



## MANAGEMENT STANDARDS DOCUMENT

Management standards have been put into effect in relation to Houses in Multiple Occupation (HMO).

These standards will include basic management, repairs and maintenance, contingency plans for emergency contact, arrangements for cleaning and maintenance of communal areas, inspection visits and antisocial behaviour.

Please read the following notes carefully before detaching, completing and returning the “Tenant Information” pages and Appendix A. Please use the forms attached to supply the required details.

### MANAGEMENT

1. The Licensee is responsible for ensuring all licensing conditions are complied with. The responsibility can, in the main, be passed to a Day to Day Manager or professional Letting Agent but ultimately remains with the Licensee. Where a Licensee appoints a professional person to carry out vetting, letting tenancy management, repairs and maintenance or other services, these should be covered by a contract (based on ARLA/RICS). A copy of this contract must be lodged with the Licensing Department, Legal Services.
2. The Licensee, the Day to Day Manager or Letting Agent must produce a list of Contractors, for all relevant trades, that they intend to use for emergency repairs to the licensed property in order that they are prepared for all eventualities. Where a repair contract or insurance policy has been purchased, details of what this covers should be listed. To assist, a template has been attached as Appendix A to these standards. A copy of this form must be submitted with the application and will remain on file. This will not make up part of the Tenant Information Folder as described below.
3. The Landlord must provide tenants and adjoining neighbours with details of how they can contact him/her or his/hers agent in an emergency, or with non-urgent complaints.
4. Landlords must provide contact details to their immediate neighbours on all sides. In a flat, they should include all owners and occupiers in the same block, plus those immediately adjoining the HMO property in next-door blocks.

## **TENANT INFORMATION FOLDER**

5. To comply with HMO Licensing Conditions it is necessary to retain the HMO Licence, Buildings Insurance, Property Owners Liability Insurance and the HMO Licensing Conditions within the licensed premises. A folder devised by the Licence holder should be kept on the premises for this purpose.
6. The folder will also hold copies of the Electrical Installation Condition Report, Portable Appliance Test Certificate, Gas Safety Certificate, Fire Emergency Plan, Certificate of service for fire warning and automatic detection systems, Certificate of service for portable fire extinguishers and where applicable, Food Hygiene Certificate and Certificate of annual flue/chimney inspection / cleaning. As replacement certificates are obtained these must be updated in the folder by the Licensee.
7. A section of the folder should be made available to hold a copy of the lease.
8. Information for the tenant in relation to emergency contact telephone numbers including the Licensee, Day to Day Manager or Agent will also be included. A second contact, for when the main contact is on holiday or otherwise unavailable, must also be added. This person must be able to authorise required repairs without having to refer to the main contact or Licensee. Details of any insurance policies or repair contracts should also be added giving information on what is covered, the policy number and contact phone number. A template is included within these standards.
9. Property specific information should also be included. This will include stopcock locations for gas and water and the location of the electrical fuse box and main switch, the current suppliers for gas and electric along with contact details, refuse collection days and arrangements, fire detection system operation instructions, arrangements for cleaning and maintenance of common areas. This list is not exhaustive.
10. Any further information which the Licensee, Day to Day Manager or Agent feels appropriate can also be added to this folder.
11. The folder must be kept in a drawer or cupboard where it is accessible to all tenants and any other person who require to view the information e.g. Scottish Fire and Rescue Service or the Licensing Department. The information must be updated to keep it up to date but the required information listed above must be submitted with the application.

## **COMMUNAL AREAS**

12. Stairs, close and gardens are required to be kept in a neat and tidy condition regardless of it being for sole use of the property or part of a common area.
13. Tenants may be required to carry out these tasks under terms of the lease. However where they fail to do so the responsibility remains with the Licensee and they must ensure these chores are being carried out.

## **WASTE MANAGEMENT**

14. The Licensee must ensure the tenants are aware of their responsibilities in respect of presentation of waste. They must be informed where the waste must be presented and on which day. The bin must be returned to the bin store where applicable, as soon as possible after being emptied. Information sheets in relation to waste disposal are included within these standards. Please select, complete and return the appropriate sheet for the type of waste uplift for your property.
15. Bags of waste should not be allowed to be left outside the door of the property or in any common area not designated for the purpose.

## **INSPECTION VISITS**

16. The responsibility for ensuring that weekly testing and recording of the fire alarm and detection system is carried out, lies with the Licensee. While the Licensee may delegate these weekly testing and recording to the tenants, they must ensure that their or their agent personally carry out at least a monthly test, recording this in the log and verify that the tenants have been carrying out weekly testing and recording. The emergency lighting, where applicable, must be checked monthly by the Licensee or their agent. Failure to comply with these checks could lead to a prosecution against the Licensee. Pro-forma fire alarm test and emergency lighting test record sheets will be supplied by Perth & Kinross Council's Licensing Department.
17. Full training on the correct operation of the fire detection system must be given to any tenants who are to test the system. Consideration must be given to sufficient tenants being trained so there will always be someone capable of testing the alarm available each week. A pro-forma fire system test training log will be supplied by Perth & Kinross Council's Licensing Department.
18. The Licensee, Day to Day Manager or Agent must visit the property to ensure all conditions are being complied with. The frequency of these visits being commensurate with problems found.

## **ANTI SOCIAL BEHAVIOUR**

19. The Licensee must ensure the tenants are aware of others living near the property and not allow their behaviour to impact on other people. This extends to people visiting the property in and around its environs.
20. Should antisocial behaviour be reported to the Licensee, they must make every effort to assist in resolving the issues.
21. In extreme cases the Licensee must work with Perth & Kinross Council's Anti-social Behaviour Team, closely following advice supplied by them to bring the matter to an end.

## **TENANCY AGREEMENT**

22. All of the points covered above where the tenants are required to carry out functions on behalf of the Licensee should be added to the tenancy agreement so this forms part of the contract between the tenants and the Licensee e.g. weekly fire alarm tests.

**PLEASE RETAIN THIS SECTION FOR YOUR FUTURE INFORMATION**

A Word copy of this document, which can be completed on a computer, is available to download at [www.pkc.gov.uk](http://www.pkc.gov.uk) > [Law and licensing](#) > [Licences, permits and permissions](#) > [Licences for accommodation](#) > Houses in Multiple Occupation

## HMO TENANT INFORMATION

### USEFUL PHONE NUMBERS

| <b>EMERGENCY</b> |               |
|------------------|---------------|
| <b>POLICE</b>    | 999           |
| <b>FIRE</b>      | 999           |
| <b>AMBULANCE</b> | 999           |
| <b>GAS</b>       | 0800 111 999  |
| <b>ELECTRIC</b>  | 0800 300 999  |
| <b>WATER</b>     | 0845 600 8855 |

| <b>NON EMERGENCY</b>    |  |
|-------------------------|--|
| <b>POLICE</b>           | 0300 111 2222  |
| <b>NHS 24</b>           | 08454 245424   |
| <b>ASBO TEAM</b>        | Contact Police non emergency number as above   |
| <b>NIGHT NOISE TEAM</b> | 01738 476173   |
| <b>WASTE MANAGEMENT</b> | Collections 01738 476476<br>Special Uplifts 01738 476476<br>Discarded Needle Uplift 01738 476476 |

| <b>EMERGENCY LANDLORD / AGENT CONTACT</b> |  |
|---|--|
| <b>MAIN CONTACT NAME</b>                  |  |
| <b>DAYTIME</b>                            |  |
| <b>EVENING</b>                            |  |
| <b>24 HOURS</b>                           |  |
| <b>SECOND CONTACT NAME</b>                |  |
| <b>DAYTIME</b>                            |  |
| <b>EVENING</b>                            |  |
| <b>24 HOURS</b>                           |  |
| <b>LANDLORD / AGENT PHONE NO.</b>         |  |

**CONTRACTS**

There is a maintenance contract or insurance policy in place for the following circumstances. Please contact the number listed and quote the contract / policy number.

| <b>What is Covered?</b> | <b>Phone Number</b> | <b>Contract / Policy No.</b> |
|-------------------------|---------------------|------------------------------|
|                         |                     |                              |
|                         |                     |                              |
|                         |                     |                              |

## HMO TENANT INFORMATION

|                         |  |
|-------------------------|--|
| <b>Property Address</b> |  |
|-------------------------|--|

### GENERAL INFORMATION

|                         |                |                     |
|-------------------------|----------------|---------------------|
| Location of stopcock    | Water          |                     |
| Location of stopcock    | Gas            |                     |
| Location of fuse board  | Electric       |                     |
|                         |                |                     |
| <b>Current Supplier</b> | <b>Company</b> | <b>Phone Number</b> |
| Electric                |                |                     |
| Gas                     |                |                     |
|                         |                |                     |

### FIRE SAFETY

**Where a token or key meter is fitted, this must be kept in credit at all times to ensure the correct operation of the fire detection system.**

The property is liable to be inspected at any time by officers from The Scottish Fire and Rescue Service. Should they find there is no credit in the meter the property will be served with a closure notice and you, the tenant, will not be able to enter the property until this is lifted. It is the landlord's responsibility to ensure this being complied with during their inspection visits.

**Liquefied Petroleum Gas (LPG)** is not permitted in the property under any circumstances.

## **Waste Presentation – Bag Collection System**

|                   |  |
|-------------------|--|
| Collection Day(s) |  |
|-------------------|--|

### **Bag Collection System (as per schedule stated below)**

All waste must be suitably bagged, and must be presented at the kerbside by 07.30 hours on your nominated collection day/s.

The nominated collection day/s in your area are as above.

Under no circumstances should waste be presented at any other time.

### **How to use your bin**

- Do not put concrete, bricks, large stones or large pieces of metal in bin
- Do not put hot ashes or corrosive materials in the bin
- Please try to recycle all recyclable waste

### **Recycling Services**

Residents are encouraged to segregate their household waste and use recycling facilities where possible.

Where this is available at this property Perth & Kinross Council operates Recycling Points at various locations around Perth and Kinross. Please contact Waste and Recycling on (01738) 476476 for more information.

### **Special Collection Service**

If you have larger items such as sofas, beds or household furniture contact The Customer Service Centre on (01738) 476476 to arrange uplift. There is a small charge for this service – please confirm cost when telephoning.

### **Environmental Protection Act 1990**

The above act governs the storage, presentation and collection of all waste. Anyone who fails to comply with the above conditions may face prosecution under the terms of the above act.

## Waste Presentation – Wheelie Bin System / Rubbish Bin

### Wheelie Bin System / Rubbish Bin (weekly collection)

|                   |  |
|-------------------|--|
| Collection Day(s) |  |
|-------------------|--|

#### 1. Presentation of Waste

**All waste must be** contained within the bin marked for your particular flat at this property. Bins must be presented at kerbside by 07.30 hours on your nominated day of collection as above and bins must be returned to the bin store within 24 hours of collection.

All waste presented for collection must be contained within the bin.

#### 2. Storage of Waste

All waste must be stored in the bin provided.

Under no circumstances should any uncontained waste or waste in bags be stored in any area other than within the bin provided. This includes both the back area and in the common close.

### How to use your bin

- Do not put concrete, bricks, large stones or large pieces of metal in bin
- Do not put hot ashes or corrosive materials in the bin
- Please try to recycle all recyclable waste

### Recycling Services

Residents are encouraged to segregate their household waste and use recycling facilities where possible.

Where this is available at this property Perth & Kinross Council operates Recycling Points at various locations around Perth and Kinross. Please contact Waste and Recycling on (01738) 476476 for more information.

### Special Collection Service

If you have larger items such as sofas, beds or household furniture contact The Customer Service Centre on (01738) 476476 to arrange uplift. There is a small charge for this service – please confirm cost when telephoning.

### Environmental Protection Act 1990

The above act governs the storage, presentation and collection of all waste. Anyone who fails to comply with above conditions may face prosecution under the terms of the above act.



## **Waste Presentation – Eurobin System**

### **Street Eurobin System (weekly collection)**

#### 1. Presentation of Waste

All waste must be bagged and deposited in the street bin provided. All waste presented for collection must be contained within the bin provided for your property.

#### 2. Storage of Waste

Under no circumstances should any waste be stored in any other location in and around the property such as back area or common close.

### **How to use your bin**

- Do not put concrete, bricks, large stones or large pieces of metal in bin
- Do not put hot ashes or corrosive materials in the bin
- Please try to recycle all recyclable waste

### **Recycling Services**

Residents are encouraged to segregate their household waste and use recycling facilities where possible.

Where this is available at this property Perth & Kinross Council operates Recycling Points at various locations around Perth and Kinross. Please contact Waste and Recycling on (01738) 476476 for more information.

### **Special Collection Service**

If you have larger items such as sofas, beds or household furniture contact The Customer Service Centre on (01738) 476476 to arrange uplift. There is a small charge for this service – please confirm cost when telephoning.

### **Environmental Protection Act 1990**

The above act governs the storage, presentation and collection of all waste. Anyone who fails to comply with above conditions may face prosecution under the terms of the above act.

|                         |  |
|-------------------------|--|
| <b>Property Address</b> |  |
|-------------------------|--|

### LANDLORD CONTRACTOR LIST

| <b>TYPE</b>              | <b>CONTRACTOR</b> | <b>PHONE NO</b> |
|--------------------------|-------------------|-----------------|
| GAS                      |                   |                 |
| ELECTRIC                 |                   |                 |
| PLUMBER                  |                   |                 |
| HEATING                  |                   |                 |
| SECURITY / FIRE<br>ALARM |                   |                 |
| GLAZIER                  |                   |                 |
| JOINER                   |                   |                 |
| LOCKSMITH                |                   |                 |
|                          |                   |                 |
|                          |                   |                 |
|                          |                   |                 |

Where there is a maintenance contract or insurance policy in place the contract / policy number should be listed above.

To assist you in choosing Contractors you could refer to the Better Business Partnership website at [www.pkc.gov.uk/Business+and+trade/Trading+standards](http://www.pkc.gov.uk/Business+and+trade/Trading+standards) . The Better Business Partnership Scheme is a local business partnership scheme aimed at increasing consumer confidence, promoting good practices within small local small business, and helping to protect citizens from doorstep crime.

A copy of this form must be provided with the completed Application Form together with the appropriate fee.