

The logo for EstateTrader, featuring the word "Estate" in a serif font and "Trader" in a bold sans-serif font, both in white on a black rectangular background.

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HMO Management Plan

For: Quinton House, The Hill, Kirkby in Ashfield, Notts NG17 8JR

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Executive Summary

This HMO Management Plan details Estate Trader’s comprehensive approach at Quinton House, The Hill, Kirkby in Ashfield NG17 8JR. We are dedicated to delivering Houses in Multiple Occupation that are safe, fully compliant with local licensing and national housing standards, and meticulously maintained. Since our inception in 2019, our team has consistently delivered high-quality HMO conversions and management services across Mansfield and the East Midlands. We ensure rigorous regulatory compliance, perform regular inspections and prompt maintenance, and thoroughly vet tenants to cultivate a respectful and well-managed shared living environment. Our proactive approach extends to active community engagement, addressing neighbour concerns swiftly and fostering harmonious relationships that benefit both tenants and local residents.

By consistently upholding stringent standards in tenant management, maintenance, and community integration, Estate Trader demonstrates our unwavering commitment to quality and safety.

Introduction and Objectives

This Management Plan supports our planning application for a House in Multiple Occupation (HMO) that accommodates up to 13 occupants using 11 rooms and demonstrates our commitment to ensuring that our development goes beyond planning—it is expertly managed and highly desirable.

Our objectives are to ensure:

- A. **Tenant Safety:** Strict adherence to fire, gas, and electrical safety standards.
- B. **Regulatory Compliance:** Full compliance with HMO licensing, building, and planning regulations.
- C. **Efficient Management:** Prompt handling of maintenance, repairs, and tenant issues.
- D. **Neighbour and Community Engagement:** Open lines of communication to mitigate any potential disruptions.
- E. **Continuous Improvement:** Regular audits and feedback loops to enhance property management processes.

Property Overview

At Estate Trader, we are committed to delivering **high-quality HMOs** that exceed minimum standards in both design and execution. Each property is carefully planned and fitted with top-grade materials to provide a safe, comfortable, and long-lasting living environment for tenants.

Maximum Occupancy: 13

Total Bedrooms: 11

Bathrooms: 11 – All bathrooms are modern, well-ventilated, and finished to a high standard.

Communal Areas:

- To the ground floor a kitchen and reception area is provided, plus on the first floor an additional reception area and co-working office
- Communal areas are designed for functionality, comfort, and low-maintenance living.

Outdoor Space:

- The outdoor space is kept simple, accessible, and easy to maintain.

Noise Insulation:

To ensure privacy and peaceful living, all bedrooms and key partitions are fitted with drywall sound board and additional glass fibre insulation where required. This setup significantly reduces both airborne and impact sound transmission, providing a quiet and restful environment throughout the property.

Cycle Parking: Secure cycle storage for up to 8 cycles

Car Parking: Dedicated on site parking for up to 8 vehicles

Our commitment to thoughtful design, premium finishes, and practical layouts ensures each HMO we deliver offers more than just the basics—it provides a quality living experience.

A copy of the floor plan is appended to this report

A. TENANT SAFETY

A.1 Tenant Selection and Onboarding

We employ a rigorous tenant selection process to safeguard the well-being of our residents:

- **Pre-Tenancy Checks:**
 - Full Right to Rent, identity, employment/student status verification, as well as credit and previous landlord references have been obtained through RightMove tenant referencing service. This tenant referencing report not only addresses financial risk but also assesses overall tenant responsibility, both

of which are crucial for creating a safe and harmonious living environment. Key aspects include:

- **Identity & Contact Information:** Confirms the applicant's identity and ensures clear communication, which is essential for resolving any issues promptly.
- **Tenancy Terms:** Details of the rental property, rent amount, and occupancy help to verify that the applicant's requirements align with the landlord's expectations.
- **Credit & Financial History:** A clean credit record and robust financial history indicate that the applicant is likely to pay rent consistently, reducing financial risk.
- **Affordability & Income Verification:** Ensures that the tenant's income is sufficient to cover the rent, reinforcing both financial stability and reliability.
- **Employment Details:** Stable employment, verified through references, underscores ongoing income and accountability.
- **Letting History & References:** Positive feedback from previous landlords about timely payments, care of the property, and overall responsible behaviour suggests the tenant contributes to a safe, respectful community for all residents.

Together, these factors enable landlords to select tenants who not only manage their financial obligations well but also foster a secure and welcoming living environment

- **Tenancy Documentation:**
 - Issuance of individual Assured Shorthold Tenancy Agreements (AST) that clearly set out conduct, maintenance responsibilities, and dispute resolution.
- **Welcome Pack:**
 - A detailed guide including house rules, fire safety instructions, waste collection schedules, local amenities, public transport routes, and emergency contacts. A copy of the welcome pack will be appended to this report.
- **Induction Process:**
 - A briefing on property features, security protocols, and contact procedures for routine or emergency maintenance.

B. REGULATORY COMPLIANCE

B.1 Licensing, Audit, and Compliance Framework

Our systems ensure ongoing compliance with all regulatory requirements:

- **HMO Licensing:**
 - The property will operate under a Mandatory HMO Licence, with all necessary certificates posted in communal areas.
- **Document Management:**
 - Up-to-date certificates including Gas Safety, EICR, PAT, Fire Risk Assessment, and EPC are maintained and available for inspection.
- **Audit Schedule:**
 - Regular internal audits to verify compliance each time a room is handed over for tenancy.
- **Data Handling:**
 - Secure, GDPR-compliant systems for tenant data and incident records.
- **Reporting Changes:**
 - Immediate notification to the Council of any significant changes in occupancy, layout, or management.

C. EFFICIENT MANAGEMENT

C.1 Property Management and Communication

- Welcome and Orientation: All new tenants receive a Welcome Pack, which includes:
 - Welcome Letter
 - Tenancy Agreement
 - Inventory & Schedule of Condition
 - Deposit Protection Certificate
 - EPC, EICR, and Gas Safety Certificate
 - House Rules
 - Fire Safety Procedure
 - Fair Usage Policy
 - Council Bin Collection Schedule

- Point of Contact:
 - Tenants use the office phone number, email or WhatsApp to report all non-emergency maintenance issues.
 - Emergency contact protocols are provided for situations involving risk to life or serious property damage.
 - Examples of emergencies: severe leaks, complete power failure, boiler breakdowns in cold weather

C.2 Property Maintenance and Repairs

We maintain our properties with a proactive maintenance regime supported by advanced management system:

- **Reporting System:**
 - Emergency contact protocols are provided for situations involving risk to life or serious property damage.

- Examples of emergencies: severe leaks, complete power failure, boiler breakdowns in cold weather
- **Response Time Targets:**
 - Estate Trader staff with relevant experience to identify if the repair or maintenance request is the landlord's obligation.
 - Check if the tenant has performed basic troubleshooting, if applicable.
 - Estate Trader staff with relevant experience to request photos or videos of the reported issue and send it to our approved tradesmen, marking it as either urgent or non-urgent.
 - Urgent
 - A contractor with suitable experience to respond within 24 hours.
 - A member of staff at Estate Trader to confirm with the tenant the access to the property.
 - Once confirmed the assigned contractor to check and fix the issue.
 - Not Urgent
 - A contractor with suitable experience has 48 hours to respond.
 - A member of staff at Estate Trader to confirm with the tenant the access to the property.
 - The assigned contractor to check and resolve the issue within a week.
 - Once completed, the assigned contractor will send photos or videos of the completed work.
 - A member of staff at Estate Trader to send an email confirmation attaching the evidence to the tenants.
- **Planned Inspections:**
 - Detailed quarterly inspections with 24-hour notice.
- **Regular Certifications:**
 - Annual PAT testing, up-to-date EICR (every 5 years), Gas Safety Certificate, and a current Fire Risk Assessment.

C.4 Fire Safety, Health, and Safety Compliance

Our fire safety and health protocols exceed statutory requirements:

- **Fire Detection & Alarms:**

- interlinked, mains-powered smoke alarms in all critical areas, with heat alarms in kitchens.
- **Emergency Provisions:**
 - Fire doors with self-closing mechanisms, emergency lighting, clear escape routes, and strategically placed fire blankets and CO2 extinguishers.
- **Risk Assessments:**
 - Annual Fire Risk Assessments by certified professionals.
- **Health and Safety Checks:**
 - Regular audits for environmental hazards, periodic asbestos checks (if applicable), and workplace health protocols.

C.5 Waste, Recycling, and Environmental Sustainability

We integrate sustainable practices within our property management:

- **Waste Management:**
 - Provision of council-compliant refuse and recycling bins, with clear signage and regular tenant reminders.
- **Sustainable Practices:**
 - Encouragement of recycling habits, energy-efficient appliances, and eco-friendly cleaning products.
- **Environmental Initiatives:**
 - Plans to upgrade insulation, install energy-efficient lighting, and promote water conservation measures.
- **Documentation:**
 - Records of waste management practices and energy audits maintained for council reviews.

C.6 Sustainable Transport and Parking

Our sustainability and transport strategy aims to reduce environmental impact:

- **Cycle Storage:**
 - Secure, sheltered cycle storage facilities provided on-site in the rear garden.
- **Parking Management:**
 - On-site parking provided for 8 vehicles to the rear of the property

C.7 Anti-Social Behaviour and Neighbour Engagement

We foster positive relations with both tenants and local residents by enforcing clear behavioural standards:

- **Tenancy Agreement Clauses:**
 - Clear sections on noise restrictions, parties, and anti-social conduct.
- **Active Monitoring:**
 - Regular engagement with tenants regarding neighbour concerns, along with immediate action on reported issues.

C.8 Complaint Handling and Dispute Resolution

A transparent and efficient process is in place for addressing tenant or neighbour grievances:

- **Multiple Channels:**
 - Complaints can be submitted via phone, whatsapp or email.
- **Timeframes:**
 - Acknowledgement within 24 hours and resolution typically within 3–5 working days.
- **Escalation Process:**
 - Clear escalation routes to senior management if issues remain unresolved.

- **Documentation:**

- All complaints and resolutions are formally recorded, with periodic reviews to identify potential systemic improvements.

D. Neighbour and Community Engagement

We recognise the importance of fostering positive relationships with our neighbours and being a responsible part of the local community. As part of our ongoing commitment to good neighbourliness, the following measures will be implemented:

D.1 Communication with Neighbours

As responsible HMO developers, we are committed to ensuring that all reasonable concerns raised by the local community are acknowledged and addressed. Our goal is to support the smooth and positive integration of our HMO developments into their surrounding neighbourhoods.

We believe that proactive and respectful engagement with the local community is key to long-term sustainability and good neighbourly relations. We strive to respond constructively to representations made by residents and stakeholders, tailoring our management approach accordingly.

Where concerns are raised, we aim to:

- Listen carefully and respond in a timely, respectful, and transparent manner.
- Take practical steps to mitigate identified issues, where reasonable.
- Promote tenant awareness of their responsibilities to the wider community.
- Maintain open channels of communication throughout the life of the HMO.

Below are examples of representations made in relation to our previous HMOs, along with the measures we implemented in response:

By maintaining this approach, we aim to uphold high standards of property management while supporting a balanced and harmonious relationship between our tenants and the wider community.

- Contact details of the HMO Manager and/or Landlord will be provided to immediate neighbours upon request or at the outset of the tenancy.
- A welcome letter will be distributed to neighbouring properties, outlining the HMO's contact information, general house rules, and a summary of how issues can be reported or raised.

D.2 Handling Complaints

- Any complaints or concerns raised by neighbours will be acknowledged within 48 hours and investigated promptly.
- A complaints log will be maintained, recording the nature of the concern, actions taken, and resolution status.

D.3 Promoting Good Tenant Conduct

- Tenants will be briefed on their responsibilities towards the local community, including being mindful of noise levels, proper waste disposal, and respectful behaviour in shared outdoor spaces and public areas.
- Tenancy agreements will include clauses specifically addressing anti-social behaviour and the importance of community respect.

D.4 Waste Management and Street Cleanliness

- Clear instructions will be given to tenants regarding waste collection schedules and correct bin usage to prevent littering and overflow.
- The property manager will monitor the exterior of the property fortnightly to ensure it remains clean and well-presented, contributing positively to the street scene.

D.5 Conflict Resolution

- In case of repeated issues or disputes involving neighbours, mediation may be arranged with the property manager acting as a neutral party to resolve concerns amicably.
- Where necessary, liaison with local authorities or neighbourhood forums may be undertaken to ensure best practices and compliance with community expectations.

Conclusion

We are committed to upholding the highest standards of property management and tenant care. This HMO Management Plan not only meets the regulatory expectations but also exemplifies our proactive approach toward safety, sustainability, and community engagement. We aim to enhance tenant satisfaction and maintain a harmonious relationship with the local community while ensuring full transparency and accountability to the Council.

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