



**Charnwood**

# **Landlords Forum Q&A**

**9<sup>th</sup> November 2021**

Question	Answer
<p>[09/11 10:08) Guest1 Having taken advice it is clear that many of the draft license conditions are unenforceable and conflict with a landlord's legal obligations under Landlord &amp; Tenant legislation. I respectfully invite the Council to pause the introduction of the Selective licensing scheme and seek advice on reasonable license conditions so as to introduce a scheme that is workable and genuinely improves the quality of private rented properties in the 2 wards. As it stands the Council will force landlords to challenge the scheme conditions at the FTT thereby incurring unnecessary costs and uncertainty for both sides.</p>	<p><i>All Councils must follow very strict guidelines set by Government when introducing such schemes.</i></p> <p><i>The Council have spoken to fellow Councils who have implemented similar schemes and obtained Legal advice for the licence conditions to be imposed for the new schemes.</i></p>
<p>[09/11 10:15] Guest2 Please would Alison and Cllr Mercer expand on how management of bins and waste will be included in the new licensing scheme. Thank You</p>	<p><i>The licence conditions for the two new schemes set out the requirements for the licence holder in dealing with the management of bins and waste.</i></p> <p><i>HMO Licence Condition 6 and Selective Licence Condition 5 - Storage and Disposal of Household Waste</i></p> <p><i>The Licence Holder must ensure that:</i></p> <p><i>Arrangements are made that comply with any scheme which the Authority adopt in connection with the storage and collection of household waste at HMOs pending collection.</i></p> <p><i>Where no such scheme has been adopted, that suitable refuse and re-cycling containers are provided on a scale sufficient for the number of tenants.</i></p>

	<p><i>Any necessary supplementary arrangements for the disposal or refuse and re-cyclable materials from the HMO are made having regard to the services provided by the Authority.</i></p> <p><i>If within the curtilage of the HMO there is insufficient space to store refuse, waste and re-cyclable materials, adequate arrangements for extra collections of such are made.</i></p> <p><i>Each tenant is informed in writing, at the start of their tenancy, of the days on which refuse, and re-cycling collection happens, and this information is displayed in a prominent position in the HMO.</i></p>
<p>Question submitted prior to the forum Guest 3 Household waste - please advise how this is to be managed. To comply with the license the landlord will have to watch what is taken out to each bin each time. This will contravene quiet enjoyment that the lease grants the tenant. In the event of a flat i.e. crown apartments the landlord cannot control the refuse areas it is the managing agent that is responsible for the communal areas.</p>	<p><i>The licence conditions for the two new schemes set out the requirements for the licence holder in dealing with the management of bins and waste.</i></p> <p><i>HMO Licence Condition 6 and Selective Licence Condition 5 - Storage and Disposal of Household Waste</i></p> <p><i>The Licence Holder must ensure that:</i></p> <p><i>Arrangements are made that comply with any scheme which the Authority adopt in connection with the storage and collection of household waste at HMOs pending collection.</i></p> <p><i>Where no such scheme has been adopted, that suitable refuse and re-cycling containers are provided on a scale sufficient for the number of tenants.</i></p> <p><i>Any necessary supplementary arrangements for the disposal or refuse and re-cyclable materials from the HMO are made having regard to the services provided by the Authority.</i></p>

	<p><i>If within the curtilage of the HMO there is insufficient space to store refuse, waste and re-cyclable materials, adequate arrangements for extra collections of such are made.</i></p> <p><i>Each tenant is informed in writing, at the start of their tenancy, of the days on which refuse, and re-cycling collection happens, and this information is displayed in a prominent position in the HMO.</i></p>
<p>[09/11 10:16] Guest4 Alison may have covered this, but I lost Audio the CBC Electoral Review is scheduled to be completed early in 2022 at which point, in all probability, the Hastings and Lemyngton wards will cease to exist. (the Boundary Commission has suggested the formation of a single ward – Loughborough Canal). Some questions for CBC... 1. What is the impact on the licencing scheme; what is the legislative process? Will there be an opportunity to refine the street to which selective licencing will apply? 2. Some street they are currently within Hastings and Lemyngton wards may move to neighbouring wards (if the Boundary Commission accepts certain proposals) can CBC confirm that in these situations the burden of selective licencing will be removed?</p>	<p><i>The Public Notices for the Selective Licensing Scheme to be implemented will set out the ward details as they are currently including all the street names and house numbers that will require licensing.</i></p> <p><i>The licences will run for 5 years.</i></p> <p><i>If the boundaries do change the licence remains in place for the 5 year period.</i></p> <p><i>If the current ward boundaries are extended to include other streets, properties in the additional streets will NOT need a licence as the Public Notices issued do not cover these areas.</i></p>
<p>[09/11 10:16] Guest1 When will the Selective licensing scheme be introduced from?</p>	<p><i>The Selective Licensing Scheme is expected to be implemented in June/July 2022; the issued Public Notices will confirm the specific day in June/July 2022.</i></p>
<p>[09/11 10:16] Guest5 Please could we also expand on to what extent landlords will be responsible for managing incidents of ASB.</p>	<p><i>The licence conditions for the two new schemes set out the requirements for the licence holder in dealing with the management of ASB.</i></p> <p><i>HMO Licence Condition 17</i></p> <p><i>All reasonable and practicable steps are taken to prevent or reduce anti</i></p>

*social behaviour or criminality by the tenants or occupiers of the property, together with their visitors.*

*In particular, if acts of anti-social behaviour occur at the property in breach of the terms of the tenancy or licence agreement, they take appropriate steps to address this which may, in the case of serious or repeated anti social behaviour, mean commencing possession proceedings.*

*Records are kept of what action is taken which are provided to the Authority within 7 days of a request to see them.*

*Appropriate notices are prominently displayed in the common parts of the HMO reminding tenants of their obligation not to act in an anti-social manner, nor to cause a nuisance or annoyance to other occupiers or neighbouring residents, and to take reasonable care to avoid causing damage to property.*

#### *Selective Licence Condition 14*

*The Licence Holder must ensure:*

*All reasonable and practicable steps are taken to prevent or reduce anti social behaviour or criminality by the tenants or occupiers of the property, together with their visitors.*

*In particular, if acts of anti-social behaviour occur at the property in breach of the terms of the tenancy or licence agreement, they take appropriate steps to address this which may, in the case of serious or repeated anti social behaviour, mean commencing possession proceedings.*

*Records are kept of what action is taken which are provided to the Authority within 7 days of a request to see them.*

Question submitted prior to the forum  
Anti Social behaviour -Current legislation makes this a lengthy process. ASB is a police matter. Unless there is a change to legislation to allow landlords, LA's and the police to act quickly this point is very difficult to enforce.

*The licence conditions for the two new schemes set out the requirements for the licence holder in dealing with the management of ASB.*

*HMO Licence Condition 17*

*All reasonable and practicable steps are taken to prevent or reduce anti social behaviour or criminality by the tenants or occupiers of the property, together with their visitors.*

*In particular, if acts of anti-social behaviour occur at the property in breach of the terms of the tenancy or licence agreement, they take appropriate steps to address this which may, in the case of serious or repeated anti social behaviour, mean commencing possession proceedings.*

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*Selective Licence Condition 14*

*The Licence Holder must ensure:*

*All reasonable and practicable steps are taken to prevent or reduce anti social behaviour or criminality by the tenants or occupiers of the property, together with their visitors.*

*In particular, if acts of anti-social behaviour occur at the property in breach*

	<p><i>of the terms of the tenancy or licence agreement, they take appropriate steps to address this which may, in the case of serious or repeated anti social behaviour, mean commencing possession proceedings.</i></p> <p><i>Records are kept of what action is taken which are provided to the Authority within 7 days of a request to see them.</i></p>
<p>[09/11 10:17] Guest6 How long does the licence last? £700 is a huge amount of money</p>	<p><i>The licence is for a period of 5 years. However, the license fee is payable when the application is made.</i></p>
<p>[09/11 10:18] Guest7 Will you accept applications for landlords overseas? many thanks</p>	<p><i>Applications will be accepted for overseas Landlords however we would expect to see robust management in place.</i></p>
<p>[09/11 10:18] Guest8 I've started the process of selling an HMO and don't know when this will be completed. Can I request postponement of my licensing application?</p>	<p><i>An application cannot be postponed if an HMO falls under the HMO Licensing Scheme it will require a licence.</i></p>
<p>[09/11 10:18] Guest9 Is there a cap/limit on number of licenses will be issued?</p>	<p><i>All properties that fall within the criteria of the schemes to be introduced will require a licence, there is no limit. A landlord can hold multiple licences.</i></p>
<p>[09/11 10:18) Guest10 What are the date timeline for this when do applications open and when must you have applied for the licence by?</p>	<p><i>Once the Public Notice has been issued applications can be made.</i></p> <p><i>The applications must be made by the scheme implementation date.</i></p>
<p>[09/11 10:19] Guest1 Who needs training - the landlord or the managing agent?</p>	<p><i>Training will be required by both landlords and managing agents who are involved in the letting and management of properties that fall under the</i></p>

	<i>schemes.</i>
<p>Question submitted prior to the forum  Training - Surely this can be passed to the managing agent. You cannot expect elderly landlords who pay agents to manage their units to attend training course. Agents as part of their CPD have to undertake a minimum of 12 hours each year. My 82 year old landlord has already told me she will not be undertaking any courses. She would rather sell her 7 properties</p>	<i>Training will be required by both landlords and managing agents who are involved in the letting and management of properties that fall under the schemes.</i>
<p>[09/11 10:21] Guest11  Can you give us more detail on security that you refer to?</p>	Unclear what this refers to.
<p>[09/11 10:21] Guest12  referring to Guest1</p>	Unclear what this refers to.
<p>[09/11 10:22] Guest13  It appears the charges are the same for a one bedroom flat as for a large HMO?</p>	<i>The licence fee is the same for all application as the process of assessing and issuing licences is the same irrespective of the size of the property.</i>
<p>[09/11 10:22] Guest14  It is inevitable that landlords will want to recoup the cost of licencing at the earliest opportunity. How does CBC suggest landlords explain to their single-household tenants in well-managed &amp; maintained, modern apartment blocks that their rent will be increasing to cover a licence fee for which they will receive absolutely no benefit?</p>	<i>The Selective Licensing scheme is being introduced to Improve property condition and management standards in the Private Rented Sector and the quality of our neighbourhoods to support safe, inclusive and cohesive communities.</i>



<p>[09/11 10:23] Guest15 If it takes over 4 months (130 days) to approve a license, what happens to tenants with their contract? (eg, could tenants withhold rent because of non-compliance with licence Where if- a) license is not granted b) changes needed to be made to be compliant with license rules, therefore property is technically unlicensed during that time.</p>	<p><i>Once the application is received the process has commenced and therefore once a licence is issued it will cover the period from application so there will not be a period for tenants to withhold rent.</i></p>
<p>[09/11 10:23] Guest16 I have a property that is currently a 4 bed HMO, I may be increasing this to 5 beds over the summer of 2022. Will I have to apply for a licence for 4 people in April and then apply again and pay again to get a new licence for 5 beds once the works are complete at the end of the summer?</p>	<p><i>Where the licence holder applies to vary a licence, they should do so at the earliest opportunity and there may be a charge for any variations to a Licence.</i></p> <p><i>The original licence stays in force until the variation is determined and comes into effect a person making unauthorised changes may be liable to prosecution or other forms of enforcement action.</i></p>
<p>[09/11 10:24] Guest referring to Stephen's point there are clearly still errors in the selective licence. I assume these are being addressed by your legal team?</p>	<p><i>The Council have obtained Legal advice for the conditions to be imposed for the new schemes.</i></p>
<p>[09/11 10:25] Guest17 I've been renting my property for nearly 30 years to either a single person or couple and it has been fully managed through a Lettings agent. All necessary checks are always carried out and my property is kept in good condition. I feel this license is unfair as I don't rent it as an HMO.</p>	<p><i>The January 2020 Cabinet report details the justification for the introduction of the Selective Licensing Scheme following the Rogue Landlord Project and evidence gathering exercise. A full consultation process was completed which took into account all views.</i></p>
<p>[09/11 10:26] Guest</p>	<p><i>A managing agent can make an application on behalf of a landlord.</i></p>

<p>the landlord has to apply for the licence can the agent apply if they are the ones that are allowed to be trained?</p>	
<p>[09/11 10:26] Guest Are these rules also going to apply to non HMO private lets and council housing?</p>	<p><i>The Selective licensing of Private Sector Rented Houses designation applies to any properties rented that are not HMOs in the wards of Hastings and Lemyngton.</i></p> <p><i>Council Housing is regulated by the Regulator of Social Housing and does not fall under the Houses in Multiple Occupation or Selective Licensing Scheme.</i></p>
<p>[09/11 10:27] Guest1 I am DASH accredited as a landlord so if I apply for licenses as a managing agent on behalf of my landlords will the DASH discount still apply to the license fees?</p>	<p><i>The discount will still apply.</i></p>
<p>[09/11 10:27] Guest18 Please can you help advise how a student landlord would obtain references for their tenants who may at the time of applying for a tenancy be freshers with only a few weeks at university? Are references from their parents going to be adequate otherwise I cannot see who we would approach?</p>	<p><i>References are demanded for new occupiers before entering into any Occupancy agreement with them or allowing them to occupy the premises.</i></p> <p><i>Where obtained, copies of these references shall be kept for the duration of this licence and made available to the Authority within seven (7) days of the Authority's demand.</i></p> <p><i>However, If a reference is demanded and not received and you have this in writing this obligation is fulfilled.</i></p>
<p>[09/11 10:27] Guest Yes, I feel the same Claire, I'm a very responsible landlord and can demonstrate this with all the necessary paperwork, my tenants would</p>	<p><i>The January 2020 Cabinet report details the justification for the introduction of the Selective Licensing Scheme following the Rogue Landlord Project and evidence gathering exercise.</i></p>

<p>also testify to this. Why is it not applicable to all rentals in Loughborough, why are we being penalised??</p>	
<p>[09/11 10:29] Guest19 For eventbrite technical details I missed most of Alison's presentation. Is there anywhere at the council offices I can go to have a one to one catch up</p>	<p><i>Please refer any further questions to <a href="mailto:Housing.Licensing@charnwood.gov.uk">Housing.Licensing@charnwood.gov.uk</a> and Alison Simmons, Head of Strategic and Private Sector Housing will respond to these.</i></p>
<p>[09/11 10:30] Guest20 If I have a current license will that become void and need to apply for another one?</p>	<p><i>If you hold a current licence this will fall under the Mandatory HMO scheme and not the extension of the HMO or Selective Licensing schemes.</i></p>
<p>[09/11 10:31] Guest what is the fee to vary a licence? for the sake of a few months I may to fit fire doors etc to my property as it is, then two months later rip them all out to refurb the house and make it a 5 bed. seems like needles admin and extra costs for the sake of waiting a couple of months when my property is already DASH inspected as a 4 bed.</p> <p>[09/11 10:32] Guest21 where can we see the conditions?</p>	<p><i>Where the licence holder applies to vary a licence, they should do so at the earliest opportunity and there may be a charge for any variations to a Licence. This will be on a case by case basis and represent the exact costs associated with varying the license.</i></p> <p><i>The original licence stays in force until the variation is determined and comes into effect a person making unauthorised changes may be liable to prosecution or other forms of enforcement action.</i></p> <p><i>The licence conditions will be published on the Council's website once the Public Notices have been issued.</i></p>
<p>Question submitted prior to forum Fire blankets are only required in residential units where there are shared cooking facilities. Is this a case of confusing a HMO and family dwelling again?</p>	<p><i>The requirement for the provision of fire blankets is included in the HMO Licensing Scheme conditions and not the Selective Licensing conditions.</i></p>

<p>[09/11 10:33] Guest22 Some of the worst condition flats in my area are owned by charnwood BC Why are they not being charged and inspected? Us HMO landlords are being charged enough and have to keep property standards to a very high level</p>	<p><i>Council Housing is regulated by the Regulator of Social Housing and does not fall under the Houses in Multiple Occupation or Selective Licensing Scheme.</i></p>
<p>[09/11 10:34] Guest Apologies, this maybe already stated, but when will license application be accepted from?</p>	<p><i>Once the Public Notice has been issued applications can be made. The applications must be made by the scheme implementation date.</i></p>
<p>[09/11 10:34] Guest23 Can you remind us of the Wards that will need licences in 2022 and plans to bring further Wards into the scheme?</p>	<p><i>The HMO Licensing Scheme will cover all:</i></p> <p><i>Existing Mandatory HMO Licensing Scheme</i></p> <p><i>Borough Wide Scheme</i></p> <p><i>The scheme covers HMOs occupied by 5 or more persons in 2 or more households, sharing an amenity regardless of the number of storeys, to be licensed</i></p> <p><i>Additional Licensing Scheme</i></p> <p><i>Borough Wide Scheme</i></p> <p><i>The scheme will cover all HMOs, irrespective of the number of stories that are occupied by 3 or 4 unrelated persons and all Section 257 HMOs (buildings converted into self contained flats) where the building is wholly occupied by tenants.</i></p> <p><i>Selective Licensing Scheme</i></p>

	<p><i>Hastings and Lemyngton wards</i></p> <p><i>The selective licensing of Private Sector Rented Houses designation applies to any properties rented that are not HMOs and covered by the above two schemes in the wards of Hastings and Lemyngton.</i></p> <p><i>Further research would be required to produce a justification to extend the selective licensing scheme to further wards.</i></p>
<p>[09/11 10:34] Guest24 Re referencing, is the requirement to request a reference or to <b>*receive*</b> a reference?</p>	<p><i>References are demanded for new occupiers before entering into any Occupancy agreement with them or allowing them to occupy the premises.</i></p> <p><i>Where obtained, copies of these references shall be kept for the duration of this licence and made available to the Authority within seven (7) days of the Authority's demand.</i></p>
<p>[09/11 10:35] Guest1 Against what legislation &amp; standards are the fire risk assessments to be done?</p>	<p><i>Depending on the size, layout, and occupancy of the property the licence holder may need to go over and above the legal minimum standards to adequately protect the tenants from fire and may also need to undertake a risk assessment. When doing this the licence holder should have regard to the current Building Regulations; and the LACORS Fire Safety Guide. The LACORS Fire Safety guidance is available at:</i></p> <p><a href="https://www.cieh.org/media/1244/guidance-on-fire-safety-provisions-for-certain-types-of-existing-housing.pdf">https://www.cieh.org/media/1244/guidance-on-fire-safety-provisions-for-certain-types-of-existing-housing.pdf</a>.</p>
<p>Question submitted prior to the forum Fire Risk Assessment - The local fire service place the emphasis on the tenant to be responsible please see attached advice. Our risk assessment officer has stated there is no template or legislation to</p>	<p><i>Depending on the size, layout, and occupancy of the property the licence holder may need to go over and above the legal minimum standards to adequately protect the tenants from fire and may also need to undertake a risk assessment. When doing this the licence holder should have regard to the current Building Regulations; and the LACORS Fire Safety Guide. The</i></p>

<p>score a residential let property against. He would only look for the risk of arson and that the TENANT keeps the exits clear.</p> <p>Fire Safety Compliance - The LACROS regulation state for a residential property smoke alarms are all that is required.</p>	<p><i>LACORS Fire Safety guidance is available at: <a href="https://www.cieh.org/media/1244/guidance-on-fire-safety-provisions-for-certain-types-of-existing-housing.pdf">https://www.cieh.org/media/1244/guidance-on-fire-safety-provisions-for-certain-types-of-existing-housing.pdf</a>.</i></p>
<p>[09/11 10:36] Guest I rent to a family, my property is not an HMO so essentially, I'm being penalised for poor quality HMOs in the area</p>	<p><i>The January 2020 Cabinet report details the justification for the introduction of the Selective Licensing Scheme following the Rogue Landlord Project and evidence gathering exercise.</i></p>
<p>How have you come to the figure of £700 for the fee?</p>	<p><i>The licence fee will be £700 for a 5 year period. The Council's proposed fee structure consists of two payment stages. The first covers the receipt, assessment, and processing of the application. The second covers the costs incurred in a property compliance and inspection, together with management assessment.</i></p>
<p>[09/11 10:40] Guest25 How far in advance will you be able to apply in advance of the start date?</p>	<p><i>Once the Public Notice has been issued applications can be made.</i></p> <p><i>The applications must be made by the scheme implementation date.</i></p>
<p>[09/11 10:41] Guest26 The new flats on Nottingham Rd are just being completed. They are built to high standards and under CB building control supervision Why should we now pay additional inspection fees for brand new flats.</p>	<p><i>The January 2020 Cabinet report details the justification for the introduction of the Additional and Selective Licensing Schemes following the Rogue Landlord Project and evidence gathering exercise.</i></p>
<p>[09/11 10:42] Guest27 I agree with Emma We are being penalised for having a rental property in an HMO area. This will put people off from wanting to rent their</p>	<p><i>The January 2020 Cabinet report details the justification for the introduction of the Selective Licensing Scheme following the Rogue Landlord Project and evidence gathering exercise.</i></p>

<p>houses which will have a negative effect on the availability of much needed rental properties.</p>	
<p>[09/11 10:43] Guest28 Can Alison remind us why only the specific 'problem' streets were not targeted? Was it simply that more licences were needed to fund the scheme - therefore extra streets were brought into scope?</p>	<p><i>The January 2020 Cabinet report details the justification for the introduction of the Selective Licensing Scheme following the Rogue Landlord Project and evidence gathering exercise.</i></p>
<p>[09/11 10:43] Guest29 This may have been asked already but can you tell me if a platform has been made to apply for the licence? If so, is there a link that can be shared or a website we can go to?</p>	<p><i>Once the Public Notice has been issued applications can be made. Details will be made available on the Council's website of how to make an application.</i></p>
<p>[09/11 10:44] Guest30 Will people who are just renting a room in the selective scheme area need a licence? Sorry renting a room in their own house</p>	<p><i>No renting a room out in your own house to lodgers would not fall under the Selective Licensing Scheme.</i></p>
<p>[09/11 10:45] Guest Is there or can there be, some sort checklist or guidance documentation that landlords can use to help start making changes now in readiness for licenses coming into effect?  Will they be any on-site checking of property? Randomly or as part of granting a license.</p>	<p><i>The Council's website will be updated to provide all the details of the Schemes, including the application process and template documents that Landlords can use.</i></p> <p><i>An inspection will be completed on all properties licensed during the 5 year licence period.</i></p>
<p>[09/11 10:48] Guest31</p>	<p><i>The presentation slides will be sent to all participants.</i></p>

<p>When you say you will share the slides, does this mean you will send them to every participant</p>	
<p>[09/11 10:49] Guest 7 Days' notice for non-emergency access for maintenance work -&gt; is this condition expecting to change?</p>	<p><i>This condition has been changed.</i></p>
<p>Question submitted prior to the forum Pests are very difficult to control especially if the tenant are not using the refuse arears correctly. As you know from your development on Victoria Street the source of pests is not easily found. It will be for the landlord to deal with unless it is caused by the tenant's negligence</p>	<p><i>The licence conditions for the two new schemes set out the requirements for the licence holder in dealing with the management of pests.</i></p> <p><i>HMO Licence Condition 7 and Selective Licence Condition 6.</i></p> <p><i>The licence holder must ensure that:</i></p> <p><i>Reasonable precautions are taken to ensure that the House, together with its curtilage and garden are, so far as is practicable, kept free from pest infestation.</i></p> <p><i>Within 7 days of becoming aware of any pest infestation, adequate steps are taken with a view to effectively controlling such infestation.</i></p>
<p>Question submitted prior to the forum Severn Trent supply the water and in most cases deal with the drainage. How can the landlord ensure an uninterrupted supply. It's not their supply to maintain. The utility company will only deal with the bill payer i.e. the tenant. I refer back to my issue with flats, how can the landlord manage a shared supply in a block of flats?</p>	<p><i>The licence conditions for the two new schemes set out the requirements for the licence holder in dealing with the management of pests.</i></p> <p><i>HMO Licence Condition 8 and Selective Licence Condition 7.</i></p> <p><i>The licence holder must ensure that:</i></p> <p><i>Adequate measures are taken to ensure that there is no unreasonable interruption in the supply of water to the House.</i></p>



	<p><i>Sufficient steps are taken to ensure that the drainage system at the House is kept free of obstructions.</i></p>
<p>Question submitted prior to the forum Terms of all tenancies give the curtilage of the demise to the tenant, including the maintenance of said ground. Does the landlord need to hire a gardener?</p>	<p><i>The licence conditions for the two new schemes set out the requirements for the licence holder in dealing with the management of external areas.</i></p> <p><i>HMO Licence Condition 9 and Selective Licence Condition 8.</i></p> <p><i>The Landlord is to ensure that the tenants keep and maintain any gardens, forecourts, yards in a reasonably clean and tidy condition.</i></p>
<p>Question submitted prior to the forum Terms of occupancy - this clearly refers to HMO it has no place in this document.</p>	<p><i>Terms of Occupation are included in for both schemes - HMO Licence Condition 12 and Selective Licence Condition 10.</i></p>
<p>Question submitted prior to the forum Tenants Right as mentioned some points in the licence enforce the landlord to breach this. Unless there is a standalone selective licence tenancy this will always be the case.</p>	<p><i>Further clarification of the question is required to be able to respond.</i></p>
<p>Question submitted prior to the forum Complaints Procedure - can this be the agents or must it be the Landlords?</p>	<p><i>The Landlord will require a complaints procedure.</i></p> <p><i>A template is to be provided.</i></p>
<p>Question submitted prior to the forum Changes and Alterations - Clearly states HMO therefor not relevant</p>	<p><i>The licence conditions for the two new schemes set out the requirements for the licence holder in dealing with changes and alterations.</i></p>

*HMO Licence Condition 23*

*The Licence Holder must ensure that:*

*In respect of any change to the:*

- *Licence Holder's residential address or contact details, or where the Licence Holder is a business, if the business address has changed*
- *Freehold or leasehold ownership*
- *Licence Holder or manager's circumstances which may impact upon their status as a fit and proper person including but not limited to cautions, criminal conviction for an offence concerning either dishonesty, fraud, violence, misuse of drugs, discrimination, or housing regulations*

*such change is reported in writing to the Authority within 21 days of it occurring (or any such lesser period that is specified in any relevant regulation).*

Any proposed changes to the construction, layout, or amenity provisions at the HMO that may affect the licence or licence conditions must be reported to the Authority before the work is carried out, as this may require a licence variation.

*Selective Licence Condition 20*

*The Licence Holder must ensure that:*

*In respect of any change to the:*

- *Licence Holder's residential address or contact details, or where the Licence Holder is a business, if the business address has changed*
- *Freehold or leasehold ownership*

	<ul style="list-style-type: none"> <li>• <i>Licence Holder or manager's circumstances which may impact upon their status as a fit and proper person including but not limited to cautions, criminal conviction for an offence concerning either dishonesty, fraud, violence, misuse of drugs, discrimination, or housing regulations</i></li> </ul> <p><i>such change is reported in writing to the Authority within 21 days of it occurring (or any such lesser period that is specified in any relevant regulation).</i></p>
<p>Question submitted prior to the forum Management - This legislation refers to HMOs. Is this licence not the selective one?</p>	<p><i>This only refers to Selective Licensing.</i></p>
<p>Question submitted prior to the forum How do you propose I deal with Regulated tenancies? The tenants will not allow us to upgrade anything at the best of times. Adding 26 points to an ageing tenant who is not the target audience will add undo stress and anxiety. I know one of my regulated tenants will worry if I raise this with her</p>	<p><i>Any changes to current agreements and tenancies will have to be discussed with the tenants in line with the legislative requirements.</i></p>