

HMO Management Procedure

In deciding whether the proposed management arrangements for the house are satisfactory, the Council must be satisfied that the person proposed to be responsible for the management of the house has sufficient competency to be so involved, and that the proposed management structures and funding arrangements are suitable.

The person(s) responsible for managing a licensable HMO may be required to attend a suitable training course, approved by the local authority, to demonstrate their competency and knowledge of housing and tenancy related matters. These courses could be provided by organisations such as the National Residential Landlords Association (NRLA) <https://www.nrla.org.uk/> or other independent providers such as DASH Services (www.dashservices.org.uk) or other Local Authorities.

Property Management

The intended licence holder must provide evidence of the arrangements for the proper management of the property. To satisfy this requirement the applicant must provide a statement detailing arrangements which cover the following matters and must be covered in the questions set out below:

- 1) The periodic inspection of the property at an interval of at least every 6 months, both internally and externally, to identify where repair or maintenance is needed and the measures which will be taken to respond to problems identified.
- 2) Planned maintenance programmes.
- 3) Measures to prevent or reduce anti-social behaviour by persons occupying or visiting the property.
- 4) Fire safety instructions to the occupants of the premises and checks on alarms, lighting, extinguisher, self-closing devices etc.

Tenancy Management

The intended Licence holder must provide evidence of the arrangements for the proper management of the tenancy (or any other agreement relating to occupation of the property, whether or not that agreement constitutes a tenancy). This evidence should form a statement when answering the below questions which covers arrangements for:

- 1) Dealing with anti-social behaviour practised by the occupants or persons visiting the HMO.

- 2) The enforcement of the tenancy/occupation agreement when appropriate.
- 3) Occupants to report defects, including emergencies and tenancy issues.
- 4) Providing instructions to occupants and any employees which detail actions to be taken in the event of a fire, including the means of escape.
- 5) Informing occupants of their duties and responsibilities not to frustrate the efforts of the landlord/licence holder in complying with conditions of the licence and to allow access at all reasonable times to enable compliance.

Before completing the below questions, it is recommended that you read the Licence conditions that are likely to be attached to your licence to ensure that your policies and procedures are compliant. These are available upon the web site [HMO public register - Sunderland City Council](#)

Policies and procedures Statement

- How are prospective tenants vetted? I.e. use a vetting service or take up references from old landlord etc.

In order to comply with the licence conditions reasonable enquiries and/or references should be obtained in relation to any person(s) who wish to occupy the HMO before entering into any tenancy, licence or other agreement. A record of the reasonable enquiries made or any reference obtained must be kept for the duration of the licence and produced upon demand by the Authority.

- How do you ensure that the property is clean, safe and fit to live in before each new tenancy?

- How often do you review the general condition of the property? This includes internally, externally, rear yards/garden etc.

In order to comply with the conditions of the licence this must be carried out at least every 6 months and should be recorded.

- Is an inventory agreed with tenants upon moving into the property? Detailing furniture and appliances supplied, including the individual condition of the items.

- How do tenants report repairs, what are the timescales for dealing with repairs?

In order to comply with the conditions of the licence, as far as is reasonably practical, emergency works required to protect the security of the property should be carried out within 24 hours.

- How are the cost of emergency repair work or improvements to the property, covered?

- What is the procedure to tackle anti-social behaviour (ASB) caused by tenants of the property or their guests/ associates? I.e. speaking with tenants, issuing verbal/ written warnings, taking appropriate legal action where necessary such as seeking legal possession of the property. This approach to managing ASB should be on a graduated approach when dealing with the behaviour e.g. the frequency and severity of the incident or incidents and the harm or potential harm caused by the behaviour.

In order to comply with licence conditions the licence holder must take all reasonable and practicable steps for preventing and dealing effectively with anti-social behaviour, including ensuring that any written statement of the terms and conditions on which the house is occupied contains a clause holding the occupants responsible for any anti-social behaviour by themselves and/or their visitors. The licence holder must ensure that all occupants are aware of the existence of this clause.

The licence holder and/or his manager are required to undertake an incremental process of investigation of any complaints which have been made either directly to them, or via the Local Authority, regarding the occupants of the HMO.