

HMO Management Plan

32 Lorne Street Reading RG1 7YN



The HMO accommodation hereby approved shall not be occupied until a management plan covering the internal and external communal areas, including the proper use of bin stores and responsibility for refuse and recycling collection arrangements, has been submitted to and approved by the Local Planning Authority. Thereafter the approved management plan shall be adhered to while the property is in use as an HMO.

At 32 Lorne Street Reading, we intend to house professional and well-behaved tenants, usually in the age group of 25-40. Below is the list of tasks we complete before, during and at the end of tenancy:

- a) Background checks to check for criminality, employment, affordability and right-to-rent
- b) Deposits protected via authorized deposit protection scheme: mydeposits.co.uk
- c) Assured Shorthold Tenancy Agreements sent for e-signature prior to starting tenancy, enclosing mandatory documents such as EPC, gas-safety certificate and electrical inspection condition report.
- d) Tenant profile created on COHO (coho.management) and managed throughout the tenancy
- e) Tenants handed over welcome pack providing all details about the broadband, television, whitegoods and contact of the property manager. Tenants are also informed about the location of bins, rubbish collection procedure and the recycling details
- f) Tenants can raise support requests via COHO for ongoing maintenance or any urgent issues
- g) Property manager's contact details are prominently displayed in the notice board in the HMO property. I will usually be the first contact, available 24 hours and on-call to deal with any emergencies.
- h) On the first day of tenancy
 - a. original documents are verified as a part of right-to-rent check
 - b. Inventory report is compiled and signed by both tenant and the landlord
- i) Any queries raised by the tenants are promptly handled by the Property Manager, with response time usually in a couple of hours.
- j) When tenancy is about to end, we compile a check out report, usually in the presence of the tenant, and release deposit in full when no issues are found.

As a part of ongoing maintenance, the following tasks are performed

- k) Property Manager visits the property once in a month to perform standard HMO checks
- l) A regular cleaner is employed to clean the communal areas and remove rubbish at least once in two weeks
- m) A gardener is employed to landscape and clean garden areas (front and rear) once in a quarter

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- n) Bike store, available in the garden, can be used to keep 4 bikes. Tenants need to use side access to reach the bike store.
- o) Bin store is kept at the front of the house. Tenants are to take collective responsibility to promptly empty the normal and recycling bins into the external bins provided at the front of the house. Recycling guidelines will be put on the notice board in the house.
- p) Other responsibilities of the landlord and tenants are listed down in individual Assure Shorthold Tenancies.
- q) We always comply with 'THE MANAGEMENT OF HOUSES IN MULTIPLE OCCUPATION (ENGLAND) REGULATIONS 2006, and perform checks frequently to ensure that there are no health and safety hazards in the property.

To help us deal with emergencies and ensure smooth operation of the business, as part of our standard practices, we always have the following policies in place for each HMO property that we manage. We will have the same insurance policies in place to manage this property:

- r) Water leaks, blocked pipes and drains, and toilet blockages – we will have plumbing and drains, emergency cover with Domestic and General (or similar), who come out within few hours to clear the blockage or deal with the leaks;
- s) Boiler breakdown and central heating repairs: we will have comprehensive all inclusive boiler breakdown cover with D & G (or similar);
- t) For all electrical faults – electrical and wiring insurance cover with 'British Gas' (or similar)
- u) For fire alarm periodic servicing and certification and emergency lighting servicing and certification – carried out once a year by a qualified electrician and the certificates are sent to the council;
- v) Gas certificate on all fixed Gas appliances – certificate is issued and sent to the council once a year by an approved gas engineer;
- w) Periodic electrical checks – certificate is issued every five years by a qualified electrician and sent to the council;
- x) Fire extinguishers servicing and certification – carried out once a year by qualified agency.

Note: This property will have 1 year warranty from the builder from the date of completion of refurbishment works (between October 2022 to October 2023). We shall opt for insurance once the warranty expires.

We will obviously install fire doors throughout, heat and smoke detectors as appropriate in kitchen, in each bedroom and hallways, and as would be instructed by the environmental health or planning officer. As a standard practice, we will install lights fitted with motion sensors, as well as installing emergency lighting in common parts and/or install appropriate system as instructed/agreed by the planning officer or environmental health.

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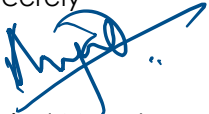
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In addition, we fully furnish our properties to the highest standard to attract high end professional tenants. Please see few pictures from our first HMO property at 27 Brunswick Hill RG1 7YU.



Sincerely

A handwritten signature in blue ink, appearing to read "Amjad Mogal".

Amjad Mogal