# HMO Management Plan

The property will be professionally managed by **Yours Link Limited** (Companies House Registration No: 13802143) on a medium to long-term basis.

Yours Link Limited is a qualified property management company in the United Kingdom, with proven experience in the effective management of HMO properties. The company's office is located within 1.2 miles of the property, ensuring prompt response times and the capacity to provide day-to-day oversight.

Their role will include all necessary duties relating to the safe, compliant, and efficient management of the property in accordance with relevant housing and HMO regulations.

The management responsibilities of Yours Link Limited encompass the following areas:

## A. Letting Procedure

**1.Ensuring a Compliant and Transparent Letting Process**

All lettings follow a clear and compliant process to meet regulatory requirements and best practice.

Properties are first advertised on letting platforms to attract suitable tenants. Applicants undergo professional referencing, including housing history, income verification, references, and ID checks, with a full report provided by a specialist service.

Approved tenants sign a written tenancy agreement detailing the term, permitted occupants, and house rules. A security deposit is collected and protected under the Deposit Protection Scheme (DPS).

At move-in, tenants receive an Inventory Report and all required documents: Gas Safety Certificate, EPC, EICR, and the "How to Rent" guide.

Occupancy levels are carefully matched to room sizes and available facilities to ensure compliance with HMO standards and provide safe, comfortable living conditions.

## B. Tenancy Management

**2. Provide Clear Procedures for Tenant Complaints**

We provide tenants with a straightforward system to report repairs, raise concerns about the condition of the property, or make any other complaints. Tenants are informed that for urgent issues, a 24-hour emergency contact line is available to ensure immediate support.

All complaints and their resolutions are recorded. In the event that a dispute arises which cannot be resolved directly, we follow formal escalation procedures, including arranging meetings with the tenant and, where necessary, engaging third-party dispute resolution mechanisms, such as those provided under the deposit protection scheme or other relevant regulatory bodies.

**3. Provide Procedures for Addressing Anti-Social Behaviour**

We have clear procedures in place for responding to complaints of anti-social behaviour by tenants, neighbours or their visitors. This includes acknowledging complaints, gathering

information, investigating, and taking appropriate action such as issuing warnings, arranging meetings with tenants, or involving the authorities if necessary. All actions are documented, and we ensure compliance with relevant legislation, including the Anti-Social Behaviour, Crime and Policing Act 2014.

**4. Manage Risks of Noise Pollution**

We manage the risk of noise disturbance by setting clear expectations with tenants at the start of the tenancy regarding acceptable noise levels, consideration for neighbours, and the importance of maintaining quiet during typical rest hours.

For this property, it is expected that residents will primarily be working professionals, whose routines are generally compatible with a quiet and respectful residential environment.

Each household is provided with a 24-hour contact number to report any noise issues or complaints about co-tenants. Should any noise complaints arise, they will be investigated promptly, with detailed records kept and appropriate steps taken to resolve the matter, including issuing warnings or, where necessary, involving the relevant authorities.

**5. Ensure Rent Collection Procedures**

We collect rent on behalf of the landlord and provide tenants with receipts once payment has been confirmed. All rent transactions are recorded and managed transparently.

**6. Provide Information on Rubbish Collection Arrangements**

We provide all tenants with written information on local council waste collection arrangements upon moving into the property. This includes details of regular collection days, recycling requirements, and procedures for disposing of large or non-domestic waste. Tenants are explicitly instructed on proper storage and disposal practices to prevent rubbish accumulation that could affect neighbours or create health and safety hazards.

The building will offer a centralized system for managing and collecting waste.

## C. Health, Safety and Compliance

**7. Ensure Valid Safety Certificates Are Maintained**

We ensure the property holds necessary valid safety certificates, including Gas Safety Certificates,, Energy Performance Certificate and Electrical Installation Condition Reports. These are renewed in accordance with legal requirements to ensure fire safety, compliance with HMO regulations, and the safe operation of all facilities. All furniture provided within the property meets current fire safety legislation.

Annual Gas & Electrical Safety Inspections:

- Gas Safety Certificate: Renewal is required on an annual basis.
- Electrical Installation Condition Report (EICR): To be carried out every five years to ensure continued electrical safety.
- Energy Performance Certificate (EPC): A valid EPC is maintained at all times, with a minimum rating of E (or higher as required by current legislation) to ensure compliance with private

rental standards.

**8. Ensure Fire Alarms Are Maintained in Working Order**

We carry out regular checks to ensure that all fire alarms are kept in good working order. A manual inspection is undertaken every three months, including testing of alarms. Where necessary, battery replacement or further repair works are arranged accordingly.

**9. Manage Risks of Pests and Infestation**

We ensure the property is kept in a clean and hygienic condition to minimise the risk of pests and infestation. Tenants are instructed to report any concerns immediately, and if an issue arises, professional pest control services will be engaged promptly. Preventative inspections are included as part of our regular property checks.

**10. Ensuring and Managing Property Security, Access, and Safety Systems**

We are responsible for ensuring the security of the property at all times. This includes maintaining all access points, such as locks, latches, and entry systems, in good working order. The front door is fitted with a thumb turn lock . Where window locks are installed, keys are provided to the relevant occupants. In cases where previous occupants have not returned keys, all relevant locks will be replaced before new tenants move in.

## D. Property Maintenance and Condition

**11. Review and Maintain the Property Condition**

We carry out comprehensive inspections of the property every three months to ensure it remains safe, hygienic, and fully compliant with HHSRS standards. These inspections cover all interior and exterior areas, including boundary structures, communal spaces, and all fixtures, fittings, and appliances. During these visits, we also check the condition of equipment within individual rooms, verify tenant identity and occupancy, and ensure all fire safety measures are in proper working order.

Any issues identified during inspections, whether maintenance, repair, or safety-related, are addressed promptly through qualified contractors. This proactive approach ensures that the property is consistently maintained in a safe, comfortable, and legally compliant condition, providing tenants with a high standard of living while meeting local council and regulatory requirements. Tenants are encouraged to report any concerns or maintenance issues at any time, which are logged and resolved efficiently as part of ongoing property management.

**12. Providing Maintenance and Managing Landlord Contingency Funds**

When the property requires repairs, the management team first conducts a thorough assessment of the issue and promptly reports it to the landlord. Any landlord contingency funds held with us are available to cover necessary repair costs. With the landlord’s approval, qualified contractors are engaged to carry out the required work.

Once repairs are completed, the management team performs an on-site inspection and any

necessary functional testing to ensure the work has been properly carried out and that the property remains safe. The results and details of the repair are then reported back to the landlord, ensuring the entire process is transparent and efficient.

*This HMO Management Plan sets out the responsibilities and operational procedures designed to ensure full compliance with local authority regulations and to provide tenants with a safe, well-maintained, and comfortable living environment. The plan will be reviewed on an annual basis and updated as necessary to reflect any changes in legislation, local policies, or best practice standards.*