



Adopted 2021

# HMO Licensing Policy



**NORWICH**  
City Council

# Contents

1. Introduction	3
2. HMO licensing in Norwich	3
3. Legislation	4
4. Consultation and adoption of policy	4
5. Interaction with other regulation, policies and strategies	5
6. Licence fees	6
7. Making an application and communication	7
8. Licence criteria	7
9. Processing the application	8
10. Tests for fitness etc. and satisfactory management arrangements	8
11. The fit and proper test	10
12. Consideration of 'persons associated or formerly associated' with the proposed licence holder or manager	12
13. Amenity standards and licence conditions	13
14. Issuing a licence	14
15. Renewal applications	15
16. Revocation or variation of a licence	15
17. Licence period	16
18. Fire risk assessments for licensed HMOs	17
19. Decision making - delegation of authority	17
20. Will tacit consent apply?	18
21. Public registers	18
22. Appeals	19

## **1. Introduction**

1.1. Under Part 2 of the Housing Act 2004 there are two types of licensing schemes that relate to Houses in Multiple Occupation (HMOs), the national Mandatory HMO Licensing scheme and Additional Licensing of HMOs.

1.2. Under the national Mandatory HMO Licensing scheme all properties that meet the following criteria will require a mandatory HMO licence:

- Is occupied by five or more persons
- Is occupied by persons living in two or more separate households; and meets—
  - The standard test under section 254(2) of the Act
  - The self-contained flat test under section 254(3) of the Act but is not a purpose-built flat situated in a block comprising three or more self-contained flats; or
  - The converted building test under section 254(4) of the Act.

1.3. Additional Licensing of HMOs covers those HMOs that are not licensed under the Mandatory Scheme but where the Council has used its power to designate areas of the city subject to Additional Licensing of HMOs.

1.4. This document sets out the structure of the scheme and the fees and charges and criteria Norwich city council will apply to all licences in relation to the Mandatory HMO Licensing schemes.

## **2. HMO Licensing in Norwich**

2.1. Norwich city council has a responsibility under Section 55 of the Housing Act 2004 to secure the licensing of all Mandatory HMOs and has been implementing its scheme in response to this duty since 2006.

2.2. Norwich city council does not currently undertake any Additional Licensing but reserves the right to consider implementation of a scheme of additional licensing at any point in the 5 years. This would be subject to further consultation.

2.3. The HMO Licensing scheme in operation in Norwich therefore covers only mandatory licensable HMOs and all licence applications are to be accompanied with a fee determined by the Council. Once a licence is issued it is not transferable.

2.4. The Council has exercised its powers to charge under Section 63(3) and (7) of the Housing Act 2004 and does so taking into account the Provision of Services Regulations 2009, which themselves implement the EU Services Directive.

2.5. Under Part 2 of the Housing Act 2004, an HMO is required to be licensed unless:

- a temporary exemption notice is in force in relation to it under section 62, or

- an interim or final management order is in force in relation to it under Chapter 1 of Part 4.

2.6. The Council must take all reasonable steps to secure that applications for licences are made to them in respect of HMOs in their area which are required to be licensed under this Part but are not.

### **3. Legislation**

3.1. Below is the key legislation covering housing related licensing:

- Housing Act 2004
- Main provision for licencing - set out under Parts 2 & 3.
- Provisions to allow Local Housing Authorities (LHA) to charge for administering licensing under Parts 2 & 3.
- Definition of a House in Multiple Occupation (HMO)
- Licensing of Houses in Multiple Occupation (Prescribed Description) (England) Order 2018
- Amendment of the definition of an HMO required to be licenced (effective as of 1st October 2018).
- Licensing and Management of Houses in Multiple Occupation and Other Houses (Miscellaneous Provisions) (England) Regulations 2006
- Licensing of Housing in Multiple Occupation (Mandatory Conditions of Licences) (England) Regulations 2018
- Management of Houses of Multiple Occupation (England) Regulations 2006
- Housing, Health & Safety Rating System Enforcement (England) Regulations 2005
- Licensing and Management of Houses in Multiple Occupation and Other Houses (Miscellaneous Provisions) (Amendment) (England) Regulations 2012

### **4. Consultation and adoption of policy**

4.1. The Housing Act 2004 and other associated HMO licensing regulations do not set out a formal process or list of statutory consultees for adoption of a policy.

4.2. Before adopting a policy, the Council will consult with the following:

- Chief Officer of Police
- Existing licence holders
- Trade organisations
- One or more persons who appear to the authority to represent the interests of persons operating Houses in Multiple Occupation,
- One or more persons who appear to the authority to represent the interests of persons likely to be affected by the exercise of the authorities licensing functions under the Housing Act 2004, such as the National Residential Landlords Association

4.3. Prior to formal adoption of the Policy consultation responses will be reviewed by the Licensing Committee.

4.4. This Policy was formally adopted at a meeting of the Licensing Committee on **(date)**

4.5. The Policy will be reviewed at least every 5 years, or sooner if deemed necessary by Norwich City Council as Local Housing Authority.

## **5. Interaction with other regulation, policies and strategies**

5.1. The Human Rights Act 1998 incorporates the European Convention on Human Rights and makes it unlawful for the council to act in a way that is incompatible with a convention right. Particular regard will be given to the following relevant provisions of the European Convention on Human Rights in respect of its licensing responsibilities:

- Article 6 that in determination of civil rights and obligations everyone is entitled to a fair and public hearing within a reasonable time by an independent and impartial tribunal established by law
- Article 8 that everyone has the right to respect for their home and private life, and
- Article 1 of the First Protocol that every person is entitled to the peaceful enjoyment of their possessions, including for example the possession of a licence.

5.2. In addition to the requirements of the council to promote the licensing objectives, there is a statutory duty under the Equality Act 2010 to:

- Advance equality of opportunity between people who share a protected characteristic and those who do not.
- Foster good relations between different communities.
- Eliminate discrimination, harassment and victimisation, which are all prohibited conduct in the Equality Act 2010.

5.3. So far as possible, the council will avoid duplication with other regulatory regimes, and will not use its powers under the Housing Act 2004 and associated licensing regulations to achieve outcomes that can be achieved by other legislation and other enforcement agencies.

5.4. In particular, the council's licensing functions will be discharged separately from its functions as the local planning authority.

5.5. The council's planning, building control and licensing regimes will be properly separated to avoid duplication and inefficiency. Applications for HMO licences should normally be from operators with relevant consents for the property concerned. However, applications for licences may be made before any relevant planning permission has been sought or granted by the planning authority. It should be noted that licensing decisions are not bound by decisions made by a planning committee, and vice versa.

5.6. The granting of any variation of a licence which involves a material alteration to a building would not relieve the applicant of the need to apply for planning permission

or building control where appropriate. Premises operating in breach of their planning permission may be open to enforcement action under planning law.

5.7. If other statutory requirements apply to the operation of a licenced property, the licence holder is responsible for complying with these. It is not a requirement of any licensing decision to address other regulatory matters, it is necessary for the licensee to conform with all relevant legislation.

## 6. Licence Fees

6.1. Section 63 of the Housing Act 2004 permits the Council to require any application for a licence under Part 2 is accompanied by a licence fee and that this fee may properly cover all costs incurred by the Council in carrying out its functions.

6.2. In developing its fee structure, the Council has had regard to the European Court of Justice ruling in *R (Hemming) V Westminster City Council* (Case C-316/15) and the High Court decision in *R (Gaskin) v LB Richmond Upon Thames* (2018) EWHC 1996 (Admin) which held that the EU's Provision of Services Directive, which is enshrined in UK law as the Provision of Services Regulations 2009 should apply to property licensing fees and the processes involved in implementing and delivering such schemes.

6.3. The Services Directive in particular should be interpreted as precluding charging in advance for costs other than those directly related to the authorisation process of the scheme. In other words, the Council is not permitted to demand fees in advance for anything other than the costs of administering the application for a licence even if it makes it clear that unsuccessful applicants are provided with a refund of the remaining part of the fee. The Council may legitimately recover its wider costs, over and above those relating to the administration of applications, but this should be at the point at which the Council has determined that a licence is to be granted.

6.4. The judgements in *Hemming* and *Gaskin*, which require the overall licence fee to be paid in two stages, has therefore had the effect that the fee for a licence under Part 2 of the 2004 Act must be levied in two separate parts.

6.5. The Council is not allowed to demand fees in the Stage 1 process for anything other than the costs of administering and processing the application for a licence. Furthermore, this element of the fee is non-refundable should the application be unsuccessful.

6.6. In the case of Stage 2 payments these can only be requested if the initial application is successful and will be charged to cover the costs of running and enforcing the scheme.

6.7. As such the Council, when setting its fees, has adopted the two-stage approach. Fees and charges will be reviewed and set on an annual basis by the Head of

Planning and Regulatory Services and will be published on the Norwich city council website.

- 6.8. Under Section 67 (5) of the Housing Act 2004 the Council has the power to impose a restriction/ obligation on a particular person. In accordance with this power the Council will require the licence holder's consent to pay the Stage 2 fee in advance of the licence being issued, this will be required as part of the application process.
- 6.9. In addition, the Council will attach a condition to all HMO licences requiring this obligation to be met i.e., to pay the Stage 2 fee. This approach is consistent with that set out in the Hemming case.
- 6.10. Failure to make the Stage 2 payment will result in the Council taking action through, either the revocation or refusal of the licence or by enforcing the non-compliance of the licence condition associated with the making of the Stage 2 payment.
- 6.11. The licence fees include the average costs of administering applications and inspection of the HMO before a licence is issued and/or during the period of the licence, where applicable. If hazards, management failures or failures to comply with any licence conditions are identified during the licensing inspection the cost of any follow-up work by the council will not be included in the licence fee. This is because there are other ways for us to recover our costs directly from the landlord of a non-compliant HMO, without passing that cost to all licence holders.

## **7. Making an application and communication**

- 7.1. The primary communication medium for the application will be assumed to be electronic unless alternative prior arrangements are made.
- 7.2. Application forms will be available and completed via the Norwich city council website, and applicants must provide an email address and telephone number to facilitate ongoing communication. All necessary documentation needed to support the application should be submitted in an electronic format, and licences/draft licences will be also sent electronically.
- 7.3. Printed copies of licences etc. can be provided upon specific request.

## **8. Licence criteria**

8.1. A valid application will include:

- An application form and all supporting information submitted including details of the following:

- The proposed licence holder
- The proposed manager
- Bank or mortgage company if there is an existing mortgage on the property
- Any additional owners or any other interested parties' details
- A layout plan of each floor of the property<sup>1</sup>
- The property itself including
  - the extent of any existing fire precautions
  - the types of soft furnishings
  - the number and type of each room (e.g., how many bedrooms)
  - the size of habitable rooms
  - the number of occupants
  - The number and type of amenities (e.g., baths, cookers etc.)
- The energy rating of the house, where applicable, (from the energy performance certificate) and type of heating
- Servicing information and safety certification for gas appliances, the electrical installation and the fire detection system
- Payment
- Signed declaration returned

Once a valid application is received the Council will assess each application on its own merits against relevant criteria. The Council has discretion to offer any length of licence it considers appropriate, up to a maximum of 5 years.

<sup>1</sup> This will only apply to certain properties where specifically requested by the Licensing Team

## 9. Processing the application

9.1. Under the Housing Act 2004 the Council can either grant or refuse a licence. In determining whether to grant or refuse a licence the Council must satisfy itself of the following:

- That the property is reasonably suitable for occupation by a maximum number of people; and
- That the proposed licence holder and manager of the HMO is a fit and proper person and the most appropriate person to hold the licence; and
- That there are satisfactory management arrangements in place or that such arrangements can be put in place by the imposition of conditions in the licence.
- That no banning order under section 16 of the Housing and Planning Act 2016 is in force against a person who— (i) owns an estate or interest in the house or part of it, and (ii) is a lessor or licensor of the house or part of it.

## 10. Tests for fitness etc. and satisfactory management arrangements.

10.1. Norwich city council must be satisfied that “the proposed management arrangements are satisfactory” before granting an HMO licence. Those arrangements include (but are not limited to) consideration of whether:

- the persons proposed to be involved in the management of the premises has a sufficient level of competence to be involved

- the persons proposed to be involved with the management of the premises are actually involved in the management
- those persons are 'fit and proper', and
- the proposed management structures and funding arrangements are suitable.

10.2. If there are concerns about the competencies and structures in place to manage the HMO then conditions can be imposed on the licence to ensure that the necessary arrangements are in place. However, if such conditions will still not be possible or practical to impose then it may be necessary to refuse to grant a licence.

10.3. It is for a Council to determine whether a person has sufficient competence to be involved in the management of HMOs and, of course, the level of competence required will in some measure be determined by the complexity of the management challenges posed. The Council will, therefore, be looking at the applicant's experience and track record of managing HMOs and, in particular where he/she is the existing manager, the premises to which the application relates. In some cases landlords who belong to a recognised trade association or are members of an accreditation scheme may be regarded as having the necessary competence to be involved in the management of the premises because, at least such organisations can be called upon for advice and assistance where necessary.

10.4. The management structures must be such that the manager is able to comply with any licence conditions and deal with the day-to-day operation management issues that arise as well as being able to deal with longer term management issues. In considering whether the structures are appropriate the Council may take account of the following:

- evidence as to whether the systems in place are sufficient to enable the manager to comply with any condition of a licence or if such systems can be put in place through a condition of a licence to ensure compliance
- evidence of the systems for dealing with:
  - emergency repairs and other issues
  - routine repairs and maintenance to the premises and its curtilage
  - cyclical maintenance
  - management and the provision of services (if any) to the building and its curtilage
  - management of tenancies or occupants
  - management of the behaviour of tenants, occupant's and their visitors to the premises
  - neighbourhood issues (including disputes)
- evidence of structures for engagement with the local authority, police, and other agencies, where appropriate

10.5. In order to be able to demonstrate much of the above evidence it is likely that the manager will need to operate within a reasonable proximity to the HMO, so that

he/ she can attend to matters promptly and retain an overview on the condition of the premises and the management of the tenancies.

10.6. The Council must also be satisfied that the financial arrangements relating to the HMO are suitable. In that regard the manager must be sufficiently funded or have access to funding to carry out his obligations under the licence and his/her general management functions.

10.7. Norwich city council can vary or revoke a licence at any time during the licence period if there is sufficient evidence to support these decisions. Unannounced visits of licensed properties may therefore be undertaken during the licence period to check for compliance with the licensing and management regimes which apply. This is consistent with the powers provided under Section 239 of the Housing Act 2004.

10.8. Breach of any such legislation is a strict offence for which further action will be taken. The Housing, Health and Safety Rating System (HHSRS) also applies to rented properties and (if appropriate) remedial works can be enforced via The Housing Act 2004, which will be separate to the powers provided under the licensing scheme.

## **11. The Fit and Proper Test**

11.1. In deciding to grant a licence Norwich city council must be satisfied that the proposed licence holder “is a fit and proper person to be the licence holder ...” and that “the proposed manager of the house is a fit and proper person to be the manager of the house ...”

11.2. This requirement is to ensure that those responsible for operating the licence and managing the HMO are of sufficient integrity and good character to be involved in the management of the particular residential premises to which the application relates and as such they do not pose a risk to the health, safety or welfare of persons occupying and visiting the HMO.

11.3. When considering whether a person is ‘fit and proper’ Norwich city council will have regard to any wrong doings of the relevant person concerned. This is evidence that the person has:

- committed any offence involving fraud or other dishonesty, violence or drugs and certain types of sexual offences
- practised unlawful discrimination on the grounds of sex, colour, race, ethnic or national origins or disability, in connection with the carrying out of business
- contravened any provision of housing or landlord and tenant law; or
- acted otherwise than in accordance with an approved code of practice.

11.4. The above list is not exhaustive, and Norwich city council can and will consider whether a relevant person has committed other relevant wrong doings, for example,

discrimination under Regulation 5 of the Equality Act (Sexual Orientation) Regulations 2007. A relevant person will not be deemed unfit, simply because of poor management, although this is highly relevant to determining any question of suitability or competence.

- 11.5. Norwich city council do not adopt a blanket policy with its consideration of factors under a fit and proper person test. Each case will be considered on its own merits and regard will be had to information provided / omitted from an application form; historical information already held by Norwich city council relating to the premises and / or any relevant person connected with the licence application.
- 11.6. In an application for a licence the applicant must provide details of the following in relation to him/herself and the proposed manager (if the applicant is not to be the licence holder):-
- unspent convictions
  - any findings of a court/tribunal that the person has practised unlawful discrimination
  - any judgement entered against that person in relation to a contravention of housing or landlord and tenant law (and, in so far it relates to the housing or landlord and tenant law, any contravention of any enactment relating to public or environmental health)
  - any control order made in respect of any HMO under his/her management or ownership (and in respect of any former HMO he/she owned or managed);
  - any enforcement action in respect of any house or HMO under his/her management or ownership (and any former HMO or house he/she owned or managed) under the housing health and safety rating system in Part 1 of the Housing Act 2004 so far as that enforcement action related to a category one hazard
  - details of any refusal to grant a licence, or details of the revocation of a licence granted for non-compliance of a condition or conditions in respect of any house or HMO under his/her management or ownership (and in relation to any former HMO or house he owned or managed) and
  - details of any interim or final management orders made by an LHA in respect of any house or HMO under his management (and in respect of any former HMO or house he owned or managed).
- 11.7. An applicant for a licence must disclose any wrong doings which relate to themselves, the proposed manager and any other relevant person, if any. Norwich city council should therefore have sufficient information to decide a person's fitness based on the application.
- 11.8. If Norwich city council are not satisfied that it has sufficient information (being that supplied in connection with the application) to make a determination, it may require the applicant to provide further details and / or undertake their own further enquiries with other relevant Council departments and external bodies as it deems necessary, including for example a Standard Disclosure & Barring Service checks (DBS check), provided at the applicant's expense.

11.9. The completion and signing of the Licence application form will be taken as an agreement to any such action and the sharing of information between other Local Authorities for all relevant persons associated with the property and application.

11.10. Checks may also be made internally with other Council departments such as Licensing, Trading Standards, Planning, Building Control, Council Tax and Housing Benefit.

11.11. Norwich city council are also able to request information on criminal convictions, and although this is not undertaken as a matter of routine a DBS check will be requested where there is sufficient evidence that this is necessary. A DBS check may also be requested for the purposes of officer safety during the course of the licensing application should this also be considered necessary.

11.12. Such reasons for requiring a DBS check may include that:

- Norwich city council have evidence of a history of complaints or problems with the landlord (which in themselves might not amount to 'evidence' of unfitness to meet the test), but further investigation may be required
- the applicant has been evasive or untruthful in their application for a licence
- the applicant, or proposed manager, is unknown to Norwich city council and has not demonstrated any history or competence of managing HMOs or other private rented properties
- Norwich city council has reasonable grounds to suspect that the applicant, or the proposed manager, has committed an offence which is relevant to the determination of any question of his/her fitness; or
- The premises provide accommodation mainly to vulnerable persons. In deciding whether a misdemeanour (including a criminal offence) is relevant to the determination of a person's fitness a Council may wish to consider the following factors:
  - the relevance of the misdemeanour(s) in relation to the person's character and integrity to manage residential premises and in particular the type of premises to which the licence relates
  - the seriousness of the misdemeanour(s) in terms of impact, or potential impact, upon the residents and the wider community, including if more than one misdemeanour has been carried out the cumulative impact
  - the length of time since any misdemeanour; and
  - any mitigating circumstances.

## **12. Consideration of 'Persons Associated or Formerly Associated' with the Proposed Licence Holder or Manager.**

12.1. If there is evidence that a person associated, or formally associated, with the person proposed to be the licence holder or manager of the HMO, has committed any wrong doings, that evidence may be taken into account in determining the

proposed licence holder's or manager's fitness (even if that person has himself or herself an unblemished record).

- 12.2. The purpose of this requirement is to ensure that only fit and proper persons hold licences or are in any way involved in the management of licensed HMOs. It would not be appropriate for a licence to be granted to someone, or for someone to be the manager of a property, if that person was merely acting as a 'front' for someone else who, if he or she were not unfit, would be entitled to be the manager or licence holder.
- 12.3. An example might be that of a husband and wife, where the husband is the landlord (or indeed both he and his partner are joint landlords), but only the wife has applied for the licence. If there is evidence that the husband has committed wrong doings and those wrong doings are relevant to the wife's management of the property or licence, then the Council may refuse to grant her a licence.
- 12.4. Likewise, if a landlord with an unsatisfactory record nominated a "manager" who had a clean record but had acted for him whilst the wrong doings were committed, Norwich city council may consider the managing agent by association to be unfit too.

### **13. Amenity standards and licence conditions**

- 13.1. All licensed Houses in Multiple Occupation need to be supplied with amenities such as heating, insulation, kitchen facilities, washing facilities and toilets. The number and type of amenities depend on the type and size of the house.
- 13.2. In considering an application for a licence the Council must be satisfied that the property is reasonably suitable for occupation by the number proposing to live there. Some standards are prescribed in the Licensing and Management of Houses in Multiple Occupation (Miscellaneous Provisions) (England) Regulations 2006(SI2006/373).
- 13.3. Minimum room sizes are also set out in The Licensing of Houses in Multiple Occupation (Mandatory Conditions of Licences) (England) Regulations 2018.
- 13.4. The Council also has power to specify other standards, and these are laid out in the Private Sector Housing Amenity Standards document attached at Appendix A.
- 13.5. This document outlines those standards which should be interpreted as guidance to landlords as to what the local authority is likely to consider reasonable taking account of property type and layout. It should also be noted that a Local Authority may consider, in certain justified circumstances that a higher standard than specified in this guidance is required and landlords are advised to discuss their specific property with council officers prior to carrying out alterations.

- 13.6. Licences will be issued with all relevant mandatory conditions set out in the Housing Act 2004 and associated regulations, as well as conditions chosen on a case-by-case basis to ensure wellbeing and protection of occupiers. As well as the amenity standards attached at Appendix A, Norwich city council also provides guidance on fire precautions and further details are available on our website.
- 13.7. Every licence issued will have conditions attached. The conditions can vary from property to property, but the majority of licenses issued by Norwich City Council will have conditions attached covering the following:
- number of occupiers
  - room sizes
  - changes to the licensed property or licence holder
  - fit and proper person
  - fire protection
  - electrical installation
  - gas supply
  - amenities
  - furniture and appliances
  - appearance
  - refuse and waste
  - terms of occupation
  - anti-social behaviour

#### **14. Issuing a licence**

- 14.1. All contact with the licence holder and relevant person(s) will be made using the contact information provided by the applicant on the original application. Accordingly, it is the licence holder's responsibility to ensure that all contact details are up to date and you must notify Norwich city council of any change in details. The council will not be held responsible for any delay in communication if it is as a result of any contact information changing.
- 14.2. Where it is deemed appropriate a draft licence will be issued with necessary conditions. The draft licence will be mailed or emailed to all relevant persons and other interested parties for consultation.
- 14.3. The relevant persons will have an opportunity to make any representations, and these must contain all the relevant information to be considered by the authority. No further opportunities will be extended to add to or make further representations.
- 14.4. Representations must be submitted to the HMO Licensing Team within 21 days of the date the draft licence is sent. Representations received outside of this period will not be considered.
- 14.5. Representations will be considered by a suitably qualified/experienced member of the licensing team; their decision will be final.

14.6. When this process is complete a full licence with the conditions will be issued. Again, copies will be sent to all interested parties.

14.7. If the licence holder is still dissatisfied with the conditions or terms of the licence, they will have an opportunity to appeal to the First-tier Property Tribunal. The details of how this appeal can be made will be provided with the Licence.

## 15. Renewal Applications

15.1. The Licensing and Management of Houses in Multiple Occupation and Other Houses (Miscellaneous Provisions) (Amendment) (England) Regulations 2012 set out amendments to “renewal applications”, which reduces the burden on landlords applying for the renewal of a licence.

15.2. In the case of renewal applications an applicant must provide a complete application form and sign the declarations provided.

15.3. It is important to note that the regulations define a “renewal application” as “an application for a licence under section 63 of the Act where, at the time the application is made a licence of the kind applied for is already held by the applicant and has effect in respect of the HMO or house”.

15.4. The effect of this part of the Regulations is that in order for the Council to treat any application as a “renewal” the application must be made during the active period of the current licence. If a renewal application is received after expiry of the previous licence, then the application will be treated as refused and a new licence application will need to be submitted, along with the appropriate fee.

**It is important to note that it is the licence holder’s responsibility to apply to renew the licence at the appropriate time. Norwich city council may send reminders prior to the expiry of any current licence, but these should not be relied upon to prompt a timely application.**

## 16. Revocation or Variation of a Licence

16.1. If circumstances regarding the HMO change during the licence period, the licence holder must notify Norwich city council directly so the licence can be re-assessed and varied if the HMO is considered suitable to accommodate the variation request.

16.2. The types of change requiring a variation to the licence would be:

- there is a change in the number of kitchens (including bedsits) or bathrooms provided

- there is a change to the design or layout of the property
- there is a change of management or ownership
- there is a change of mortgage provider.

16.3. Similarly, if the HMO is no longer going to be occupied as an HMO or the licence holder changes, then the licence holder must make an application for the licence to be revoked. Any remaining period of the licence will be forfeited and there will be no right to refund of the original payment.

16.4. Where there is a change of licence holder, there is no facility to transfer the licence to another party. A new licence application must be submitted, and the old licence revoked.

16.5. As well as voluntary revocation set out above, The Housing Act 2004, s. 70 and 70A also set out other circumstances where the council may take action to revoke a licence. This action falls mainly into 2 categories:

- Circumstances relating to licence holder or other person, such as:
  - where the authority considers that the licence holder or any other person has committed a serious breach of a condition of the licence or repeated breaches of such a condition
  - where the authority no longer consider that the licence holder is a fit and proper person to be the licence holder; and
  - where the authority no longer consider that the management of the house is being carried on by persons who are in each case fit and proper person to be involved in its management.
  - Where a banning order is made under section 16 of the Housing and Planning Act 2016 against the licence holder, or a person who— (i) owns an estate or interest in the house or part of it, and (ii) is a lessor or licensor of the house or part of it.
- Circumstances relating to HMO concerned, such as:
  - where the authority considers at any time that, were the licence to expire at that time, they would, for a particular reason relating to the structure of the HMO, refuse to grant a new licence to the licence holder on similar terms in respect of it.

## 17. Licence Period

17.1. Generally, HMO licences would be granted for 5 years. However, the licence period may be reduced in certain circumstances. The following is a list of matters that may be taken into consideration when determining the period for which an HMO licence is granted. This list is not exhaustive and the likely reduction in licence length is indicative. Each case will be considered on its own merits.

<b>Example</b>	<b>Likely reduction</b>
Failure to comply with previous/current HMO licence conditions	2 years
Failure to comply with Planning requirements	1 year
Council tax payments not up-to-date	2 years
Failure to comply with HMO management regulations	2 years
History of substantiated complaints in respect of the property	2 years
Failure to apply voluntarily for licence	3 years
Non-compliance with Building Regulations	2 years
Previous failure to provide up-to-date certificates on time	2 years
No provision of written tenancy or licence agreements	2 years
The existence of significant hazards within the dwelling	3 years

## **18. Fire Risk Assessments for Licensed HMOs**

- 18.1. Having a fire risk assessment for certain classes of licensed HMO is a legal requirement under the Regulatory Reform (Fire Safety) Order 2005, which is enforced by Norfolk Fire and Rescue Service.
- 18.2. The duty is placed on the ‘responsible person’ who could be the landlord/licence holder or an agent with full management control. The assessment must be ‘suitable and sufficient’, and assistance from an appropriately competent person should be sought as necessary to achieve this.
- 18.3. The Council will accept a signed self-certification forms declaring that a suitable and sufficient fire risk assessment is in place for the HMO, however the Council may request and audit the fire risk assessment, where applicable, and other records at any time during the lifetime of the licence and may be requested during an inspection of the premises prior to determining an application. If any documents requested cannot be provided within 7 days of the request, the Council may revoke the licence.
- 18.4. The acceptance of a fire risk assessment/self-declaration does not protect the responsible person from any action required by Norfolk Fire and Rescue Service.
- 18.5. Further information and guidance on completing a fire risk assessment is available from the Chief Fire Officers Association and the Gov.uk website.

## **19. Decision Making - Delegation of Authority**

- 19.1. All decisions regarding the grant, refusal, modification and revocation of HMO licences delegated to the post of Public Protection Manager, or any subsequent post fulfilling the responsibilities of managing the HMO licensing function.

## **20. Will Tacit Consent Apply?**

- 20.1. In deciding whether tacit consent applies the Council has taken into consideration the recent High Court decision in the case of R(Gaskin) v Richmond LBC [2018] EWHC 1996 (Admin). The Gaskin case says that the Provision of Services Directive applies to licensing schemes in full and that regulators should set out how long it will take to carry out a licensing approval process and if they do not meet that timeline then approval (tacit consent) should happen automatically.
- 20.2. Upon receiving a valid application, the Council will aim to provide a decision as soon as is reasonably practicable, however each case will require different processes to be completed before issuing you with a decision. This could therefore extend the time it takes to process your application.
- 20.3. It is therefore the Council's aim to process all valid applications and provide the relevant persons with a decision within 20 weeks of receipt. This will require the full co-operation of the applicant with the Council's requirements for determining a licence application.
- 20.4. If a decision about a licence application has not been received after this period, then tacit approval will apply from the date the application was made. It is therefore lawful for a property to operate as a licensable HMO.
- 20.5. As mentioned, the target completion period for issuing a decision and a licence is subject to many factors and as such applicants should check with the Council on the status of their application. By the Council setting out and displaying publicly their licensing processing time, the Council considers this will instil confidence in local landlords and help to keep them informed about the process.
- 20.6. Although there are offences defined within the Housing Act 2004 of operating an unlicensed HMO that is required to be licensed, there is a defence against enforcement action provided that a valid application has been made to the licensing authority, meaning that a property may continue to be occupied whilst an application is considered.

## **21. Public Registers**

- 21.1. A register of HMO licences is available on the Norwich city council website. Full details are also available by request to the HMO Licensing Team.

## **22. Appeals**

- 22.1. If an application for an HMO Licence is refused, or the terms of a licence granted are disputed, there is a right to appeal this decision within 28 days to the First-tier Tribunal (Property Chamber - Residential Property). The details of this will be provided with the relevant documentation relating to the refusal or granting of the licence.



If you would like this information in another language or format such as large print, CD or Braille please visit [www.norwich.gov.uk/Intran](http://www.norwich.gov.uk/Intran) or call 0344 980 3333

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