



Management plan covering internal and external communal areas

26 Worcester Close, Southcote, READING, RG30 3BN

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June 2019

Contents

INTRODUCTION	3
New housemates	3
Who manages the house?	4
Responsibilities for internal communal areas	4
Responsibilities for external communal areas	5
Maintenance	5
Noise and anti-social behaviour	5
Refuse and recycling	6
Bicycles	6
Parking	6

INTRODUCTION

This is the Management Plan for occupants of 26 Worcester Close, Southcote, Reading RG30 3BN. The house is classified as an HMO (House in Multiple Occupancy) and therefore subject to all associated regulations. A copy of this plan has been filed with Reading Borough Council and it conforms with their guidance document “Houses in Multiple Occupation - Management Pack”, which covers:

- Responsibilities and standards for the management of the internal communal areas including the kitchen, dining area, living room and shared bathrooms;
- Responsibilities and standards for the management of common parts, fixtures, fittings and appliances;
- Responsibilities and standards for the management of external areas in terms of landscaping, maintenance and tidiness, especially where visible from the street;
- Responsibilities and standards for the use and tidiness of bins, bin stores, and the management of refuse;
- Responsibilities and standards for the parking of cycles.

New housemates

A copy of this Management Plan will be kept in the House Information Book at the house. Every tenant is given a personal house tour when they first move in, during which they are shown the contents of the Tenants Information File which includes, in addition to this Management Plan:

- Useful contact numbers and addresses (landlord, property manager, utility companies, nearest doctors’ surgery, nearest pharmacy)
- What action to take in an emergency (fire, gas leak, water leak or power cut)
- A copy of the House Rules & Guidelines, which includes:
 - Consideration towards housemates & neighbours;
 - Hygiene & cleanliness;
 - Safety & security;
 - Heating & plumbing.
- Advice for avoiding condensation & mould
- Copies of the council recycling guidelines
- Parking arrangements
- How to use the cycle store
- A map of local amenities
- Cooking & oven instructions
- Washing machine instructions

Who manages the house?

It is the tenants' joint responsibility to ensure that the house, gardens and driveway are kept tidy and treated well on a day-to-day basis.

In accordance with the regulations, the landlord has overall responsibility for ensuring that the house is being well managed. Therefore, she must raise any concerns with the tenants. She is also responsible for managing any maintenance issues.

The landlord is assisted on a day-to-day basis by a lettings manager. Contact details for both can be found at the front of the Tenants Information File. The landlord's details are also displayed on the wall in the entrance hall in accordance with The Management of Houses in Multiple Occupation (England) Regulations 2006.

Responsibilities for internal communal areas

Internal communal areas include the kitchen/lounge/diner entrance hall, stairway & passages, communal bathrooms, communal cupboards, etc. It also includes the appliances provided by the landlord.

As set out in the tenancy agreement and house rules, it is each tenant's responsibility to keep the communal areas clean, tidy and free of obstructions for the benefit of fellow housemates and to ensure safe passage in the event of an emergency. Your safety is paramount, therefore it's vital that this is taken seriously.

A weekly clean of the communal areas (excluding cupboards) is provided by the landlord, but a proper clean is only possible if the housemates keep all surfaces and areas tidy. In between the weekly cleans, it's important to pick up any dropped litter or food, especially in the kitchen where all surfaces must be wiped down after use to leave them ready for the next person to use.

The communal areas will be inspected during our formal quarterly inspections to ensure the upkeep and cleanliness of the property. Ad hoc checks will also be carried out during cleaning and maintenance visits.

We have made every effort to be thoughtful and considerate when planning the layout and use of the property and we have endeavoured to put in good quality furniture and fittings. We expect these to be treated with care so that they are kept in good condition for your enjoyment and will remain so for future tenants.

Responsibilities for external communal areas

External communal areas include the gardens, fences/walls, patio, driveway, outbuildings, cycle store and bin storage area.

Garden maintenance is arranged by the landlord, but it is each tenant's responsibility to keep all areas (including the garden furniture and clothes line) clean, tidy and free of obstructions.

As set out in the tenancy agreement and house rules, you are not allowed to alter the gardens or grounds, nor install a satellite dish or aerial without our permission.

Maintenance

Any breakages or maintenance issues must be reported as soon as possible to the lettings manager, whereupon we will use our best endeavours to resolve them as quickly as possible.

We also perform the following regular tests:

- Smoke/heat alarm single button test – weekly
- Smoke/heat alarm whole house test – quarterly
- Emergency light function test – monthly (short duration) and quarterly (long duration)
- CO alarm test - monthly

We engage certified contractors to perform the following checks and maintenance:

- PAT testing – annually
- Boiler service and renewal of the Landlord Gas Safety Certificate – annually
- Full testing and certification of fire/heat/CO alarms and emergency lights – annually
- Electrical Installation Condition Report – 5-yearly

Noise and anti-social behaviour

We expect our tenants to respect each other and live with consideration concerning noise both inside and outside the house. Any complaints from neighbours or tenants regarding noise levels or anti-social behaviour will be taken very seriously.

Refuse and recycling

The following facilities are provided for you:

- A large kitchen bin with separate sections for recycling and general refuse
- A large grey wheelie bin for general waste
- A large red wheelie bin for recycling
- A copy of the current Waste Collection Calendar displayed on one of the kitchen fridges

The wheelie bins are stored in a dedicated area at the back of the house, behind the kitchen with easy access from the back door. All applications and payments relating to the wheelie bins are managed by the landlord.

The House Information Book contains useful advice and information to help you use the facilities responsibly, including how to dispose of items that cannot be placed in the grey or red bins, such as glass.

Please use the Waste Collection Calendar to prepare for each weekly collection. We don't insist on a formal rota for managing the weekly collection in the expectation that you prefer to be allowed to work together cooperatively.

Should a collection be missed, or an issue arise with infestation of the bins, it is the tenants' responsibility to deal with any excess rubbish or infestation (either themselves or by engaging an outside contractor).

Bicycles

A secure cycle store has been provided at the back of the house which will hold up to 3 bicycles. The shed will also hold 2-3 cycles, as well as other items such a garden parasol etc. These are the only places where bicycles may be stored. You must not take a bicycle into or through the house, access is via the side gate.

Parking

The drive has ample space for 2 cars, possibly 3 if they are small ones. It is for the use of housemates only and may not be used by visitors. Use the drive if space is available, otherwise use an available space on the road, but please always park sensitively with regard to housemates and neighbours.