

HMO Management Plan

128 Chatham Street Reading RG1 7HT



My name is Amjad Mogal. I am the owner of the property at 128 Chatham Street Reading RG1 7HT. Our planning application no. 201261 to convert part of the property into 3 bed HMO was approved on 6th January 2021. Below management plan is to comply with condition (4) of the planning permission. Kindly confirm if this is acceptable.

As a background, I have been managing a HMO properties since Jan 2020. During this time, I have gained a huge amount of experience both in running and managing the HMO properties effectively. I actively engage with tenants, neighbours and local communities alike to ensure that the services we provide are in harmony with all concerned.

At 128 Chatham 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 via OpenRent 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 Gotenant.co.uk 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 Gotenant.co.uk 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 in 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

HMO Management Plan

128 Chatham Street Reading RG1 7HT



- 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 month
- n) 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:

- o) 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;
- p) Install incoming telephone line to telephone the HMO residents, sometimes put CCTV cameras if necessary; Boiler breakdown and central heating repairs: we will have comprehensive all inclusive boiler breakdown cover with D & G (or similar);
- q) For all electrical faults – electrical and wiring insurance cover with 'British Gas' (or similar)
- r) 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;
- s) Gas certificate on all fixed Gas appliances – certificate is issued and sent to the council once a year by an approved gas engineer;
- t) Periodic electrical checks – certificate is issued every five years by a qualified electrician and sent to the council;
- u) Fire extinguishers servicing and certification – carried out once a year by qualified agency.
- v) All free standing electrical and Gas appliances - repair and servicing contracts are taken with D & G (or similar).

Note: This property will have 1 year warranty from the builder from the date of completion of refurbishment works (between March 2021 to February 2022). Insurance policy will commence from February 2022.

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.

HMO Management Plan

128 Chatham Street Reading RG1 7HT

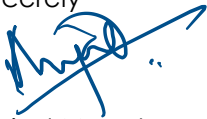


We have also employed acoustics engineer to minimize noise pollution in the property. These recommendations, approved by the Building Controls inspector, have been incorporated in the construction drawings and incorporated in the refurbishment work already.

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



Amjad Mogal