



Management Statement – 16 Elm Road, Worthing, BN11 1PG

Introduction

Clevernest Property Group Ltd would own and manage 16 Elm Road as a high-specification, professionally managed co-living property. This statement sets out the tenant profile, vetting process, tenancy terms, day-to-day management arrangements and neighbour engagement measures, demonstrating that the development will operate without adverse impact on neighbouring amenity.

Our intended outcome is to provide safe and harmonious living circumstances for professional residents while protecting the amenity, privacy and reasonable enjoyment of neighbouring properties, through active and professional management proportionate to the needs and safety of an eight-bedroom HMO.

Residents will occupy their rooms as their homes under assured periodic tenancies under the Renters' Rights Act 2025 – the property will not offer temporary or emergency accommodation.

1. Who Will Live There

Every room at 16 Elm Road will be let at premium rates to working professionals in stable employment, on a single-occupancy basis. We provide high-specification, all-ensuite homes designed and finished to a standard well above typical HMO stock. Occupancy will be restricted to one person per bedroom, in line with the proposed planning condition. Our residents are often graduates and typically seeking a settled home rather than short-term or transient accommodation.

2. Vetting Process

Every applicant is screened, interviewed and personally shown around by a reputable local letting agent appointed by Clevernest. They will carry out full referencing covering identity, credit history, employment and income, and previous landlord conduct before any offer is made. We also consider the wider harmony of the household.

3. Tenancy Agreement & House Rules

Each resident's tenancy agreement will incorporate an explicit code of reasonable terms:

- No parties or events involving non-residents
- Quiet hours between 11pm and 7am across communal and external areas
- No overnight guests without prior notice to the managing agent
- No smoking except within the designated external smoking area
- No loitering or socialising in external areas during quiet hours
- No noise nuisance, including loud music or television audible outside residents' rooms or through open windows, shouting, or loud conversations in communal or external areas, including during outdoor smoking
- Residents must keep communal indoor and outdoor areas clean and tidy and use the refuse and recycling facilities provided



- Residents must show consideration for neighbouring amenity and privacy at all times
- Any anti-social behaviour or repeated nuisance to neighbours will constitute a breach of the tenancy agreement and may result in enforcement action in accordance with the tenancy agreement and applicable law, including seeking possession.

Before accepting a tenancy, each prospective resident will be made aware of the house rules and the standards of conduct expected while living at the property. To be clear, these standards are an explicit condition of their tenancy.

Any reported or observed infringement will be recorded and investigated by the managing agent. Depending on the nature and seriousness of the matter, action may include a reminder of the house rules, a formal warning and, where repeated or serious breaches continue, further tenancy enforcement action in accordance with the tenancy agreement and applicable law.

These contractual controls are reinforced physically by the proposed 1.8m acoustic boundary fencing to the courtyard and enhanced acoustic insulation to internal walls, minimising noise transmission to neighbouring properties.

4. Property Management

The property will be managed day-to-day by the appointed letting agent, who acts as the single point of contact for any neighbour concerns, alongside Clevernest's central compliance oversight. Their responsibilities include tenant liaison, enforcement of the house code, regular property inspections and maintenance coordination.

Inspections will be made on a regular basis to ensure compliance with house rules, identify any maintenance issues and maintain the high standard of accommodation expected by both Clevernest and its residents. Routine maintenance requests will be addressed promptly, while urgent issues will receive an immediate response through the managing agent's established maintenance network.

Refuse and recycling bins will be stored securely within the property boundaries. Bins will remain within the designated secure bin storage area except when presented on the relevant collection day and will be returned promptly after collection, with management arrangements taking account of the Council's differing collection cycles for general waste and recyclables.

Secure cycle storage will be provided within the property to encourage sustainable travel and prevent bicycles being stored in front gardens or on the public highway.

External entrance doors will use coded access or an equivalent controlled-access system, with access arrangements managed by the appointed letting agent.

Where CCTV is installed for security and management purposes, cameras will be positioned to avoid capturing images of neighbouring properties or private areas, and recordings will be retained only for 30 days in accordance with applicable data-protection requirements.



Any external lighting required for safe access and security will be sensitively designed and positioned to minimise light spill and avoid nuisance or light pollution affecting neighbouring properties.

Contact details for the managing agent will be displayed on-site and provided to adjoining residents. Any concerns raised by neighbours will be acknowledged promptly, investigated without delay and appropriate action taken where necessary to resolve the matter.

A 24-hour telephone contact will be available for neighbours for management or nuisance concerns. Calls will be received by the managing agent or their nominated out-of-hours contact, with a backup contact arrangement in place if the first contact is unavailable. Urgent matters affecting safety or involving active nuisance will be triaged immediately, with appropriate action initiated without delay and physical attendance arranged where necessary. Non-urgent concerns will be acknowledged within one working day and investigated promptly. All complaints and actions taken will be recorded, and the person raising the concern will be kept informed of the action taken and, where appropriate, the outcome.

5. Transport & Parking

The property occupies a highly sustainable central location within easy distance of Worthing town centre, railway stations and local bus services. Clevernest's target market of working professionals is typically less reliant on private car ownership than traditional family households. Secure cycle storage will further encourage sustainable travel choices. As a result, the development will avoid undue parking pressure on surrounding residential streets.

6. Commitment to Good Neighbour Management

Clevernest's business model is built on maintaining high-quality homes occupied by responsible working professionals. We therefore have a commercial as well as ethical interest in ensuring that the property is professionally managed, that any issues are addressed promptly and that neighbouring residents experience no material adverse impact from its operation.

This Management Statement will be reviewed periodically and following any material management issue or recurring neighbour concern. Its provisions will be revised where necessary to improve their effectiveness in maintaining harmonious living conditions for residents and protecting neighbouring amenity.