

Turner Property HMO Management Plan

Turner Property offer high quality rooms with shared use of a high quality kitchen, living area and outdoor space. We provide laundry facilities, weekly clean of internal communal areas and maintain the gardens ourselves with a full-time gardener. Our offices are open Monday to Saturday and we also have an out of hours emergency telephone number which is monitored 24 hours a day.

We have our own team for maintenance and can therefore respond to repairs in a timely manner. There are 13 staff members based at the Turner Property Head Office, with most of the staff managing the day-to-day running of the lettings business.

The management plan of our HMO properties is outlined below:

1. Contracts / Right to Rent

All prospective tenants are vetted in regard to their right to rent within the UK. Formal identification is required in the form of either a passport, drivers' licence and / or birth certificate. For foreign prospective tenants we take copies of their residence visa (making a note of the expiry date) as well as their identification.

We are also very careful to select like-minded people to live together, making sure we obtain suitable references from them and take the time to ensure that not only the rest of the tenants can get to know each other, but also that we have the opportunity to build a relationship with them.

All new tenants sign a 1-year tenancy agreement, with a 6 month break clause and are given a copy of their signed tenancy agreement. All tenancy deposits are protected with MyDeposits within 30 days of receipt and every tenant is given a Tenancy Deposit Certificate, an "Information to Tenants" Leaflet from MyDeposits and a How to Rent Guide. Additionally, every new tenant is given a copy of the current Gas Safety Certificate and the EPC.

2. House Checks / Inventory

Every tenanted room in the professional HMO houses is inspected once a tenant leaves, with a thorough inventory of the furniture and its condition. In addition to this inspection, every tenanted room is inspected 3 times a year in January, May and September to check on the condition of the furniture, the walls, floors, windows, sockets and other facilities we may have offered (ie, sinks and hand basins). We always give a minimum 24 hrs notice before each visit (except in emergencies, such as a water leak etc). During these house inspections fire doors, door closures and fire seals are examined for any faults, the fire blanket in the kitchens are checked that they are in good working order and the Carbon Monoxide Alarm is tested. In the September house check we also carry out the annual Portable Appliance Test (PAT).

3. Compliance

All of our HMO properties that are required to, have an HMO licence which is renewed every 5 years.

The HMO properties all have mains wired fire alarm systems, which are tested every 6 months by an external company, and Emergency Lighting systems which are tested annually by an external company.

We have a full time permanently employed Gas Safe engineer as part of our team who carries out annual Gas Safety Checks.

The electric wiring of each property has either been recently installed by our own full time permanently employed electrician, (and so is covered by an Electrical Installation Report which lasts for 5 years) or, if we have not carried out the wiring, or the Electrical Installation Report has expired, will have a Main Electric Test through an external company. Any faults found are actioned, remedied and documented.

Every house has had a formal Fire Risk Assessment carried out by an external Fire Safety Inspector, and this is reviewed annually by our property management team during the house checks. Any item raised in the Fire Risk Assessment are actioned, remedied and documented by our maintenance team.

EPC's are carried out every 10 years on all our properties by an external fully qualified Domestic Energy Assessor.

Every house has a noticeboard on prominent display, with our company contact details, a current Gas Safety Certificate and a copy of the HMO Licence, as well as a Fire Safety document detailing what to do in the event of a fire.

4. Internal Communal Areas

We have a contract with an external domestic cleaning company who provide weekly cleaning for the internal communal areas of our HMO's for professional sharers. Bathrooms, toilets and kitchens are cleaned, stairs vacuumed, and hallways and floorings mopped, as well as kitchen bins emptied.

5. Bin stores / Refuse & recycling collection

Every house will have at least 1 kitchen bin for general waste and 1 kitchen bin for recycling (there are more kitchen bins for houses with more tenants). At the start of each tenancy, we explain to the tenants the correct day to put the bins out in the street for collection and what waste should go in which bin. We also print the local authority's calendar for bin collection and give this to each household annually. On our larger properties where there are multiple numbers of refuse bins, our maintenance team deal with putting the bins out on the street for collection, and then also return them back onto the driveways to ensure that they are not obstructing the pavements. They also look inside the bins to make sure they are not contaminated.

6. Repairs & Maintenance

We have a dedicated team of full time permanently employed maintenance workers who are able to respond to any repairs needed within the properties. Our tenants can email, phone or use a tenant app through Arthur Online to log any maintenance issues. Our aim is to respond to any problems with as little disruption to our tenants' daily routines as possible, giving a minimum of 24hrs notice of any scheduled works, except in emergencies.

7. Gardening

We employ a full-time gardener, whose responsibility it is to maintain the outside spaces of our HMO properties. He does this on a 3-week rota system where he manages to visit every property during the 3 weeks to mow the lawns and tidy the gardens and front yards.

8. Managing Anti-Social / Unreasonable Behaviour

Due to our stringent vetting procedures along with the house inspections and prompt response to repairs and maintenance, we find that our tenants value the houses they live in and respect their surroundings. Many of our tenants are members of the community who make a positive contribution; doctors, nurses, teachers, police officers, firefighters, civil servants and other professionals. As such they work long hours or shift work and generally, we have encountered very little in the way of anti-social behaviour. However, we do give our out of hours contact details to neighbours and respond immediately to any problems. This may be followed up with a written warning if noise levels or unreasonable behaviour persists. Ultimately, a difficult tenant may be given notice and asked to leave the property if they are in breach of their tenancy agreement.