

Short-Term Let Management Plan

36–37 Great Russell Street, London WC1

Property: 36–37 Great Russell Street, London WC1 (Ground and Lower Ground Floor 2-bedroom luxury maisonette).

Proposed Use: Short-term holiday let accommodation (luxury serviced apartment).

Management: Operated by “One Fine Stay” <https://www.onefinestay.com>, a high-end luxury management company providing personal check-in and concierge services (including meeting guests at arrival points and escorting them to the property).

Maximum Occupancy: 3 guests (single booking/household at a time).

This management plan sets out robust measures to ensure the property is managed in a manner that protects residential amenity, prevents nuisance, and addresses community impact concerns. The plan is structured to satisfy Camden Council’s requirements for a formal short-let management plan (to be secured via planning condition) and is informed by relevant Camden planning policies and UK laws.

Introduction and Context

The property in question is a two-bedroom luxury maisonette on Great Russell Street, intended for use as high-end short-term accommodation.

Camden Council’s planning guidance recognises several concerns associated with short-term/holiday lets in residential properties. Such lets can disturb neighbours through visitors generating noise at unsociable hours, and a high turnover of transient guests can erode the sense of community and raise fear of crime [camden.gov.uk](https://www.camden.gov.uk).

The Applicant acknowledges these policy concerns and has therefore formulated a comprehensive management strategy to mitigate potential adverse impacts. This plan directly addresses issues of noise, anti-social behaviour, security, and community disruption, in line with Camden’s planning policies on managing development impacts on neighbours (e.g. Core Strategy policy CS5 and Development Policy DP26) [democracy.camden.gov.uk](https://www.camden.gov.uk).

The following sections detail the measures that will be put in place. This formal management plan is intended to ensure that the short-term letting use will be **indistinguishable from, or as least disruptive as, normal residential use**, thereby upholding the amenity of neighbouring occupiers and the character of the area. The management company will strictly enforce these measures in accordance with the plan and all relevant legal obligations.

Noise and Disturbance Control

Minimising noise and disturbance is a top priority. The property will be managed to prevent any unreasonable noise that could disturb adjoining residents or the local community. Specific measures include:

- **Quiet Hours:** House rules will impose “**quiet hours**” **between 22:00 and 08:00**, during which guests must not create noise audible outside the apartment or in common areas. Guests are instructed to keep voices, music, and televisions at a low volume at all times, especially at night. These quiet hours align with the expectation that noise at night should not unreasonably interfere with others' enjoyment of their homes [gov.uk](https://www.gov.uk). Any noise that could amount to a statutory nuisance (e.g. loud, sustained noise at night) is strictly prohibited, in recognition that the Council has a duty under the Environmental Protection Act 1990 to investigate and abate such nuisances [gov.uk](https://www.gov.uk).
- **No Parties or Events:** **Parties, events or gatherings** are **strictly forbidden** on the premises. The tenancy/license agreement with guests will explicitly prohibit hosting of parties or inviting additional visitors beyond the registered occupants. This rule is clearly communicated to all guests prior to booking and at check-in. The ban on parties is aimed at preventing large or rowdy assemblies that could lead to noise, antisocial behaviour or overcrowding. Any violation (e.g. an unauthorised event) will result in immediate action, including possible termination of the stay and retention of the security deposit (see Deposit Management below), as well as reporting to Council/police if necessary.
- **Design and Infrastructure:** The property is a luxury unit and has been or will be fitted with features to help dampen noise. This includes **carpets/rugs and soft furnishings** on floors to reduce footfall noise, and **double-glazed windows** to contain internal noise and insulate against external noise. All entrance doors have automatic closers and seals to prevent slamming. Guests will be instructed to close doors gently and speak quietly in hallways to avoid disturbing neighbours. If any musical instruments or sound systems are present in the unit, their use will be restricted. There is no provision of any outdoor entertainment space; the private patio (if any) will be subject to the same quiet hours (no loud noise outside).
- **Monitoring and Enforcement:** The management company will actively monitor noise levels. The dedicated property manager or concierge is on call 24/7 and will respond immediately to any noise complaint from neighbours. Neighbours will be provided with a direct contact number to report disturbances at any time. In addition, discreet **noise monitoring devices** may be installed inside the apartment's living areas – these devices (which do **not** record audio, but measure decibel levels) can alert the manager if noise exceeds a set threshold for an extended period. This technology, where used, will be compliant with privacy laws and used solely to ensure noise rules are respected. If a noise alert is triggered or a complaint is received, the manager will contact the guests (or attend in person if necessary) to require immediate noise reduction. Failure by guests to comply with a noise warning will be treated as a serious breach of contract.

- **Legal Compliance:** The noise control measures are designed to ensure no behaviour escalates to the level of *anti-social behaviour*. Under the Anti-social Behaviour, Crime and Policing Act 2014, the Council and police have powers to swiftly **close premises** that are being used to cause nuisance or disorder to the public assets.publishing.service.gov.uk. This includes issuing Closure Notices (up to 48 hours) or seeking Closure Orders from the magistrates' court (up to 6 months) for premises causing serious nuisance assets.publishing.service.gov.uk.
- This management plan will **prevent such scenarios**: by enforcing quiet hours and responding to issues proactively, the property will not be a source of public nuisance warranting any enforcement action. In the event that any guest's behaviour might constitute a statutory noise nuisance or anti-social behaviour, the management will immediately intervene to **protect the neighbours' quiet enjoyment** and, if required, involve law enforcement to restore order. Through these diligent controls, any noise or disturbance from the short-term let will be kept within normal domestic levels, ensuring **no adverse impact on neighbouring occupiers**.

House Rules for Guests

Clear, strict **House Rules** will be in place governing guest behaviour and use of the property. These rules are provided in writing to all guests prior to arrival (as part of the booking terms and welcome pack) and are also explained in person at check-in. Guests must agree to abide by the house rules as a condition of their stay. The house rules, written in English (with translations as needed), include at minimum the following points:

- **No Unauthorised Guests:** Only the individuals named on the booking (maximum 3 persons) are permitted to reside overnight. **No additional overnight visitors** or substitutions are allowed without prior management approval. Visitors may be received during the day with permission, but never in such a number or manner as to cause disturbance. Absolutely **no sub-letting** or transferring of the booking to others is allowed (this is monitored via the ID check-in process).
- **No Parties or Loud Gatherings:** As noted, parties, events or any social gathering that could create noise or nuisance are prohibited. The property is to be used **solely for private accommodation** of the booked guests. Any sign of a party (excessive alcohol, sound system, large groups arriving) will result in intervention.
- **Quiet Hours (Night-Time Peace):** Guests must observe quiet hours from **10:00 PM to 8:00 AM** every day. During these times, no loud noise, music, or disruptive activity may occur inside the apartment or in any outdoor areas or communal parts of the building. Even outside quiet hours, guests are required to keep noise at a considerate level at all times (as one would in any residential home).
- **Respect for Neighbours:** Guests should behave as they would in their own home, **respecting the neighbours and community**. This means avoiding slamming doors, congregating in hallways, or shouting. Guests are instructed to **not buzz other flats** or disturb neighbours if locked out or seeking access (they must contact the manager).

instead). Any neighbour complaint about guest behaviour will be taken very seriously and may result in the stay being curtailed.

- **No Smoking or Illegal Substances:** The property is strictly **non-smoking** indoors. If smoking is allowed at all, it will be limited to a designated outdoor area (if any) with proper disposal of cigarette butts. Illegal drug use is **prohibited** on the premises. Any evidence of drug use or smoke damage will result in immediate eviction and cleaning fees. The management company will comply with authorities for any serious breaches of law.
- **No Pets:** As a rule, pets are not permitted, to avoid damage and allergies, unless explicitly agreed in advance under special circumstances (e.g. a guide dog). If a pet is allowed, additional rules (no noise, no fouling) will apply.
- **Use of Facilities:** Guests must use the property and its appliances/facilities in a normal and lawful manner. For example, no tampering with smoke alarms or security devices (tampering is a criminal offence and will be reported if found), no using the property for any commercial activities or photoshoots without permission, and no storing of hazardous materials. The property's fixtures must be treated with care; any breakages should be reported immediately.
- **Cleanliness and Waste:** Guests are expected to maintain basic cleanliness. Food waste must be disposed of properly and not left out (to deter pests). The full waste and recycling policy is detailed separately in this plan and provided to guests (see *Waste and Recycling Protocol* below). Guests should not cause littering or leave rubbish in common areas.
- **Security:** Guests must lock doors and windows whenever they leave the property, and must not allow any unknown persons into the building. Keys/access devices must be safeguarded (see *Access Control*). The address and entry instructions are confidential and should not be posted publicly by guests (for example, not disclosed in online reviews).
- **Emergency Procedures:** Basic emergency instructions are provided (e.g. how to evacuate in case of fire, location of extinguishers, and emergency contact numbers – see *Emergency Contacts and Procedures*). Guests must not do anything to disable safety equipment. Any incident (fire, flood, break-in, etc.) must be reported to the manager immediately.
- **Consequences of Breach:** The house rules clearly state that violation of any of the rules may lead to penalties including immediate termination of the stay, eviction without refund, forfeiture of the security deposit, and liability for any damage or fines. Serious breaches (e.g. illegal activity, extreme noise/anti-social behaviour) will also be reported to the relevant authorities (police or Council) as appropriate.

These house rules are **displayed within the property** (in a guest information folder and on a notice on the inside of the front door). The rules will be enforced by the management

rigorously. By making a booking, guests explicitly agree to follow all house rules. This approach ensures expectations are clearly set to prevent any behaviour that could adversely affect neighbours or the premises.

Guest Identification and Check-In Process

A **strict guest vetting and check-in procedure** will be implemented to verify guest identity, communicate rules, and ensure only responsible guests gain access:

- **Pre-Arrival Vetting:** Prior to accepting a booking, the management company will have a vetting process. Guests typically book via reputable platforms or directly; in all cases, the lead guest must be aged 21 or over and provide valid identification. The booking terms require the lead guest to submit a copy of a government-issued photo ID (passport or driving licence) in advance. The management company reserves the right to decline bookings that appear high-risk (for example, local residents booking for one night – which could indicate a party, will not be accepted). References or reviews from previous stays (if using a platform) are considered. This vetting is aimed at reducing the likelihood of anti-social guests.
- **Personal Check-In:** Unlike anonymous self-check-in systems, this property will have **in-person check-in by a dedicated concierge/manager**. On the guest's arrival day, a representative of the management company will meet the guests at a pre-arranged location – often at the airport or train station if they are arriving from abroad, or at the property if more convenient. Meeting guests at their arrival point not only provides a luxury service touch but also allows the manager to **visually verify the guests and their IDs** before they are brought to the property. The manager will check the passport/ID of the lead guest (and can request ID for all adult guests) to ensure the persons arriving match the booking and are legitimate. This procedure deters any attempt to use false identities or for unauthorised individuals to occupy the flat.
- **ID Verification and Record:** The management will keep a secure record of guest identities and the dates of stay. (In accordance with legal requirements, foreign nationals' passport details and next destination will be recorded, as is standard hotel practice, pursuant to the Immigration (Hotel Records) Order 1972). All personal data will be handled in compliance with data protection laws (GDPR), and will be made available to law enforcement or Council officers if required for any incident. This record-keeping adds accountability – guests know they are not anonymous. It also supports **Right to Rent** checks if ever required (noting that holiday lets are generally exempt from the Immigration Act 2014 “right to rent” checks, but the policy of obtaining IDs ensures no unlawful occupier is accommodated).
- **Welcome Briefing:** Upon arrival at the property, the manager will conduct a thorough **check-in briefing**. This includes a guided tour of the apartment, demonstration of how to use appliances, and pointing out key safety features (smoke alarms, CO detector, fire extinguisher, first aid kit, emergency exits). During this briefing, the **house rules are reviewed in person**. The manager will specifically highlight noise restrictions, occupancy limit, and how to dispose of rubbish, etc., ensuring the guests understand their obligations. The tone is polite but clear that the property is in a residential area with neighbours who must not be disturbed. Guests will sign a form

or electronically acknowledge that the house rules have been explained and accepted at check-in.

- **Late Check-In Policy:** If guests arrive late at night (outside normal hours), the check-in will still be done in person. The management company has staff available for late arrivals and will ensure that even at a late hour, the greeting is done quietly and considerately (neighbours will not be awoken by late-night check-ins; the manager will remind guests to keep voices down if arriving late).
- **Verification of Group Size:** The check-in process also serves to verify the number of guests. The booking is for up to 3 people; the manager will confirm that no more than 3 individuals are present. If a booking were made for 2 and an extra (third) person arrives, the manager can approve the additional guest (up to the max of 3) after verifying ID, and adjusting the booking records. **If more than 3 persons arrive, exceeding the allowed occupancy, the additional persons will not be permitted to stay.** The manager will exercise the right to refuse entry to undeclared guests beyond the maximum. This on-the-spot enforcement ensures compliance with the occupancy limit from the very start of the stay (see also *Maximum Occupancy Enforcement* below).
- **Check-Out Process:** Although check-out can be more self-managed, the management company ideally will also **meet the guests at check-out** to collect keys and review the condition of the property. This allows a quick inspection in the guests' presence and thanks them for compliance. Any issues can be noted immediately. Where an in-person check-out is not possible (e.g. very early departure), guests will be instructed on how to leave keys securely and the manager will inspect shortly after.

This robust check-in procedure serves multiple purposes: it verifies identity (preventing fraud or misuse), reinforces the rules (preventing ignorance of expectations), and establishes a personal rapport (guests who meet the manager are more likely to respect the property knowing there is an attentive human overseeing it). It dramatically reduces the risk of the property being misused by unruly guests. By checking IDs and having a physical presence, the management aligns with best practices and meets obligations to ensure **guests are who they claim to be** and are fit to reside in the property, thereby protecting the community.

Access Control and Security

Controlling access to the property is critical for both guest safety and neighbour security. The following access control measures will be in place:

- **Key Handover:** Physical keys (or access cards/fobs) to the apartment and building will only be handed directly to the verified lead guest (or their adult designee in the group) at check-in. No keys will ever be left in insecure places (such as under mats or in uncontrolled key boxes). The management company maintains strict control of key inventory. If the building has a concierge or reception, arrangements will be made accordingly, but currently the plan relies on direct manager-to-guest handover, ensuring **keys are given only to authorised persons.**

- **Digital Locks (if applicable):** The property may be fitted with a modern digital smart lock or key code entry system. If so, unique access codes will be programmed for each guest stay. Codes would be activated at check-in time and expire after check-out, and are not reused. This provides an extra layer of security – no physical key to lose, and no risk of past guests retaining access. The system logs entries and exits, which the management can monitor if needed (e.g. to see if there was an unusual number of entries late at night potentially indicating extra people – though generally not expected). Code distribution is done securely (preferably in person or via encrypted communication just before arrival).
- **Building Entry:** The maisonette is part of a building at 36–37 Great Russell Street. Guests will be given any necessary entry fob or code. They will be instructed not to **allow tailgaters** (i.e. unknown persons following them in) and not to buzz other units. The check-in manager will demonstrate the correct entry and exit procedure. Any building rules (for example, regarding use of a shared hallway, lift or courtyard) will be communicated to guests. The management company will coordinate with the building management (if an owners' corporation or building manager exists) to ensure the short-let use does not compromise building security or violate building regulations. All guests will be made aware of **fire exits and routes** from the building as well.
- **Secure Lockup:** Guests are required to lock the apartment door and the building entrance securely each time they leave. This is emphasised during check-in. The apartment door is equipped with a high-security deadbolt lock. Windows have locks as well. The manager will check at check-out that all keys/fobs are returned. In case a key is lost during a stay, the management can respond quickly (spare key available) and if necessary, a lock change will be carried out (at the guest's expense if due to their negligence). There will never be unidentified copies of keys in circulation.
- **Surveillance and Alarms:** For safety and deterrence, the property is fitted with a basic **security alarm system**. Guests will be briefed on how to arm/disarm it when they go out (if they wish to use it). The front entrance of the building may also be covered by CCTV (as is common in London blocks). If CCTV is present, it will be in communal areas only (none inside the flat, to respect privacy) and is operated in compliance with privacy laws. The presence of CCTV in common areas (or a video doorbell at the unit's door) provides an additional security record of who enters/exits, which can help in investigating any incidents. Signage will indicate CCTV in use as required by law. The management company will have access to any such footage if needed to verify unauthorised access attempts or respond to neighbour concerns.
- **No Self Check-in by Strangers:** Because the management always meets guests, there is effectively no opportunity for a stranger to retrieve keys and squat or misuse the property. Additionally, after each check-out, the locks or key codes are changed or updated if there's any concern keys could have been copied. The property will not employ outside letting agents for check-ins without the same rigorous procedures.

- **Compliance with HMO Regulations (if applicable):** While this short-let is a single household use, the nature of multiple short-term occupants means we have also considered Houses in Multiple Occupation (HMO) standards for security. The Housing Act 2004 definition of HMO could technically apply if the guests are unrelated, as the property may at times be occupied by 3 persons forming more than one household. Camden Council's additional licensing scheme requires HMOs with 3+ persons in 2+ households to be licensed and meet safety/management conditions camden.moderngov.co.uk. **We confirm that no locks on internal bedroom doors** will be installed (so the unit is let as one dwelling, not subdivided rooms), and it's always one booking group, thereby operating as a single household unit. Should the Council deem the use licensable as an HMO due to the short-term nature, the owner/management will obtain any required HMO licence and comply with all licence conditions. This includes measures like fire doors, appropriate locks, and manager details displayed – many of which are already met or exceeded by this plan.

In summary, access to the property is tightly controlled by personal handover and secure systems. Only vetted guests can enter, and the risk of unauthorised entry or breach of security is minimal. These precautions protect both the guests and the neighbours, maintaining a safe environment in and around the property.

Maximum Occupancy Enforcement

The property's **maximum occupancy is strictly limited to 3 guests** at any one time, as per the planning application and house rules. This limit will be actively enforced to prevent overcrowding, excessive wear, or increased nuisance that might arise from a higher number of occupants. The following outlines how occupancy is controlled:

- **Booking Controls:** All booking channels and the tenancy agreement specify a maximum of 3 persons. The booking cannot be made for more than 3 guests. The platform or booking form will not accept a higher number. In addition, the property is configured with sleeping arrangements for 3 guests only (e.g. one king-size bed and one single bed, or similar) – there are no sofa beds or extra mattresses provided. This inherently discourages exceeding the limit, as there are no accommodations for a 4th person.
- **Check-In Headcount:** As described, at check-in the manager will verify the number of guests arriving. If a booking were made for fewer but more show up, the manager will either refuse the extra persons or, if within the limit of 3, update the booking records after obtaining necessary ID. Under no circumstances will a group larger than 3 be permitted to occupy the flat. If, for example, 4 people arrive, the manager will explain that the occupancy limit is exceeded and only 3 can stay. The group would have to make alternative arrangements for the additional person (this policy is communicated in advance to avoid such situations).
- **No Split Bookings:** The management will not allow practices such as two concurrent bookings for the same flat or "switching" of guests during a single stay (e.g. one guest leaving and another coming in mid-way) if that would increase the number of different individuals using the property beyond 3. The booking is for a named party, and while

guests may come and go, there cannot be more than 3 overnight occupants at any time. The lead guest remains responsible for the entire party throughout the stay.

- **Monitoring During Stay:** The management and cleaning staff, as well as potentially friendly neighbours or concierge (if any), will be vigilant for any sign of over-occupancy. Indicators like excessive luggage, use of bedding, or repeated coming and going of many people will trigger an inquiry. The noise monitoring (if used) can also indicate if perhaps more people are present (e.g. continuous high noise could indicate a gathering). If there is reason to suspect more than 3 people are staying, the management will visit the property to investigate. The guests are aware that the property is managed and that unapproved guests constitute a breach, so this acts as a deterrent.
- **Enforcement Actions:** If an occupancy breach is discovered (for instance, a guest sneaks in extra people after check-in), the management will take immediate action. The extra individuals will be asked to leave the premises at once. The primary guest will receive a warning that they are in violation of the terms. If they do not comply or if the situation is egregious (e.g. turning into an unauthorised party with many people), the stay will be terminated. The Council's enforcement team or police may be notified if the unauthorised occupants refuse to depart or if there is any safety risk. Additionally, such a breach would result in loss of the security deposit and no refund for unused nights, as per the contract.
- **Reason for Limit – Safety and Legal Compliance:** The limit of 3 is set to ensure the use remains small-scale and akin to a normal residential scenario (a small family or trio of individuals). Occupancy is kept well below any thresholds that would pose safety risks or require special regulatory compliance. For example, overcrowding can be a statutory offence under housing legislation – the Housing Act 1985 defines legal occupancy standards, and this property's limit ensures those are not exceeded for a two-bedroom unit. By capping at 3, we avoid any contravention of overcrowding standards or creating conditions that might be unsafe (e.g. insufficient fire escape capacity for more people). It also aligns with Camden's HMO licensing criteria: mandatory HMO licensing in England applies to 5 or more occupants in multiple households england.shelter.org.uk, and Camden's additional licensing covers 3 or more in two households camden.moderngov.co.uk. In practice, our model is one household of up to 3, meaning the property will **either fall outside HMO scope or only be a small 3-person HMO if the guests are unrelated**, which we will manage properly as noted. Keeping the occupancy at 3 avoids a "party house" scenario and reduces cumulative impacts on noise, waste, and communal areas.
- **Single Family/Household Use:** It is important to highlight that only **one booking group (household) occupies the flat at a time**, never multiple separate bookings or individuals. This is fundamentally different from a hostel or large HMO. Even though guests may not be related, they are traveling together as a unit and will generally have coordinated behaviour. This ensures the character of use remains that of a single dwelling unit being occupied by one family or group at any one time,

maintaining residential character. There will be **no multiple tenancy arrangements concurrently**.

By enforcing the maximum occupancy, the management ensures that the intensity of use of the property does not exceed what was proposed or what is suitable for the size of the unit. Neighbours will not perceive any greater population or activity from this flat than they would from a typical small household. This control is thus essential to minimising impact on the building and locality.

Deposit and Damage Management

To safeguard the property and incentivise good behaviour, the management company will implement a **security deposit and damage policy** as follows:

- **Security Deposit Requirement:** Every short-term let booking will include a **refundable security deposit** (or credit card pre-authorisation) taken prior to check-in. The amount will be commensurate with the high-end nature of the property (e.g. a sum of a few hundred pounds, sufficient to cover minor damages or extra cleaning). The guests are informed of this deposit at booking. It is collected either via the booking platform or directly by the management company in accordance with legal guidelines. (Since this is a temporary licence to occupy, not an Assured Short hold Tenancy, the deposit is not governed by the tenant deposit protection schemes; however, it will be administered fairly and transparently in line with consumer law and the terms of the contract).
- **Property Inspection and Inventory:** The property is fully furnished with luxury fittings. An inventory and condition report is maintained. Before each guest's arrival, the management inspects the flat to ensure everything is in order. After each check-out, a thorough inspection is conducted (usually by a professional cleaner and verified by the property manager). Any damage, missing items, or misuse will be noted. Photographic evidence is taken to document the state of the property if there are issues. This ensures any deductions from the deposit can be evidenced.
- **Guest Accountability for Damage:** Guests are made aware that they will be **held financially responsible for any damage** or rule breach during their stay. This is written into the contract and reiterated at check-in. Common examples (provided in the house rules documentation) include: stains or scratches on furniture, broken dishes or appliances, lost keys (lock replacement cost), smoking inside (incurs deep cleaning fees), or tampering with safety equipment (which is a serious matter). If damage occurs, guests are encouraged to report it immediately (accidental damage reported in good faith may be treated more leniently versus concealment).
- **Use of Deposit:** If upon check-out inspection the property is found in good condition with no breaches, the security deposit is returned in full. If issues are found, the management will levy reasonable charges for repairs, replacement, or extra cleaning. For example, if an item is broken, the cost to repair or replace it (like-for-like) will be deducted. If extra cleaning is required due to a party or smoking, a fixed penalty cleaning fee (as stated in the house rules) will be charged. These deductions will be

communicated to the guest with evidence. The balance of the deposit (if any) is then returned. In cases of booking via platforms like Airbnb, their resolution centre may be used to mediate any claims fairly. Generally, this system ensures “**the polluter pays**”, meaning guests have a financial incentive to treat the property respectfully.

- **Excess Damage or Theft:** If damage exceeds the deposit amount or if theft/vandalism occurs, the guest will be pursued for the additional costs. The management company maintains appropriate insurance (home insurance and public liability insurance) which may cover major damage, but the guest will still be liable to the fullest extent allowed by law. In extreme cases (wilful damage or refusal to pay), the matter would be referred to legal action or even police involvement (e.g. deliberate vandalism would be criminal damage). Thankfully, such instances are rare, especially under a scheme with proper vetting.
- **Maintenance and Upkeep:** The management plan also includes regular maintenance to prevent the property from falling into disrepair. Gas, electrical, and other systems are routinely serviced (see Safety compliance below). By keeping the property in good condition, we reduce the risk of accidents or exacerbated damages (for instance, a small leak fixed promptly avoids major water damage). The guests are provided with a point of contact to report any maintenance issue (like if an appliance malfunctions) so it can be addressed swiftly, ensuring small issues do not turn into larger damage.
- **Deposit for Noise/ASB Breaches:** In addition to physical damage, the **deposit may be forfeited if guests seriously breach noise or behaviour rules**. For example, if a party occurs causing disturbance, the contract may stipulate a fine or retention of deposit as a consequence, even if no physical damage is noted. This acts as a deterrent. (Any such deductions will be in line with the agreed terms and not punitive beyond covering the costs, such as compensating neighbours or the need to discount subsequent nights for other residents due to the disruption, etc.)

By having a financial stake, guests are much more likely to respect the property and the rules. The management company's diligent inspection regime ensures that any issues are caught and attributable to the correct guest stay. This deposit system will help maintain the property's condition long-term, which in turn means it will not become a detriment to the building (e.g. no broken windows or disrepair elements that could affect neighbours). It aligns with the principle that **good management and maintenance prevent problems**, as noted in housing standards. Indeed, Camden Council has observed that poor management of multi-occupancy properties can lead to issues like refuse accumulation or disrepair camden.moderngov.co.uk; our deposit and maintenance approach ensures high standards are upheld continuously.

Waste and Recycling Protocol

Proper waste management is essential to avoid nuisances such as bad odours, pest infestations, or unsightly rubbish that could affect neighbours. The following protocol will be in place for waste and recycling at the property, in line with Camden Council's waste disposal regulations:

- **Provision of Bins:** The apartment will be equipped with separate bins for general waste, recycling, and if applicable, food waste, consistent with Camden's recycling system. Clearly labeled containers (with instructions, e.g. what can be recycled) will be placed in the kitchen. Liners/bags are provided for guests to easily separate waste.
- **Guest Instructions:** House rules documentation includes a section on "**Rubbish and Recycling**". Guests are instructed on how and where to dispose of waste. For example: normal practice will be to **bag and tie all general waste** and place it in the **designated refuse bins** located [specify location – e.g. in the basement bin store or outside in the mews, etc.]. Recyclable materials (clean paper, plastic, glass, etc.) should be placed in the recycling bin (typically a green or orange-lidded bin as per Camden's system). If food waste caddies are used, guests are asked to use the compostable liners and deposit them in the food waste bin. We will include the Camden Council guidelines for recycling in the welcome info to make it as straightforward as possible.
- **Collection Schedule:** The management will post information about **collection days**. Given the central London location, collections might be frequent. If the property has communal waste collection (shared bins for the building), the building's collection arrangements will be followed. The management company will ensure that **bins are put out and brought in** at the correct times (if this is required of occupants) – in practice, the management will handle this duty rather than relying on short-term guests. For example, if rubbish is collected every Monday and Thursday, the manager or cleaner will visit to place bins out on the street (if needed) and return them, unless the building porter handles it. This prevents any scenario where guests might forget or do it incorrectly, leading to overflowing bins or fines.
- **No Littering or Side Waste:** Guests are explicitly told not to leave any trash bags **outside the designated bins or on the street** except on the proper collection day and location. In Camden, leaving waste out improperly can lead to fixed penalty fines. The management will monitor for any such issues. After each check-out, the cleaning team ensures no waste is left in the flat and that all refuse has been transferred to the bins. The cleaner will also tidy up the bin area if the guests did not perfectly comply (to ensure no debris is left). By proactively managing this, we aim for *zero impact* on the neighbours from waste – i.e., no overflow, no vermin.
- **Compliance with Council Waste Policies:** The property will adhere to Camden Council's recycling targets and waste reduction initiatives. We will provide reusable shopping bags to discourage single-use plastics, and minimal single-use toiletries to reduce waste. If the Council requires recycling of specific materials or use of particular bags (for instance, some boroughs require orange recycling bags), we will supply those to guests. All waste will be stored in suitable containers – meeting the duty under the Environmental Protection Act 1990 for occupiers to manage waste properly. The management company accepts responsibility to **dispose of waste through the proper channels** – meaning if guests leave large items or unusual

waste, the company will arrange special collection rather than burden the normal service.

- **Noise from Waste Disposal:** Not to be overlooked, even waste disposal can cause disturbance (e.g. dragging bins, throwing bottles into bins late at night). We instruct guests only to take out waste during reasonable hours (not at midnight). If there is a bottle bank or similar, guests are asked to avoid using it at unsocial times. The management or cleaner will take care of glass disposal if timing is an issue. This ensures neighbours are not awakened by clattering bottles or bins at odd hours.
- **Monitoring:** The management will regularly check that the waste facilities are adequate. If any neighbour or the council raises a concern (for example, if ever rubbish from the flat is found improperly sorted), we will immediately rectify and remind the current guests of the rules. Because the occupancy is low (max 3) and the stays are short, the volume of waste generated should be relatively modest – akin to that of a small household. There should be no scenario of large-scale waste output.

By enforcing these waste and recycling protocols, the short-term let will not create any greater burden on local waste services than an ordinary residence. Importantly, it will **prevent issues like refuse accumulation or litter**, which are often cited problems when properties are mismanaged [camden.moderngov.co.uk](https://www.camden.moderngov.co.uk). Our commitment is to keep the property and its vicinity **clean and tidy at all times**, contributing positively to the community's cleanliness.

Ongoing Monitoring and Compliance Assurance

Operating a short-term let in a sensitive central London location requires continuous oversight to ensure compliance with all rules and to promptly address any issues that arise. The management company will undertake ongoing monitoring and implement compliance measures, including:

- **24/7 Management Availability:** A key feature of this high-end management service is round-the-clock availability. A designated property manager (or team) will be on call **24 hours a day, 7 days a week** to respond to any urgent issues involving the property. Contact details (phone, email) for the manager are provided to both guests and neighbours. This means if a neighbour hears noise at 2 AM, they can call the manager immediately; likewise, if guests have an emergency like a power outage or lost key, they can reach help. Rapid response is crucial to resolving problems before they escalate.
- **Periodic Visits and Inspections:** For longer stays (e.g. a guest staying several weeks), the management may schedule interim housekeeping visits, not only to clean but also to check that all is well (with the guest's consent). Even for short stays, staff may drop by discreetly to perform exterior checks – ensuring, for instance, that no doors are propped open or no obvious violations are occurring. The property's exterior (if visible from street or communal areas) will be checked to ensure it remains in good order (curtains not left in disarray, lights off when not needed, etc., which also

hints at whether occupancy is normal). These periodic checks help catch any developing issues (such as a malfunctioning alarm or a noise issue) early.

- **Community Liaison:** The management company will maintain open communication with neighbours and the local community. Neighbours will be provided with a channel to give feedback – whether via a dedicated email or a hotline. If any neighbour registers a complaint or even a suggestion (e.g. “the guests often leave the front door slow to close”), the management will take it on board and adjust procedures accordingly. We aim to be seen not as an absentee landlord but as a **responsible neighbour** in the community. This could include attending residents’ meetings if invited, or providing updates if any changes in operation occur.
- **Logging and Record-Keeping:** Every booking and incident will be logged. The management keeps records of guest stays (dates, number of guests, etc.) which can be provided to the Council to demonstrate compliance with any planning condition (for example, if permission were conditional on a maximum number of nights or persons, we can show our records to confirm adherence). Complaints and responses are documented as well. If there is a noise complaint at 11 PM on a certain date, the log will record what action was taken and the outcome. This creates accountability and continuous improvement – if a particular rule isn’t being respected by multiple guests, we would know to perhaps strengthen our house rule communication or adjust booking vetting.
- **Compliance with Laws and Licences:** The management will ensure the property remains in compliance with all relevant UK laws throughout its operation. This includes: **fire safety regulations** (regular testing of smoke/heat/CO alarms, fire risk assessments as required under the Regulatory Reform (Fire Safety) Order 2005 since this is a commercial letting property, installation of fire extinguishers, fire blanket in kitchen, clear fire exit routes). It includes **gas safety** – by law, a Gas Safe registered engineer will inspect all gas appliances annually and issue a Landlord’s Gas Safety Certificate (CP12) shortletspace.co.uk. A copy of the current gas safety certificate will be kept on site and provided to guests on request, in line with best practice shortletspace.co.uk. **Electrical safety:** an Electrical Installation Condition Report (EICR) will be done at least every 5 years (and portable appliance testing as needed) shortletspace.co.uk. **Furniture safety:** all furniture meets fire safety standards (British Standard BS7177, etc.). **Water safety:** risk of Legionella is assessed and water systems flushed between lets as needed. By staying ahead on these compliance items, we reduce the risk of accidents or regulatory breaches. Should Camden or any authority require an inspection (for licensing or random compliance), the property will be ready and fully compliant.
- **Adherence to Planning Permission Conditions:** If planning permission is granted for this change of use, it may come with specific conditions (for example, a restriction on any signage or requirement to renew the management plan periodically). The owner and management commit to strictly observe all conditions of the consent.. The management plan itself will be kept under review and updated if necessary to remain effective and in line with any new Council guidelines or best practices.

- **Antisocial Behaviour Prevention:** As noted earlier, Camden Council emphasises that good management is key to preventing issues like antisocial behaviour, noise, and refuse problems in multi-occupancy properties camden.moderngov.co.uk. Our ongoing monitoring is designed exactly to achieve this: **if any issue arises (noise, antisocial conduct, refuse)**, it will be “**responded to and dealt with effectively and efficiently**” camden.moderngov.co.uk by the management. For example, should a guest ignore quiet hours and cause a disturbance, the response (a warning or eviction) will be prompt, typically resolving the issue the same night. Similarly, if a guest is found violating community norms (say being rude to a neighbour or causing mess), the management will mediate and correct the behaviour immediately.
- **Insurance and Liability:** The property owner has comprehensive insurance including public liability insurance covering injury or damage caused in relation to the short-term let operation. This provides further reassurance that any accidental harm (such as a leak affecting a neighbour’s flat) would be covered and remedied swiftly without burden on others. The management also insures against employer liability for staff, etc. All such insurance is kept up-to-date as required by law or good practice.

Through these ongoing efforts, the management ensures that the short-term rental is not a passive or unregulated use, but one under constant supervision. The goal is for the impact on neighbours to be minimal and for any emerging concern to be nipped in the bud. Essentially, this is a **professionally managed operation with continuous oversight**, distinguishing it from ad-hoc short lets that often lead to complaints due to neglect. Camden Council’s concerns about short-term lets (noise, community disruption) camden.gov.uk are directly mitigated by this hands-on management approach.

Emergency Contacts and Procedures

In the interest of safety and preparedness, clear emergency procedures and contact information will be in place for both guests and neighbours in relation to the short-term let:

- **Emergency Contact Sheet:** Inside the property, an **Emergency Information Sheet** will be prominently displayed (for example, on the back of the front door or in the welcome binder). This sheet lists important phone numbers and instructions, including:
 - **Manager 24/7 Contact:** [Phone number] (available at all times for any urgent issue).
 - **Emergency Services:** 999 (guests are instructed to call 999 for fire, medical, or police emergencies requiring immediate response, just as any resident should).
 - **Nearest Hospital / A&E:** [Name of nearest major hospital and address].
 - **Nearest GP/urgent care:** (for non-emergency medical issues, especially useful for foreign guests).
 - **Police (non-emergency):** 101 number for police non-urgent matters.

- **Council Noise Team (Out-of-hours):** [Camden's noise nuisance reporting line], though guests are told to contact the manager first, this is listed for completeness.
 - **Utilities Emergency:** e.g. National Gas Emergency number (if gas smell) and UK Power Networks (if electrical outage) – although again manager will handle these, we provide them in case.
- The sheet also briefly states what to do in common emergencies (e.g. fire evacuation, see below). It will be laminated and kept up to date.
 - **Fire Safety and Evacuation:** The property complies with fire safety requirements. There are working **smoke alarms** on each level and in high-risk rooms (at least one per floor and in the kitchen area). A **carbon monoxide detector** is installed near any gas appliance (boiler or fireplace). A **fire blanket** is mounted in the kitchen for small cooking fires, and a multi-purpose **fire extinguisher** is provided near the kitchen exit. Guests are instructed on their use but also cautioned *only* to tackle small fires and to evacuate when in doubt. The layout of the maisonette means there are two levels; the primary escape route is the main entrance door at ground level. If that is blocked, alternative escape may be possible via an egress window or the lower ground exit (if exists to the outside). The check-in briefing covers the escape route and the emergency keys (if any bars on windows, etc., keys are kept in an accessible spot). **No barred windows** without quick-release are present in sleeping rooms, ensuring compliance with fire egress standards. Guests are told: in case of fire, evacuate immediately and assemble [designate a safe spot outside, e.g. across the street], then call 999. The building's fire alarm (if any communal system) and extinguishers are also noted. These precautions and instructions aim to protect guests and neighbours from fire risks. A formal Fire Risk Assessment will be conducted and kept on file as required for this short-term let (as it is a "premises" under fire safety law due to commercial use).
 - **Medical Emergencies:** For any medical emergency, guests will call 999. The manager, if on scene or called, will assist (the team is first-aid aware). A first aid kit is provided in the flat for minor injuries. The information sheet provides the address of the property in a clear format so guests can read it out to emergency operators (important if they are not familiar with UK addresses). The manager can also guide emergency services to the property if needed (especially since they are local and can help direct an ambulance to the correct entrance).
 - **Security Emergencies:** If there is suspicious activity or a security threat (e.g. an attempted break-in), guests should call the police (999 if crime in progress) and then inform the manager. The property has sturdy locks, but in an unlikely event of a burglary, the management will support guests (help liaise with police, provide alternative accommodation if needed, etc.). For lost keys where the guest cannot re-enter late at night, the emergency contact ensures the manager can come quickly with a spare or assist, so the guest isn't stranded or tempted to wake neighbours.

- **Neighbour Emergency Coordination:** The neighbours and/or building management will also be kept in mind. The management company will share their 24/7 contact with neighbours explicitly for emergencies. For instance, if a leak is detected in a downstairs flat coming from this property, the neighbour can call us immediately, and we will send someone to investigate and fix it (water shut off, etc.) even if the guests are away. Similarly, if a fire alarm is ringing and guests aren't responding, neighbours/police can contact us to unlock for access. We essentially act as the **responsible person** available to mitigate emergencies.
- **Anti-Social Behaviour or Crime:** In the rare event that guests engage in criminal or severely anti-social actions (e.g. fighting, drug dealing, etc.), the management will not hesitate to involve the police to restore safety. Under the Anti-social Behaviour, Crime and Policing Act 2014, persistent or serious disorder at a property can lead to law enforcement action such as a Closure Order assets.publishing.service.gov.uk. Our protocol is to **immediately remove or report any guest who poses a threat** to neighbours or the public. This swift action would prevent escalation to any scenario requiring authorities to consider closure of the premises. We maintain good relations with local police and would work with them if ever necessary to resolve an incident swiftly.
- **Contingency Plans:** The management company has contingency measures for events like power cut, heating failure, etc. If a utility failure occurs that cannot be fixed promptly, backup arrangements (such as alternative accommodation for guests) are in place so that guests are taken care of and neighbours are not impacted (for example, by guests trying to improvise unsafe heating). For water leaks, there is knowledge of shut-off valves and an emergency contractor list (plumber, electrician, locksmith available 24/7) to perform urgent repairs. This proactive approach to emergencies means problems are contained and resolved with minimal fuss.

In essence, both guests and neighbours can take comfort that there is always a responsible party ready to act in an emergency related to this short-term let. The procedures meet all statutory requirements and reflect best practices for safety. By planning for emergencies, we reduce risk to life and property, aligning with the landlord's duty of care and relevant health & safety regulations.

Neighbour Relations and Community Impact

Respecting neighbour relations is at the core of this management plan. The property is located in a mixed residential area (Great Russell Street, near cultural sites like the British Museum) where community character and cohesion are important. We recognise that short-term lets, if unmanaged, can contribute to "over-tourism" and disrupt local life. This plan therefore includes measures to ensure the impact on neighbours and the community is **negligible or positive**. Key aspects include:

- **Neighbour Communication:** Prior to commencing the short-let use (and on an ongoing basis), the owner/management will reach out to immediate neighbours (e.g. adjacent flats or houses at 36–37 Great Russell St) to share information and contact details. A polite letter or in-person introduction will provide the management's phone

and email, and outline the main rules guests will follow. Neighbours will thus know who to contact if there's ever an issue, and can be reassured that their concerns will be heard. This proactive transparency often alleviates the apprehension neighbours may have when a unit becomes a short-term rental.

- **Commitment to Responsiveness:** The management pledges to address any neighbour concern within 24 hours or sooner for urgent matters. For example, if a neighbour emails about minor issues (say, a light left on shining into their bedroom), we will respond and fix it (install blackout curtains or a timer). For any complaint about noise or behaviour, immediate response as detailed earlier will occur. Camden Council has mechanisms for neighbours to report breaches or nuisances related to short lets [camden.gov.uk](https://www.camden.gov.uk), but our aim is that neighbours will **never feel the need to escalate to the Council**, because the management company will effectively resolve issues first. By being a good point of contact, we integrate the operation into the community's expectations.
- **Minimising Over-Tourism Effects:** Over-tourism refers to excessive tourist presence overwhelming local communities. While our property is indeed for tourists/visitors, we mitigate this by controlling the scale and nature of stays:
 - The occupancy is small (max 3), so we are not introducing large tour groups or constant streams of new people en masse.
 - We encourage slightly longer stays (e.g. a minimum stay of 3 nights or more) to reduce turnover frequency. This means fewer check-in/outs in a given week, less frequent taxi drop-offs, etc. Many guests may stay a week or two, behaving more like temporary residents than one-night tourists.
 - The guests we attract (through high pricing and luxury positioning) are typically families, couples, academics, or business travellers looking for a quiet high-quality home base – not backpackers or partygoers. This demographic is more likely to spend days at museums or meetings and nights resting, rather than causing trouble. Essentially, the use is akin to **serviced apartment** accommodation, which often has minimal impact.
 - By meeting guests at arrival and orienting them, we also educate them on local norms – e.g. pointing out that this is a residential street, not a hotel zone, so they should be mindful of things like not walking around loudly late at night, etc. This cultural briefing helps guests blend in.
- **No External Advertising or Signage:** To keep the residential appearance, there will be **no signage** or advertisement displayed at the property indicating it is a short-term let or holiday accommodation. The building entrance will remain as is, with no commercial branding. This avoids drawing attention or changing the residential character. Bookings are done online or via agents, so there's no foot traffic of people coming in off the street asking about rooms, etc. The operation is effectively invisible to passers-by.
- **Maintenance of External Areas:** The front steps/entrance of the maisonette will be kept clean and presentable by the management. Any doormats, planters or exterior elements will be maintained. Weeds will be removed, paint kept fresh. This not only

keeps the property attractive (benefiting neighbours 'views) but avoids any complaint that the short-let is leading to neglect. We want neighbours to see an **improvement or equal upkeep** compared to an average owner-occupier. Similarly, any communal areas (hallways) will be respected by guests – the manager will ensure no luggage is left obstructing halls, and will repair any scuffs or damage caused by moving suitcases promptly.

- **Reporting to Council:** While we strive to avoid issues, we also understand the importance of accountability to the Council and community. If required, we will submit a periodic report to Camden Council summarising the operation (number of stays, any complaints received and how resolved). This could even be annually or as requested. We will also engage with any community consultations or forums about short-term lets if Camden sets them up, to show our willingness to cooperate and follow evolving best practices.
- **No Impact on Services/Parking:** The property does not come with dedicated parking, and guests are informed there is no parking provided (and discouraged from bringing cars, given the location's public transport links). This means we are not taking resident parking spaces or adding to parking congestion. Similarly, guests will use existing public services (shops, etc.) just as any resident might, which supports local businesses. We do not anticipate any negative impact on public resources; on the contrary, guests contribute economically while following the same rules (e.g. paying Council Tax via the owner, which remains due as it's a domestic property, and the owner will continue to pay Council Tax as required for short-let usage [camden.gov.uk](https://www.camden.gov.uk)).
- **Alignment with Council Objectives:** Camden's policy stance is to protect residents from the disturbances of short lets [camden.gov.uk](https://www.camden.gov.uk). By implementing this plan, we align with that objective – we aim to **demonstrate that a well-managed short-term let can operate without causing the issues the Council fears (noise, anti-social behaviour, loss of community feeling)**. In fact, given the personal attention, this flat's operation may be *quieter* and better managed than some long-term tenancies might be. For example, if a long-term tenant were inconsiderate, they might cause chronic issues; in our case, each new guest is oriented and any who misbehave are not permitted back. We have a vested interest in maintaining a peaceful environment to keep our business viable and reputable.
- **Review and Adaptation:** Neighbour relations will be monitored. If any aspect of our operation inadvertently causes disturbance, we will modify it. For instance, if luggage delivery early morning disturb someone, we'll reschedule such logistics. We are committed to **continuous improvement** of this management plan in cooperation with the community.

In conclusion, the approach to neighbour relations is one of **active engagement, respect, and zero tolerance for nuisance**. The management company effectively acts as a *good neighbour* on behalf of the guests and owner. We fully acknowledge Camden Council's concerns about community impacts of short-term lets [camden.gov.uk](https://www.camden.gov.uk) and have built in measures to address those: limiting noise, maintaining security, preserving the residential

character, and ensuring the property remains part of the community rather than a source of friction. By doing so, we anticipate that neighbours will experience **no meaningful difference** between this short-term let and any other well-kept owner-occupied or long-let home, aside from perhaps seeing occasional new faces who are invariably courteous and supervised.

Conclusion

This Short-Term Let Management Plan outlines a comprehensive set of policies and procedures to manage the 2-bedroom maisonette at 36–37 Great Russell Street as a short-term rental in a manner that is safe, lawful, and considerate of neighbours. The plan addresses all key areas of concern – from noise control and guest vetting to waste disposal and emergency procedures – with the overarching goal of preventing nuisance and maintaining the residential amenity of the area.

The management company's hands-on, 24/7 approach, combined with strict house rules and guest screening, will ensure that the use of the property does not result in anti-social behaviour, excessive noise, or other issues that Camden Council's policies seek to avoid. Good management is crucial for this type of use, and as noted in housing guidance, **effective management ensures issues like ASB, refuse problems or noise are dealt with efficiently** camden.moderngov.co.uk. We have incorporated relevant provisions of UK law – including the Housing Act 2004 (with regard to safety and occupancy standards), the Anti-social Behaviour, Crime and Policing Act 2014 (powers to address nuisance behaviour) and the Environmental Protection Act 1990 (statutory noise nuisance abatement) – to underscore our commitment to full legal compliance. We have also taken into account Camden Council's specific planning context, acknowledging the Local Plan's protective stance on permanent housing and demonstrating how this proposal mitigates the typical adverse impacts of short-term lets camden.gov.uk.

All measures in this plan will be implemented in full from the first day of operation and will be maintained continuously. The property owner and management understand that failure to adhere to this plan could result in enforcement action or revocation of permission. Therefore, compliance is in our own interest as well as the community's interest. This plan may be reviewed periodically (in consultation with the Council if required) to incorporate any new best practices or address any unforeseen issues.

In summary, the proposed short-term let will be managed to exemplary standards, akin to a small high-end hotel but within a residential setting, ensuring minimal impact on neighbours and the locality. Through this management plan, we trust that the Council and planning officers will find that the necessary safeguards are in place to allow the grant of planning permission while protecting the amenities of nearby residents and upholding the intent of relevant Camden policies and UK legislation.

The owner and management company are fully committed to the responsible operation of this short-term let and to being responsive and accountable members of the Camden community.

Sources / References:

- Camden Council – *Short term lettings and planning permission*: definition of short-term let (less than 90 days) and requirement for planning permission if exceeding 90 days camden.gov.uk. Camden's Local Plan policy resists loss of permanent housing to short stays due to noise, community disruption, and housing stock concerns camden.gov.uk.
- Camden Council – *Committee Report on 6 Streatley Place*: Requirement for a short-term let management plan via S106 to mitigate disturbance to neighbours democracy.camden.gov.uk. Planning policies CS5 and DP26 (Camden) require development to manage impacts on neighbours democracy.camden.gov.uk.
- Housing Act 2004: Defines Houses in Multiple Occupation; Camden's additional licensing applies to HMOs with 3+ persons in 2+ households camden.moderngov.co.uk. Our occupancy is capped within these limits. Housing Act 2004 also underpins safety standards (HHSRS) – poor management can lead to noise, antisocial behaviour and refuse problems in multi-occupancy homes camden.moderngov.co.uk, hence our rigorous management to prevent such issues camden.moderngov.co.uk.
- Environmental Protection Act 1990: Councils must investigate statutory noise nuisances and can serve abatement notices requiring noise to cease gov.uk. Our noise control measures ensure compliance to avoid any statutory nuisance.
- Anti-social Behaviour, Crime and Policing Act 2014: Empowers police/councils to issue Closure Notices/Orders for premises causing serious nuisance or disorder assets.publishing.service.gov.uk. This underscores the importance of our zero-tolerance policy on anti-social behaviour.
- **Safety Regulations:** Gas Safety (Installation and Use) Regulations 1998 – annual gas safety checks are done and certificate provided shortletspace.co.uk; Electrical Safety Standards – 5 yearly EICR and PAT testing shortletspace.co.uk; Fire Safety Order 2005 – fire risk assessment and precautions in place.
- Industry Best Practice: Short-term rental management guidelines (Short Term Accommodation Association, etc.) stress guest vetting, clear house rules, and neighbour communication as best practices – all reflected in this plan.

Through adherence to the above and the measures detailed in this plan, the short-term let will be operated responsibly and lawfully, in harmony with the surrounding community and to the satisfaction of Camden Council's expectations.