

## Provision of Information

A notice must be displayed in the house, easily visible to residents giving the name, address and telephone number of the Manager and of the agent or trustee.

If requested by the Local Authority, the Manager must supply the Authority with information about the occupancy of the house.

## What happens if the Manager does not manage the property correctly?

If a manager has failed to manage a property adequately and has breached the regulations, then the Council will take action.

Managers will be notified of contraventions by way of a formal letter stating the contraventions observed, works required to be carried out and a time period for completion.

Failure to comply with these requirements is likely to lead in prosecution to ensure the property is brought up to the necessary standard.

If the council believes that the management of the property is so poor as to present an imminent risk to the health, safety and wellbeing of the tenants, then it has the power to prosecute the manager without giving notice of the defects.

If such a case is taken, managers, upon conviction, may face fines of up to £5,000 for each regulation that has been breached.

## Need more help?

For more information and advice please contact Private Sector Housing on:

Telephone: **0300 1234 151**

Email: **psh@cornwall.gov.uk**

## Additional Support

The Cornwall Responsible Landlord Scheme has been set up to support landlords and letting agents provide the highest standards in the private sector. Find out more at:

[www.cornwall.gov.uk/responsiblelandlords](http://www.cornwall.gov.uk/responsiblelandlords)



If you want help or advice on how to produce information in alternative formats or interpreter services please phone

**01872 322594**

or email **equality@cornwall.gov.uk**.

If you would like this information in another format please contact:

**Cornwall Council**  
**County Hall**  
**Treyew Road**  
**Truro TR1 3AY**

Telephone: **0300 1234 100**

Email: **enquiries@cornwall.gov.uk**

**[www.cornwall.gov.uk](http://www.cornwall.gov.uk)**

# Duties of a HMO Manager

A bite size guide to what the duties of a manager of House in Multiple Occupation (HMO) are



The regulations which apply to the management of HMOs are the Management of Houses in Multiple Occupation (England) Regulations 2006. These regulations impose duties on managers but with some requirements also on residents to ensure that good conditions are maintained.

There is an exception to the case of a Section 257 HMO which are covered by the Licensing and Management of Houses in Multiple Occupation (Additional Provisions)(England) Regulations 2007

### **Who is the 'Manager' of an HMO?**

The Manager is the owner, or lessee of the property, who receives rent from the residents, either directly or through an agent or trustee.

### **What are Managers required to do?**

The Manager must ensure that the following regulations are observed

#### **Safety of Residents**

- Reasonable precautions must be taken for the safety of residents.
- Alarms and other fire apparatus must be kept in good working order.
- Fire escape routes must be clearly marked, maintained in good order and repair and kept free from obstruction.
- The manager must take all reasonable steps to protect occupiers from injury from design, structural conditions and number of occupants in the HMO.
- All fire doors and self-closing devices close properly to prevent smoke and fume spread.
- All notices indicating Means of Escape from Fire in the property are clearly visible

### **Water and Fuel Supplies**

All means of water supply and drainage must be kept clean, in good repair and protected from frost.

- Supplies of water, gas and electricity must not be unreasonably cut off.
- The manager must supply the Local Authority with a copy of the properties electricity and gas certificates if requested within 7 days of the request for inspection.
- Electrical installation to be inspected every 5 years, gas supply annually by certified contractor.

### **Individual Living Accommodation**

- The internal structure must be kept in good repair. Gas and electrical installations, heaters and water heaters and sanitation must be kept in repair and proper working order. Gas appliances must be inspected by a Gas Safe registered installer. The accommodation must be clean when a resident moves in.
- The Manager is not responsible for damage deliberately caused by a resident after moving in.
- The manager must ensure that the internal structure is in good repair.
- All fittings are in good repair and clean working order
- Every window and other means of ventilation are kept in good repair.

### **Windows and Ventilation**

Windows and other means of ventilation must be kept in repair and in proper working order.

### **Refuse and litter**

Refuse and litter must not be allowed to accumulate in the house. There must be enough bins, and proper arrangements for refuse disposal.

### **Communal Areas**

All parts of the house in common use must be kept clean, in good repair and decorative order. Staircases, halls and entrances must be kept free from obstruction.

The following must be kept clean and in good order:

- Gas and electrical installations
- Letter boxes
- Lighting
- Banisters
- Heaters and water heaters
- Handrails and stair covering
- W.C's
- Entrance doors to HMOs
- Balconies
- Outbuildings
- Baths
- Yards and forecourts
- Sinks and wash basins
- Boundary walls
- Cookers
- Railings and fences
- Refrigerators and food stores
- Porches and steps

Yards and gardens in common use (i.e. available to all households) must be kept in reasonable condition.