

HMO Management Plan

Project: Polaris

Property: 14 St James Terrace, Heywood, OL10 3AB

Applicant / Operator: Vega Sky Properties Ltd

Date: March 2026

1. Introduction

This document sets out the proposed management arrangements for the property at 14 St James Terrace, Heywood, which is expected to operate as a professionally managed House in Multiple Occupation (HMO).

The objective of this management plan is to ensure the property is well managed, provides high quality accommodation for residents, and operates in a way that respects neighbouring properties and the surrounding community.

The property will be professionally managed with clear policies covering tenant selection, property maintenance, waste management, and the prevention of anti-social behaviour.

2. Property Overview

The property will provide shared accommodation for up to eight residents.

Each resident will have a private bedroom with an en-suite bathroom, with shared communal facilities including a kitchen, dining, laundry and lounge areas. Externally there will be shared amenity space, a dedicated bin store area and bicycle storage area.

The property is intended to provide good quality accommodation for working individuals seeking well-managed shared living accommodation at an accessible price point.

3. Tenant Selection

Residents will undergo a thorough application process.

Prospective tenants will be required to provide:

- Identity verification

- Employment and income verification
- Previous landlord reference (where applicable)
- Adequate credit checks

The aim of this process is to ensure the property only houses responsible tenants who will respect both the property and neighbouring residents.

The accommodation is intended primarily for working individuals, reflecting the range of employment opportunities available locally, including healthcare, emergency services, retail and employment parks such as Heywood Distribution Park, Pilsworth Industrial Estate and Heywood Industrial Estate.

4. Tenancy Agreements and House Rules

All tenants will enter into a formal tenancy agreement in line with current legislation (anticipated to be Periodic Assured Tenancies under the Renters' Rights Bill).

A set of house rules will be provided to all tenants at the start of their tenancy in both paper and digital (email) form. These rules will include guidance on:

- Respect for neighbours and co-tenants
- Noise management
- Waste disposal
- Use of communal areas
- Cleanliness and upkeep of shared spaces

Tenants will be informed that anti-social behaviour will not be tolerated and may result in enforcement action in accordance with the tenancy agreement and relevant legislation.

5. Property Management and Maintenance

The property will be under active management with regular oversight to ensure standards are maintained and any issues are addressed promptly.

Management arrangements will include:

- Regular documented property inspections conducted from a pre-defined checklist
- Prompt response to maintenance issues
- Scheduled safety checks
- Compliance with all HMO licensing requirements

Tenants will be provided with a clear method of reporting maintenance issues.

Emergency contact details will also be provided by way of a 24-hour contact number.

6. Waste and Recycling Management

Waste and recycling will be managed in accordance with local authority collection arrangements.

Appropriate bin storage will be provided to the rear of the property in the enclosed yard area. Clear guidance will be provided to residents on waste separation, collection days and collection location.

Tenants will be responsible for placing bins out for collection when required and bringing them back onto the property ASAP after collection.

Residents will be required to ensure the refuse area is maintained in a clean and tidy condition.

These aspects will form part of the property inspection checklist mentioned above.

7. Noise and Anti-Social Behaviour

The management of the property will actively seek to minimise disturbance to neighbouring residents.

Tenants will be required to behave in a considerate manner and respect the residential nature of the surrounding area.

Measures include:

- Clear house rules regarding noise
- Defined quiet hours during late evening and night-time periods
- Management intervention where complaints arise

Persistent anti-social behaviour will not be tolerated.

8. Parking and Sustainable Travel

The property is in a highly sustainable location within walking distance of Heywood town centre, local employers, amenities and public transport links.

Car ownership among residents is expected to be lower due to the accessibility of the site. The property will not provide on-site parking; however, there is on-street parking available in the surrounding area, including to the rear on Cartridge Street.

Residents will be encouraged to utilise sustainable modes of transport where possible. Secure cycle storage will be provided within the rear yard to support this.

Management will monitor any parking-related concerns and respond appropriately should issues arise.

9. Community Responsibility

The aim of the management approach is to ensure the property integrates positively into the local community.

The property will be maintained in good condition, and residents will be encouraged to respect neighbouring properties and the surrounding environment.

The management team will respond promptly to any issues raised by neighbours or the local authority.

10. Compliance

The property will comply with all relevant legislation including:

- Housing Act 2004
- HMO licensing requirements
- Fire safety regulations
- Health and safety requirements
- All other relevant legislation in force at the time of operation

All required safety checks and certifications will be performed and documented.

11. Complaints Procedure

The property will be professionally managed with a clear and responsive complaints procedure in place.

Neighbouring residents will be able to contact management directly should any issues arise.

Tenants and neighbouring residents will be provided with Management's contact details for reporting any issues. All complaints will be acknowledged within 24 hours, with appropriate action taken in a timely manner depending on the nature of the issue.

Management will address matters such as noise, anti-social behaviour, waste management and maintenance concerns through investigation and direct engagement with tenants and / or a visit to the property where required.

Tenancy agreements and house rules will be actively enforced, and appropriate action will be taken in response to any breaches.

The overall approach is to ensure that any issues are resolved quickly and that the property operates in a manner that is respectful to co-tenants and neighbouring residents as well as the surrounding community.

12. Conclusion

The proposed management approach will ensure that the property is well maintained, responsibly occupied, and managed in a way that minimises impact on neighbouring residents.

The intention is to provide high quality shared accommodation within Heywood while contributing positively to the local housing offer.