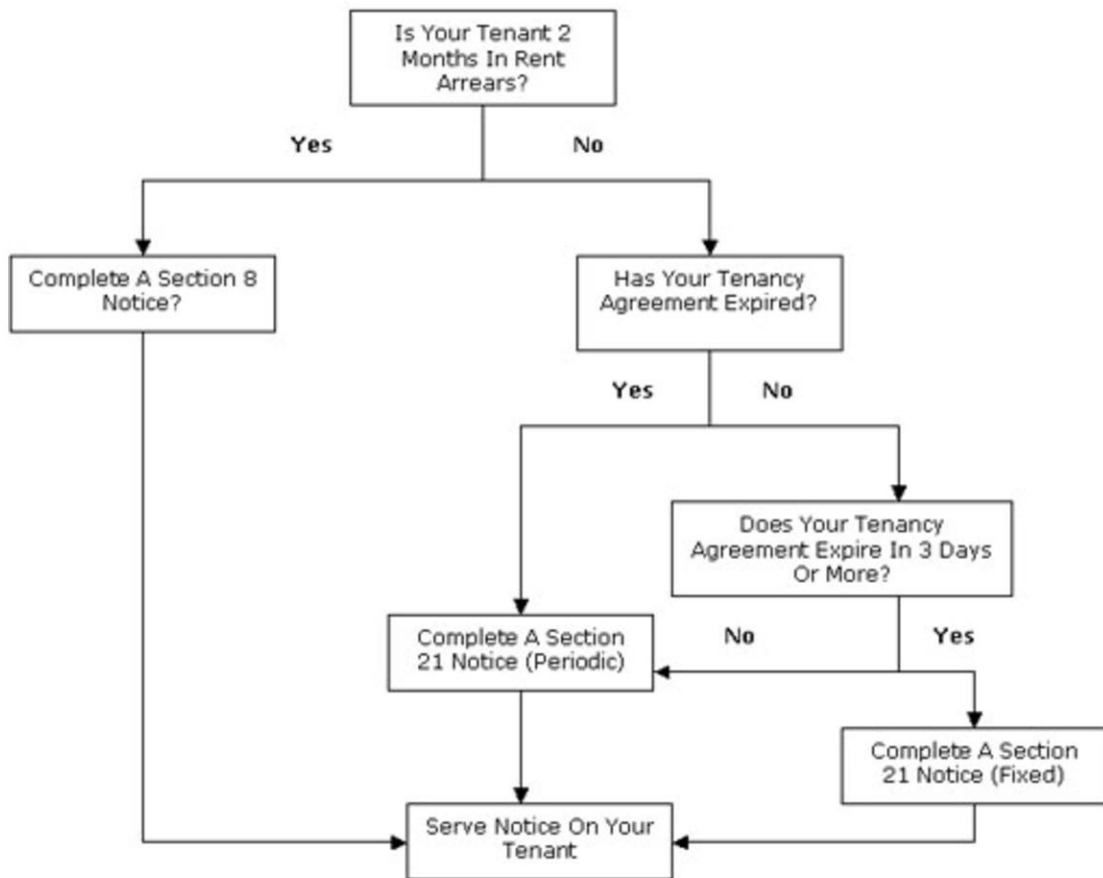
If the tenant has cash flow problems, the most effective rent-collecting method is to structure payment options. As a landlord, recognize that people occasionally struggle with bills, so we try implementing a policy of accepting a partial payment from a resident once per year. We also prorate the late fees and delinquent rent over the remainder of the tenant's lease.

➤ **Eviction procedure**

Give tenants a Section 21 notice to quit. If they've broken the terms of the tenancy give them a Section 8 notice of seeking possession specifying which terms they've broken

Apply to the court for a standard possession order if tenants don't leave by the specified date. Apply for an accelerated possession order if we are not claiming any unpaid rent.

Apply for a warrant for possession if your tenants still won't leave - this means bailiffs can remove the tenants from your property



PROPERTY MANAGEMENT

The landlord and the tenants are responsible for the property management and maintenance. At the time of induction all these points are instructed to the tenants and a copy of this is included in the induction pack.

✓ **Tenants responsibility with the property management:**

- To pay the rent according to the terms of this Agreement whether formally demanded or not.
- To keep the interior of the Premises including any Fixtures and Fittings in good repair and condition throughout the Term
- To compensate for all damages to the Premises caused by the act or omission of the Tenant or any person who is residing or sleeping in or visiting the Premises
- To immediately replace all broken glass in the property with the same quality glass.
- To notify the Landlord promptly and in writing of any items of defect or disrepair in the Premises or the Fixtures and Fittings for which the Landlord is responsible for repairing.
- To permit any Superior Landlord, the Landlord or the Landlord's Agent and all other persons authorized by the Landlord to enter upon the Premises and to examine the condition.
- In the event of loss or damage by fire, theft or impact or other causes immediately to inform the Landlord or his Agent
- Not to use the Premises for any illegal, immoral or improper use
- Not to use or consume in or about the Premises during the continuance of this tenancy any of the drugs mentioned in the Misuse of Drugs Act 1971
- Not to keep or use any paraffin heater, liquefied petroleum gas heater or portable gas heater in the premises.
- Not to do upon or in connection with the Premises anything which shall be or tend to be a nuisance annoyance or cause damage to the Landlord or to any neighbouring, adjoining or adjacent property or the owners or occupiers

thereof.

- Not to hold or conduct any social gathering and not to play or use a piano, gramophone, stereo, radio or television or other musical or electrical instrument or other means of reproducing music or sound in such manner as to cause or be likely to cause any nuisance or annoyance or inconvenience to the occupiers of any neighbouring adjoining or adjacent property.
- Not to tamper or interfere with or alter or add to the gas, water, electrical or oil installations or meters in or serving the Premises.
- Not to keep any domestic animals, birds reptiles or insects in the Premises without the prior written consent of the Landlord
- Not to install or change any locks in the Premises or make any copies of any keys supplied without the Landlord's prior written consent
- Not to overload, block up or damage any of the drains, pipes, wires, cables or any apparatus or installation relating to the services serving the Premises.
- Not to hang any washing, clothes or other articles outside the Premises otherwise than in such place as the Landlord may designate or permit and not to hang or place wet or damp articles of washing upon any item or room heater.
- To remove all rubbish from the Premises and to place the same within the dustbin or receptacles provided and in the case of any dustbins to ensure that all rubbish is placed and kept inside a plastic bin liner before placing in such dustbin.

✓ **Landlord's responsibility with the property management:**

- As a landlord we oblige to the tenant, to hold and enjoy the Premises during the Term without any unlawful interruption by the Landlord or any person rightfully claiming under through or in trust for the Landlord
- To insure the Premises and the Fixtures and Fittings specified in the Check-in Inventory and Schedule of Condition to their full value with some insurance company of repute normally covered by a householder's comprehensive policy.
- To have the Premises professionally cleaned in accordance with the Agent's cleaning specification prior to the commencement of the tenancy

- To keep in repair and proper working order all mechanical and electrical items including all washing machines, dishwashers, and other similar mechanical or electrical appliances belonging to the Landlord
- That all the furniture and equipment within the Premises complies with the **Furniture and Furnishings (Fire)(Safety) Regulations 1988** as amended in 1993.
- The gas appliances comply with the **Gas Safety (Installation and Use) Regulations 1998** and that a copy of the safety check certificate will be given to the Tenant at the commencement of the tenancy
- The electrical appliances at the Premises comply with the **Electrical Equipment (Safety) Regulations 1994** and that instruction books are within the Premises.

CONCLUSION

The HMO management plan provided proves that we provide an exceptional service to our tenants and we comply with all the regulations and procedures. All our tenants are well taken care of in our properties and under our instructions, our tenants have always been respectful to the neighbourhood, at all times.

We always have tenants who were referred through word of mouth about our service and the high standard rooms we rent. We constantly improve ourselves by attending many training on HMO policies and regulations, to make sure that we comply with the standards and remain head-on with the council's expectations.

We constantly improve our service to our tenants and we ensure that our tenants have a peaceful stay in our properties.

Appendix:





Photo's of our high end HMO

