Vale of Glamorgan County Borough Council

HOUSES IN MULTIPLE OCCUPATION (HMO)

MANDATORY AND ADDITIONAL LICENSING ENFORCEMENT PLAN

2012 - 2017
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Executive Summary

The Housing Act 2004 (the Act) radically overhauled the way local authorities regulate standards in private rented housing. From 30 June 2006, the Act introduced the Housing Health and Safety Rating System as a new way of assessing the hazards affecting occupiers. It also introduced licensing of certain houses in multiple occupation (HMO).

There is a new definition of a house in multiple occupation where three or more unrelated people share amenities such as a kitchen or bathroom.

Mandatory Licensing applies to HMOs with five (or more) people in properties with three (or more) storeys. Mandatory licensing applies across the whole of the Council’s area.

Properties that required a mandatory licence that were already registered with the former Registration Scheme were automatically passported into the Mandatory Licence scheme with conditions.

The Council will seek to adopt an Additional Licensing Scheme initially in the Castieland Renewal Area with a view to extend the scheme to other areas with the Vale of Glamorgan with a higher concentration of HMOs. Once an area is declared a period of 6 months will be allow for applications for licence must be submitted.

Licences will be granted when the Council is satisfied that:
- the property is suitable (or can be made suitable) for the maximum number of occupants;
- the licence holder is a fit and proper person, and
- There are suitable management arrangements in place.

A licence will last for a maximum of five years and have a wide-ranging set of conditions attached.

A licence fee will be charged. A 10% discount will be given to applicants that are members of the Landlord Accreditation Wales scheme

Penalties exist for breach of licence conditions and a landlord operating an unlicensed HMO or letting to more persons than the licence allows may be fined up to £20,000.

Rent Repayment Orders and Management Orders have been introduced and there are also changes to Management Regulations. The Residential Property Tribunal now has a major role in private sector housing enforcement.

This plan follows on from the Housing Renewal Policy 2011- 2013, in particular the proposal to consider the introduction of an additional HMO licensing scheme.

The Plan sets out further details and includes appendices on conditions and standards.
Houses in Multiple Occupation

Licensing

1. Introduction

1.1 The Housing Act 2004 (‘the Act’) radically overhauled the way the Council regulates standards in private rented housing. The Act replaces the former fitness standard with a new system of assessing the hazards affecting occupiers - the Housing Health and Safety Rating System (HHSRS). It also introduces licensing of certain Houses in Multiple Occupation (HMOs). In Wales, these changes came into effect on 30 June 2006.

1.1.1 In June 2007, the Cabinet approved the HMO Mandatory Licensing Policy. As part of the policy the Council continued to carry out pro-active inspections of higher risk HMO to determine whether they were applicable for Mandatory licensing and take appropriate enforcement action under the Housing Act 2004 Part 1 - Housing Health and Safety Rating system.

1.1.2 The review of Council’s Housing Renewal policy in 2011 acknowledged that while enforcement under Part 1 is effective in achieving improvements this is often a lengthy and time consuming process and the use of further licensing provision of the Housing Act 2004 be considered

1.1.3 This plan includes the 2007 document and specifically sets out the Additional HMO Licensing Scheme.

1.1.4 This plan sets out how the Vale of Glamorgan Council will implement the requirements of the Housing Act 2004 in relation to HMO licensing and health and safety hazards. It also outlines how the Council intends to use the discretionary powers in the 2004 Act to ensure fair and equitable enforcement.

1.2 This document is split into 3 parts:

- Part 1. Aims, objectives, present position and identification of areas.
- Part 2. Legal framework
- Part 3. Licensing Policies

Part 1

2. Aims and Objectives

2.1 The aim of the plan is to:

Improve housing and management standards in the privately rented sector in particular Houses in Multiple Occupation.

2.2 The objectives of the plan are to:
(a) Meet the statutory obligations of the Housing Act 2004 and regulations made pursuant to it.

(b) Eliminate poor property and management standards through regulation and enforcement.

(c) Promote high standards by supporting the good and well intentioned landlords.

3. **Present Position (September 2011)**

3.1 The Council has a Mandatory Scheme for larger HMOs that are three storeys with five or more occupants who share basic amenities. This scheme applies to all HMOs in the County.

3.2 Because the Council had a former Registration Scheme, those HMOs that were registered that required a licence were automatically passported to the mandatory licensing scheme.

3.3 Since the introduction of Mandatory Licensing the Council have issued 9 licences and currently have only 6 Mandatory Licensed HMO’s. Full inspections have been carried out on 95 HMOs and enforcement action taken relation to 72 HMOs under Part 1 of the Housing Act 2004.

3.4 Following the Policy recommendation of the Housing Renewal Policy a review of all the known HMO’s in the County was carried out having regard to the change of definition and using a risk assessment model. See Annex A - House in Multiple Occupation risk assessment form.

3.5 The review established at the present time there 241 known HMOs in the County. Although it is believed that there is at least another 150 unknown smaller properties. The majority (217) of the HMO’s are classed as poorly converted buildings with no shared amenities.

3.6 Of the all these known HMOs 19% were classed as high risk and 62% medium risk. Details taken from the risk assessment information confirm that 39% of properties had a significant hazard or disrepair, in 29% of properties there were problems with the management standard and 41% did not have the required standard of means of escape from fire.

3.7 At the present time, the Council does not have an Additional Licensing Scheme this means that the majority of the HMOs in the Council’s area are not subject to any licensing control.

3.8 The enforcement team in place to service this function is made up of three environmental health officers and one and half technical officers. The work demand includes inspecting and processing new applications, progress and management visits, reactive service requests and enforcement including prosecutions.
4 Identification of Additional Licensing Area

4.1.1 The breakdown of the key risk factors and risk assessment scores for HMOs by ward and area (See Annex B) clearly identifies the Castleland Renewal Area has the highest number and proportion of poor standard and poorly managed properties.

4.1.2 The figures also indicate that other wards such as Buttrills, Baruc, Cadoc and St Augustine merit future extension of additional licensing to these areas. However, the Castleland Renewal Area boundary does include some properties included in the Buttrills and Court Wards.

4.1.3 A Barry Town wide additional licensing scheme would also have its merits, but because of the number of properties involved significant additional resources would be required for this to achievable over the 5 year period of the scheme.

4.1.4 The Castleland Renewal Area has the highest number of high and medium risk HMOs (See Annex B Table 1 of risk scores by ward/area) At the present time there are 59 known HMOs in the Castleland Renewal Area.

4.1.5 Of those 59 HMO’s just over half have a significant hazard and inadequate fire safety and over a third have unsatisfactory management arrangements. (See Annex B –Table 2 Percentage of HMOs with significant risk factors by ward/area)

4.1.6 Focusing on this area also aligns with the general improvement programmes for the Castleland Renewal Area and Barry Regeneration Area.

Part 2

5. The Legal Framework

5.1 Housing Health & Safety Rating System

The Housing Fitness Standard has been replaced by a Housing Health and Safety Rating System (HHSRS). This involves a risk assessment of the effect of housing conditions on the health of occupiers. It involves the assessment of 29 potential hazards and scoring their severity to decide if improvements are needed. If more serious “Category 1” hazards are found the Council has a duty to require the owner to take appropriate action. If less serious “Category 2” hazards are found the Council may take appropriate action as provided for within its enforcement policies. Councils are required to assess licensable HMOs to ensure that there are no functions under Part 1 of the Act (HHSRS) that ought to be exercised by them. This has to be done within five years of a licence being issued.

The HHSRS applies to all housing regardless of type or tenure.

The Act also replaces former enforcement notices with new provisions derived from Health and Safety legislation. The council will now serve a variety of notices including: Improvement, Emergency Remedial, Prohibition and
Hazard Awareness, all of which may be suspended or varied. These are in addition to the retained provisions for Demolition and Clearance Areas.

5.2 HMO Definition

A house is in multiple occupation where 3 or more unrelated people share amenities, such as a kitchen or bathroom.

Under the Act a building is an HMO if it meets one of the following tests:

- the Standard Test – any building in which 3 or more unrelated people share basic amenities;
- the Self-contained Flat Test – any flat in which 3 or more unrelated people share basic amenities;
- the Converted Building Test – any converted building with one or more units that are not self-contained;
- certain Converted Blocks of Flats – any converted building comprising self contained flats that do not meet the 1991 Building Regulations Standards and more than one third of the flats are occupied on short tenancies.

5.3 Mandatory HMO Licensing

(a) Mandatory licensing will apply to HMOs where there is an occupation of 5 (or more) persons in properties of 3 (or more) storeys. HMOs consisting entirely of fully self-contained flats, which are not occupied as flats in multiple occupation, are exempt. When assessing the number of storeys account will be taken of:

- all storeys of residential accommodation, whether above or below adjoining ground level, including attics;
- any commercial storey at or above adjoining ground level.

(b) Mandatory licensing excludes most self-contained flats from its scope. The exceptions to this will be where (a) it is a single flat above commercial premises or (b) where the flat itself is arranged on 3 storeys. In both cases it would have to be occupied by 5 persons or more living as more than one household.

(c) All residential parts of the building will be subject to these provisions where the property as a whole is eligible for licensing.

5.4 Additional HMO Licensing

Section 56 of the Housing Act gives powers to Local Authorities to designate areas, or the whole of the area within their district as subject to additional licensing in respect of some or all of the HMO’s in its area that are not already subject to mandatory licensing. An area is designated for a period of five years.
5.3.1 In order to designate an area the Council must be satisfied that:

(a) a significant proportion of the HMO’s in an area are being managed sufficiently ineffectively as to give rise to problems either for those occupying the HMO’s or for other residents in the areas;

(b) that making the designation will significantly assist them to deal with those problems;

(c) that the exercise of this power is consistent with the Local Housing Strategy.

5.3.2 The Council may adopt an Additional HMO Licensing Scheme that may include the smaller, lower risk HMOs that fall outside the Mandatory Scheme. The scheme may be based on an area (or areas) or may apply to the entire Council area. The scheme will need to meet other criteria set down by the National Assembly for Wales

General Consent

5.4 Under the Housing Act 2004 (Additional Licensing) (Wales) General Approval 2007 Regulations the National Assembly for Wales has given general approval for implementation of additional licensing by the Council subject to the following criteria:

5.4.1 A local housing authority may designate either the area of their district or an area in their district as subject to additional licensing in relation to a description of HMO’s.

5.4.2 The authority must consider that a significant proportion of the HMO’s of that description in the area are being managed sufficiently ineffectively as to give rise, or to be likely to give rise, to one or more particular problems either for those occupying the HMO’s or for members of the public.

5.4.3 Before making a designation the authority must consult persons who are likely to be affected by the designation and consider any representations.

5.4.4 The authority must have regard to any information regarding the extent to which any codes of practice approved under section 233 have been complied with by persons managing HMO’s in the area

5.4.5 The authority must:

- ensure exercise of power is consistent with the authority’s overall housing strategy
- Must seek to adopt a co-ordinated approach in connection with dealing with homelessness, empty properties and anti-social behaviour as regards combining licensing under this part with other courses of action available, and as regards combining such licensing with measures taken by other persons.

5.4.6 The authority must not make a particular designation unless:-
• They have considered whether there are other courses of action available to them that might provide an effective method of dealing with the problem or
• They consider that making the designation will significantly assist them to deal with the problems

5.4.7 A general approval may be given in relation to a description of designations framed by reference to any matters or circumstances

5.4.8 As soon as the designation is made, the authority must publish:-
• That the designation has been made,
• The date on which the designation comes into force and,
• any other information which may be prescribed

5.5 Transitional Arrangements and Passporting

Councils that had existing Registration Schemes with Control Provisions were able to take advantage of transitional arrangements and those that required to be mandatory licensed were passposted automatically.

5.6 Licensing Process

A licence will be granted where:

• The house is reasonably suitable (or is capable of being made reasonably suitable) for occupation for a maximum number of persons having regard to prescribed and adopted amenity and fire precaution standards.

• Management arrangements are satisfactory. These include arrangements for monitoring and maintaining the property, ordering works, finance and general manager competence.

• The licensee, manager and others involved in the running of the property are fit and proper persons.

5.7 Licence Conditions

The Housing Act lays down mandatory licence conditions relating to:

• provision of annual gas safety certificates
• safety of electrical appliances and furniture
• provision and maintenance of smoke alarms
• provision of written statement of terms for tenants.

In addition the Council can impose its own discretionary conditions.

By imposing more demanding conditions the Council is able to have more effective regulatory control over both the physical standards of HMOs and their standard of management. See Annex C – License Conditions
5.8 Fees

The Council may charge for the costs incurred in carrying out its Licensing functions. Any charge must reflect the true costs in operating the system. The fees are discretionary.

5.9 Management Orders

The Act gives Councils powers to serve notices and take action where there is no prospect of an HMO being licensed. In some circumstances Councils are under a duty to act. Where circumstances require it Councils must take over the management of an HMO, becoming responsible for running it, making necessary improvements and collecting rents. In extreme cases, the action can be extended to five years with the Council also having the power to grant tenancies.

5.10 Penalties

The Act lays down a number of licensing-related offences and corresponding penalties, including:

- Operating an unlicensed HMO or allowing an HMO to be occupied by more persons than a licence allows fine of up to £20,000.
- Breach of a licence condition: fine not exceeding Level 5 on the standard scale (currently £5,000).
- Supplying incorrect information in a licence application: fine not exceeding Level 5 on the standard scale (currently £5,000).

It is a defence to any of the above if the accused person can demonstrate that they have reasonable excuse.

5.11 Rent Repayment Order

A landlord who operates an unlicensed HMO can be made the subject of a Rent Repayment Order (RRO) by a Residential Property Tribunal. An RRO requires the repayment of rent, received by the landlord over a period of up to 12 months, to a tenant or to the Council if paid as Housing Benefit.

5.12 Temporary Exemption Notices (TEN)

These are used when a landlord of an HMO, which should be licensed, notifies the Council of his intention to take steps to ensure that the HMO is no longer required to be licensed.

The Council may grant a TEN where:

(a) the owner of a licensable HMO states in writing that he/she is asking to make it non licensable and,

(b) the Council is satisfied that it will be non licensable within 3 months of the date of receiving the notice.
5.13 **Management Regulations**

The Management of Houses in Multiple Occupation (Wales) Regulations 2006 apply to all HMOs with the exception of some converted blocks of flats. The regulations impose certain duties on managers including the maintenance of fixtures and fittings, fire safety measures, gas and electricity supplies and waste disposal arrangements. The regulations also impose duties on occupiers. A person who fails to comply with these Regulations commits an offence which carries a fine not exceeding Level 5 on the standard scale (currently £5,000).

5.14 **Public Register**

It is a requirement for the Council to make a public register available which includes prescribed information. This will include, amongst other things: property details, name and address of the licence holder and the duration and start of the licence term.

**Part 3**

**6. HMO Licensing Enforcement Plan**

6.1 The Vale of Glamorgan County Borough Council Houses in Multiple Occupation (HMO) Licensing Enforcement plan will take effect from 1st April 2012.

6.2 The HMO Licensing Enforcement Plan includes:

- A Mandatory Scheme for higher risk HMOs which are occupied by 5 (or more) person and are 3 storeys (or more) high;
- The Mandatory Scheme applies to higher risk HMOs located anywhere within the Council’s area;
- An Additional Licensing Scheme for HMOs which do not fall within the Mandatory Scheme;
- At the present time the Additional HMO Licensing Scheme is confined to the Castileand Renewal Area, but it is the intention to expand the Additional HMO Licensing Scheme to other areas with higher concentrations of HMO’s.

6.3 **New Applications**

6.3.1 The Council will encourage Landlords to apply for Mandatory and Additional HMO Licences using a variety of methods including media publicity, correspondence, paper and, in time, electronic application forms.

6.3.2 For the Additional Licensing Scheme the Council will not generally take any enforcement action against a landlord who operates an HMO without a licence until after 6 months after the introduction of the scheme unless there are exceptional circumstances. Thereafter the Council will take into
account wilful non compliance and avoidance and those circumstances where occupants are put at unnecessary risk.

6.3.3 For those HMOs that fall within the Mandatory HMO Licensing Scheme the Council will take enforcement action and prosecute those landlords who operate an HMO without a licence.

6.4 HMO Property Standards

6.4.1 The Council will licence an HMO provided it is (or can be made) reasonably suitable for occupation for the maximum number of occupants, in that it:

(a) Meets the amenity standards set out in Annex D

(b) Meets the standards for means of escape in case of fire and other fire precautions set out in Annex E

(c) Is free from Category 1 hazards.

6.5 Fit and Proper Person

6.5.1 The Council will issue a licence to an owner or manager of an HMO provided they self certify that they meet the criteria for Fit and Proper Person as set out in Annex F.

6.5.2 The Council will require the licence holder and or other person involved with the managing the HMO to provide evidence they are a fit and proper person.

6.5.3 In cases where applicants do not meet this criteria the Council will exercise its discretion to issue a licence.

6.5.4 The Council will prosecute and revoke a licence if significant false information is provided on the application form which influences the decision to issue a licence.

6.6 Management Arrangements

The Council will issue a licence if satisfied that there are satisfactory management arrangements in place. These may include, but are not limited to:

(a) Competency

(b) Suitable management structures

(c) Appropriate funding arrangements

(d) The ability to meet the licence conditions.

(e) Fit & proper person criteria of any person involved in the management of the house

(f) Compliance with the Council’s Management Standard – See Annex G
6.7 Approval and Duration of Licence

6.7.1 The Council will normally grant a licence for a period of 5 years but may grant a licence for a lesser period in some circumstances.

6.7.2 The Council will grant a licence if:

(a) The house is (or can be made) reasonably suitable for occupation for the maximum number of occupants;

(b) The proposed licence holder or manager is a fit and proper person;

(c) The proposed management arrangements are satisfactory.

6.8 Licence Conditions

The Council will grant a licence subject to conditions set out in Annex C.

6.9 Fees

6.9.1 The Council will charge a standard fee per application for all licences. At present this fee is set at £630 per application. The Council reserves the right to review this fee and amend it accordingly.

6.9.2 The Council will offer a 10% discount for applications from landlords have been accredited under the Wales Accredited Landlord Scheme.

6.9.3 A 20% reduction where the HMO meets all licensing and management standards and a 30% reduction where landlords are accredited and where the HMO meets all licensing and management standards.

6.9.4 A 50% reduction for a HMO licence to a new owner on revocation of an existing HMO licence.

6.9.5 Fees are not refundable unless in exceptional circumstances and at the discretion of the Director of Legal, Public Protection and Housing Services.

6.10 Temporary Exemption Notice (TEN)

6.10.1 The Council will not normally grant more than one TEN and in doing so will have regard to the proposals for the property, any planning considerations and the arrangements for meeting the needs of the occupiers including those likely to be displaced.

6.10.2 The Council will only grant a second TEN in exceptional circumstances.

6.11 Rent Repayment Orders

Where a landlord is convicted for failure to licence and the rent is paid as Housing Benefit, the Council may apply to the Residential Property Tribunal for a Rent Repayment Order.
6.12 **Interim and Final Management Orders**

The Council reserves the power to make an HMO Management Order in exceptional circumstances and having regard to the criteria set down in the legislation.

6.13 **Management Regulations**

6.13.1 Where there are breaches of these regulations the Council will normally issue a warning letter to the relevant person specifying remedial measures and the consequences of failing to address them.

6.13.2 Where there are significant breaches of these regulations the Council will move immediately to a prosecution.

6.14 **Additional Licensing**

6.14.1 The Council is satisfied that:

   (a) a significant proportion of the HMOs in the Castieland Renewal Area are being managed sufficiently ineffectively as to give rise to problems either for those occupying the HMOs or for other residents in the area;

   They include:

   (i) Poor external condition including yards and gardens, which has an adverse impact on the general character and amenity of the area in which they are located;

   (ii) Poor internal conditions such as inadequate fire safety, hazards and overcrowding which have an adverse impact on the health, safety and welfare of occupants;

   (iii) The lack of proper management giving rise to problems of anti-social behaviour and problems of waste collection and fly-tipping.

   (b) that making the designation will significantly assist them to deal with those problems;

   (c) that the exercise of this power is consistent with the Local Housing Strategy;

   (d) it is part of a co-ordinated approach to deal with homelessness, empty properties and anti-social behaviour affecting the private rented sector in the Castieland Renewal Area.

6.14.2 The Vale of Glamorgan County Borough Council Additional Licensing Scheme shall be restricted to Houses in Multiple Occupation in the Castieland Renewal Area. The map in Annex H sets out the boundary of the scheme.

6.14.3 The Vale of Glamorgan County Borough Council Additional Licensing Scheme shall include all HMOs in the defined area but excludes those HMOs with 3 or more storeys and 5 or more occupants which form part of the Mandatory Scheme.
6.15 **Delegation**

6.15.1 The enforcement options contained within Part 1 (Health and Safety Rating System), Part 2 (HMO Licensing), Part 4 (Management Orders and Overcrowding Notices), Part 6 (Powers of Entry etc) and the relevant Schedules of the Housing Act 2004, shall be delegated to the Director of Legal, Public Protection and Housing Services.

6.15.2 Decisions relating to the refusal or revocation of a licence on the grounds of fit and proper person and satisfactory management arrangements shall be delegated to the Licensing Committee.

6.15.3 Changes to the technical specifications in Appendices (Amenities) and (Means of Escape and Other Fire Precautions) shall be delegated to the Director of Legal, Public Protection and Housing Services.

6.15.4 Changes to Licence Conditions (Annex C) shall be delegated to the Director of Legal, Public Protection and Housing Services.

6.16 **Housing Act 2004, Part 1 Health and Safety Rating System**

In the case of Category 1 hazards the Council will exercise its statutory duty to intervene and take the appropriate enforcement option. In the case of Category 2 hazards the Council will exercise its discretionary power and consider the appropriate enforcement option.

6.17 **Public Register**

The Council will maintain a Public Register in line with the prescribed requirements.

6.18 **Non Licensable HMOs**

6.18.1 HMOs that fall outside the licensing requirements will be subject to the Management of Houses in Multiple Occupation (Wales) Regulations 2006 and the Licensing and Management of Houses in Multiple Occupation (Additional Provisions) (Wales) Regulations 2007.

6.18.2 Where they are inspected under Part 1 of the Act each property will be risk assessed. The remedial work for fire safety will be based on Means of Escape and Fire Precautions Standard detailed in Annex E

6.19 **Summary**

The Council will exercise its powers in accordance with the Enforcement Concordat and Enforcement Policy adopted by Council in June 2001 and will apply them in a consistent, transparent and proportionate manner.
## HMO Risk Assessment

### Houses in Multiple Occupation

#### Risk Assessment Form

<table>
<thead>
<tr>
<th>Property Address:</th>
<th>Date:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Officer:</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Category:</th>
<th>Description:</th>
<th>Score:</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>State of Repair / Unfitness:</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>A</td>
<td>No Disrepair</td>
<td>0</td>
</tr>
<tr>
<td>B</td>
<td>Minor Disrepair</td>
<td>1</td>
</tr>
<tr>
<td>C</td>
<td>Category 2 Hazard(s)</td>
<td>5</td>
</tr>
<tr>
<td>D</td>
<td>Category 1 Hazard(s)</td>
<td>10</td>
</tr>
</tbody>
</table>

| Premises Type: | | |
|----------------|-------------------|
| A | Lodgings | 0 |
| B | Self Contained - Purpose Built | 5 |
| C | Shared House | 5 |
| D | Self Contained – Conversion | 10 |
| E | Hostels | 20 |
| F | Bedsits | 20 |

| Compliance with Management Regulations: | | |
|----------------------------------------|-------------------|
| A | Yes | 0 |
| B | Technical breach | 10 |
| C | Serious breach | 30 |
| D | Tech breach + previous breach of management regs | 30 |
| E | Serious breach + previous breach of management regs | 50 |

| Means of Escape from Fire: | | |
|---------------------------|-------------------|
| A | Low Risk | 10 |
| B | Medium Risk | 15 |
| C | High Risk | 20 |

| Number of Storeys: | | |
|-------------------|-------------------|
| A | Two or less | 1 |
| B | Three + | 30 |

| Facility Standards: | | |
|---------------------|-------------------|
| A | No Failings | 0 |
| B | Minor Failings | 5 |
| C | Major Failings | 10 |

| Maximum Possible Number of Occupants: | | |
|---------------------------------------|-------------------|
| A | 2 | 0 |
| B | 3 – 5 | 2 |
| C | 6 – 8 | 5 |
| D | 9 – 10 | 8 |
| E | 10 + | 10 |

| Use: | | |
|------|-------------------|
| A. | Mixed Use? | Yes | 20 |
| B. | Mandatory Licence | Yes | 40 |
| C. | Mixed use & Licence | Yes | 60 |

**Total Score:**

**Rating Band:**
Definitions and Guidance Notes on the Completion of Risk Assessment Form

Definitions :-

State of Repair / Unfitness :-

• No disrepair – Premises free from category 1 and 2 hazards
• Minor Disrepair - General Maintenance lacking.
• Category 2 Hazards – Lack of gas safety certificate, rotten windows frames, leaking guttering, etc
• Category 1 Hazards – Lack of heating, fire alarm system, falls between levels, etc

Premises type :-

♦ Lodgings - Separate sleeping accommodation, shared facilities, but occupants eat as part of a household.
♦ Self Contained Flats (Purpose Built or compliant with Building Regs)
♦ Shared Housing - Defined groups of residents with separate sleeping accommodation, with shared kitchen and bathroom facilities .
♦ Self Contained Flats (Conversion not compliant with Building Regulations) - A house converted into self contained flats.
♦ Hostels - Accommodation for people with no other permanent place of residence.
♦ Bedsits - A House occupied as individual rooms with some shared facilities, bathroom and or kitchen. Each occupant lives independently of the others.

Compliance with Management Regs :-

♦ Yes – complies completely
♦ Technical Breach – Lack of signage on doors, showing escape routes, L/L or agents information
♦ Serious Breach – communal area in poor condition, fire alarm or equipment not maintained, fire escape blocked, etc
♦ Technical Breach & previous breach – as above and check file/officers for previous breaches
♦ Serious Breach & previous breach – as above and check file/officers for previous breaches
※ If unaware of previous compliance (ie:- premises’ first visit or inspecting officer unaware of past compliance as no indication on file etc.) assume that there has been no compliance on past occasions.

Means of Escape From Fire :-

■ Low Risk - Full fire precautions
■ Medium Risk - Some fire precautions (half hour fire construction / alarm system / smoke detection)
■ High Risk - No fire precautions.

Facility Standards :-

✧ No Failings - Complies fully with the facilities standard
✧ Minor Failings - Some facilities
✧ Major Failings - Facilities Inadequate

Maximum Number of Occupants :-

▲ The number should relate to the maximum number of occupants that could be placed in the premises at any one time.

Mixed Use :-

※ Property is mixed commercial / residential use (ie:- situated above a commercial property)
※ Property has or is required to have a mandatory licence
※ Property is mixed commercial / residential use (ie:- situated above a commercial property) & has or is required to have a mandatory licence
Annex B

Table 1- HMO risk score bands by ward/area

<table>
<thead>
<tr>
<th>WARD/AREA</th>
<th>Number of known HMOs</th>
<th>HMOs Risk score &gt;100</th>
<th>HMO Risk score &gt;50</th>
<th>HMOs Risk score &lt;50</th>
</tr>
</thead>
<tbody>
<tr>
<td>Castleland Ward</td>
<td>43</td>
<td>8</td>
<td>27</td>
<td>8</td>
</tr>
<tr>
<td>St Augustine Ward</td>
<td>43</td>
<td>7</td>
<td>25</td>
<td>11</td>
</tr>
<tr>
<td>Illtyd Ward</td>
<td>34</td>
<td>6</td>
<td>21</td>
<td>7</td>
</tr>
<tr>
<td>Cadoc Ward</td>
<td>29</td>
<td>8</td>
<td>18</td>
<td>3</td>
</tr>
<tr>
<td>Buttrills Ward</td>
<td>28</td>
<td>5</td>
<td>15</td>
<td>8</td>
</tr>
<tr>
<td>Baruc Ward</td>
<td>27</td>
<td>7</td>
<td>17</td>
<td>3</td>
</tr>
<tr>
<td>Stanwell Ward</td>
<td>14</td>
<td>3</td>
<td>10</td>
<td>1</td>
</tr>
<tr>
<td>Court Ward</td>
<td>11</td>
<td>1</td>
<td>5</td>
<td>5</td>
</tr>
<tr>
<td>Plymouth Ward</td>
<td>8</td>
<td>1</td>
<td>7</td>
<td>0</td>
</tr>
<tr>
<td>Castleland Renewal Area</td>
<td>59</td>
<td>11</td>
<td>36</td>
<td>12</td>
</tr>
<tr>
<td>Barry Town Area</td>
<td>173</td>
<td>35</td>
<td>104</td>
<td>34</td>
</tr>
<tr>
<td>Penarth Town Area</td>
<td>66</td>
<td>11</td>
<td>43</td>
<td>12</td>
</tr>
<tr>
<td>Vale of Glamorgan</td>
<td>241</td>
<td>46</td>
<td>149</td>
<td>46</td>
</tr>
</tbody>
</table>
Table 2 – Percentage of HMOs with significant key risk factors by ward/area

<table>
<thead>
<tr>
<th>WARD/AREA</th>
<th>Number of known HMOs</th>
<th>% with significant hazard</th>
<th>% with inadequate Fire Safety</th>
<th>% with unsatisfactory Management</th>
</tr>
</thead>
<tbody>
<tr>
<td>Castleland Ward</td>
<td>43</td>
<td>49</td>
<td>53</td>
<td>37</td>
</tr>
<tr>
<td>St Augustine Ward</td>
<td>43</td>
<td>37</td>
<td>37</td>
<td>30</td>
</tr>
<tr>
<td>Illtyd Ward</td>
<td>34</td>
<td>29</td>
<td>35</td>
<td>18</td>
</tr>
<tr>
<td>Cadoc Ward</td>
<td>29</td>
<td>41</td>
<td>45</td>
<td>31</td>
</tr>
<tr>
<td>Buttrills Ward</td>
<td>28</td>
<td>50</td>
<td>46</td>
<td>39</td>
</tr>
<tr>
<td>Baruc Ward</td>
<td>27</td>
<td>40</td>
<td>44</td>
<td>30</td>
</tr>
<tr>
<td>Stanwell Ward</td>
<td>14</td>
<td>42</td>
<td>14</td>
<td>21</td>
</tr>
<tr>
<td>Court Ward</td>
<td>11</td>
<td>18</td>
<td>45</td>
<td>18</td>
</tr>
<tr>
<td>Plymouth Ward</td>
<td>8</td>
<td>25</td>
<td>38</td>
<td>25</td>
</tr>
<tr>
<td>Castleland Renewal</td>
<td>59</td>
<td>51</td>
<td>51</td>
<td>36</td>
</tr>
<tr>
<td>Area</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Barry Town Area</td>
<td>174</td>
<td>40</td>
<td>45</td>
<td>29</td>
</tr>
<tr>
<td>Penarth Town Area</td>
<td>66</td>
<td>38</td>
<td>32</td>
<td>27</td>
</tr>
<tr>
<td>Vale of Glamorgan</td>
<td>241</td>
<td>39</td>
<td>41</td>
<td>29</td>
</tr>
</tbody>
</table>
Vale of Glamorgan County Borough Council

License conditions for Houses in Multiple Occupation

PREMISES:

These licence conditions are made under the Council’s HMO Licensing Plan effective from .......... A copy of the Policy can be found on the Council’s website

Gas, Electrics and Furniture

1. If gas is supplied to the house, the Licence holder shall produce to the Local Authority annually, the gas safety certificate from a contractor registered with Gas Safe for each gas installation in the property.

2. The Licence holder shall ensure that the periodic electrical installation certificate for the property is renewed at least two weeks prior to its expiry. All works listed in the Defects and Suggestions sections to be completed, unless specific exemption for Code 4 suggestions is agreed with the Local Authority.

3. The Licence holder shall keep all electrical appliances made available by him in the house in a safe condition. (This will require inspection and/or PAT testing at appropriate intervals).

4. The Licence holder shall only supply furniture to the property that complies with the requirements of the Furniture and Furnishings (Fire Safety) Regulations 1998 (as amended). All such furniture to be kept in safe condition and good repair. This requirement also applies to covers and fillings of any cushions supplied.

5. In respect of points 3 and 4 above, upon demand by the Local Authority the Licence holder shall submit a declaration as to the safety of such appliances and furniture. This may include appropriate certification.

Tenancy Agreement

6. The Licence holder shall supply all occupiers of the house with a written statement of the terms on which they occupy it.
Fire Precautions and Emergency Lighting

7. Appropriate fire precaution facilities and equipment must be provided at the property having regard to an assessment of risk at the property and LACORS Guidance on fire safety provision for certain types of existing housing. The Licence holder shall ensure that the works listed in Schedule 1 to this licence are carried out and completed within the specified time period in respect of this requirement. (Delete if necessary)

8. The Licence holder shall ensure that all fire alarm and fire extinguishers provided at the property are serviced annually and maintained in good working order.

9. The Licence holder shall ensure that an explanation is given to each tenant at the beginning of their occupancy regarding all fire precautions and facilities provided in the house. This should include, but is not limited to, understanding the alarm, the importance of fire doors and protecting the escape route, keeping the escape route free of obstructions and the use of fire fighting equipment. Following the receipt of such instruction, the Licence holder shall ensure that each tenant signs the Declaration of Understanding included as Appendix A to this

10. The Licence holder shall ensure that the fire alarm is tested at appropriate intervals, in accordance with the installer’s/manufacturer’s instructions and any defects remedied immediately. The licence holder shall submit to the Council annually, current and satisfactory test and inspection certificates.

11. The licence holder shall ensure that any emergency lighting system within the property is tested and inspected annually by a contractor registered with the Electrical Contractor Association (ECA) or the National Inspection Council for Electrical Installation Contractors (NICIEC) or other such body as the Council may choose to recognise. The licence holder shall submit to the Council, annually, current and satisfactory test and inspection certificates.

12. The front door to the HMO must be fitted with a lock that can be easily opened from within without the use of a key i.e. thumb turn.

13. The licence holder shall ensure that all tenants are fully aware of procedures for the escape from the building in the event of a fire occurring in the premises, including the proper use of any fire fighting equipment provided. The licence holder shall ensure that all tenants are fully aware of procedures for dealing with false fire alarms. The licence holder shall ensure that arrangements are in place for an appropriate person having a connection with the property being available to attend the property in the event of a false alarm to ensure that fire alarm system is properly re-set. The licence holder shall ensure that the fire alarm system is tested by a suitable and competent contractor following all false alarms and fire occurrences to ensure that the system is properly re-set. The licence holder shall ensure that the Council is informed of fire occurrences at the property within 24 hours of the fire being notified to the licence holder.
Amenity Standards

14. The amenities provided at the property must meet the prescribed standards for HMOs in accordance with the Vale of Glamorgan Council’s Amenity Standards for HMOs, having regard to the number of occupiers for which a licence has been sought. The Licence holder shall ensure therefore that the works listed in Schedule 2 to this licence are carried out and completed within the specified time period. (delete as necessary)

Maintenance Requirements

15. The structure and fabric of the property must be maintained in a good condition. The Licence holder shall ensure therefore that the maintenance works listed in Schedule 3 to this licence are carried out and completed within the specified time period. (delete as necessary)

16. The Licence holder shall ensure that all issues concerning repairs and maintenance of the fabric of the building, appliances, equipment or furniture notified to him by the tenants, Council officers or visitors to the property are remedied within a timescale appropriate to the urgency of the issue.

17. The licence holder shall ensure that any common areas in the property, being halls, stairways, landing, communal kitchens, bathrooms or other communal rooms shall be kept in a clean condition.

Waste Arrangements & Street Scene

18. The licence holder shall ensure that suitable and sufficient storage facilities are provided for household waste and recycling pending disposal. Ordinarily this would involve the provision of bins in the ratio of 1 bin (of at least 80 litre capacity) per 2 persons.

19. Alternatively, this requirement may be met via the provision of a fully enclosed external storage area preferably to the rear of the house or a conveniently located outbuilding.

20. The Licence holder shall ensure that an explanation is given to tenants at the beginning of their occupancy regarding the storage and disposal arrangements in place in respect of household waste and recycling including dates of collection, placement of refuse/recycling for collection. Following the receipt of such explanation, the Licence holder shall ensure that each tenant signs the Declaration of Understanding included as Appendix A to this licence.

21. The licence holder shall ensure that all tenants are fully aware of any changes to refuse/recycling arrangements.

22. The licence holder shall ensure that all tenants are fully aware of their responsibilities with respect to cleanliness of gardens, yards and forecourts.

23. The external appearance of the house shall be maintained in good repair and decorative order.
24. The Licence holder shall ensure that any building works or improvements are carried out with the minimum of disruption to the occupants, neighbours and the wider community and that, wherever possible, any waste arising from building works or improvements to the house, does not accumulate in the curtilage of the property or near to it. Where such accumulations are unavoidable they shall be removed as soon as reasonably practicable to a suitably licensed waste disposal facility.

25. No other waste such as old furniture or appliances shall be allowed to accumulate in the curtilage to the property. If arrangements have been made for the removal of such items they may only be placed at the front of the property on the date of collection.

26. The gardens, forecourts and boundary walls/fences of the property shall be kept free from overgrowth, litter or other accumulations and maintained in a clean and tidy condition.

**Anti-social Behaviour**

27. The Licence holder should have regard to the provisions of the Anti-Social Behaviour Act 2003 and shall take all reasonable and practicable steps to prevent or reduce anti-social behaviour by persons occupying or visiting the house. This should include:

- setting out what is meant by anti-social behaviour
- explaining the standards expected, having regard to the Tenant’s Charter (copy enclosed)
- explaining the consequences of anti-social behaviour and possible repercussions from the Police, the Local Authority and any other agencies
- recording details of all complaints received directly in respect of anti-social behaviour
- invoking appropriate tenancy sanctions where necessary.

28. Following the receipt of the information in respect of anti-social behaviour, the Licence holder shall ensure that each tenant signs the Declaration of Understanding included as Appendix to this licence.

**Management Arrangements and Responsibilities**

29. The Licence holder and any person managing the house shall be a fit and proper person.

30. The Licence holder shall ensure that satisfactory management arrangements, as requested by the Council, are in place and maintained.

31. The Licence holder is required to have in place suitable emergency or other management arrangements in the event of their absence.

32. The Licence holder shall ensure that the requirements of the Management of Houses in Multiple Occupation (Wales) Regulations 2006 or The Licensing
and Management of Houses in Multiple Occupation (Additional Provisions) (Wales) Regulations 2007 as appropriate, are met in full. This will also include explaining the duties of occupiers under these Regulations to the occupiers of the property. Following the receipt of such explanation, the Licence holder shall ensure that each tenant signs the Declaration of Understanding included as Appendix A to this licence.

**Logbook Requirements**

33. A logbook shall be kept and maintained for the property by the Licence holder. The logbook shall contain up to date copies of the following information:

   a. HMO licence and conditions
   b. Occupiers’ written statement of terms on which they occupy the property
   c. Furniture safety documentation/declaration
   d. Gas safety certificate
   e. Electrical Installation Safety Certificate
   f. Documentation relating to the safety of electrical appliances provided by the Licence holder (including PAT testing where applicable)
   g. Fire alarm service records
   h. Fire alarm testing records
   i. Fire extinguisher service records
   j. Information on household waste and recycling arrangements
   k. The Management of Houses in Multiple Occupation (Wales) Regulations 2006 or The Licensing and Management of Houses in Multiple Occupation (Additional Provisions) (Wales) Regulations 2007 as appropriate
   l. Contact details for the Licence holder (and manager where applicable)
   m. Tenants’ declarations in respect of fire precautions, household waste and recycling arrangements and anti-social behaviour.

Any other information relevant to the safe occupation of the property.

The logbook, or any document contained within it, shall be made available to the Local Authority within seven days of such a request being made.

**General**

34. The number of persons residing at the property shall not exceed the maximum number stated on the licence that being xxxx households or xxxx persons.

35. The use and level of occupancy of each room shall not be changed without the approval of the Local Authority.

36. Any material change of circumstances in respect of the Licence holder, manager or anyone else involved with the property, the property itself or its
management must be notified to the Local Authority within seven days of such a change occurring.

37. No alteration that may impact on the licence conditions will be made to the property without prior notification to the Local Authority.

38. A copy of the licence shall be clearly displayed in a prominent position at the property.

39. The licence holder and anyone else who has agreed to be bound by conditions in the licence shall adhere to the Council’s Management Standard set out in Annex E to the HMO Licensing Policy.

40. The licence holder or manager must if required by the Council attend training or otherwise demonstrate competence.

41. The licence holder is required to submit a completed renewal application form 28 days prior to the expiry date of the existing licence.
Schedule 1

Works Required to Meet Fire Precautions and Facilities Standards for Houses in Multiple Occupation

Work to be completed by:

Schedule 2

Works Required to Meet Prescribed Amenity Standards for Houses in Multiple Occupation

Work to be completed by:

Schedule 3

Works Required to Maintain Property in Good Condition

Work to be completed by:
## VALE OF GLAMORGAN COUNTY BOROUGH COUNCIL HMO LICENCE

**PREMISES**

**DECLARATION OF UNDERSTANDING**

### FIRE PRECAUTIONS

The use and purpose of the fire precaution facilities as set out below have been explained to me and I understand them:

1. The fire alarm
2. The means of escape
3. Protection of the escape route and keeping it free from obstruction
4. The importance of fire doors
5. Fire fighting equipment

### WASTE MANAGEMENT

The arrangements for waste storage, collection and recycling have been explained to me as set out below and I understand them:

1. Non-recycling waste to be placed for collection in black refuse bags.
2. Waste recycling requirements specified by the Council will be met.
3. Refuse & recycling bags & food waste bin must be placed at the kerbside in front of the property no earlier than 7.00 am on the day of collection.
4. No refuse bags nor any other type of waste must accumulate in the garden or yard before collection. They must be stored correctly in the bins or other storage area provided by the landlord.
5. Only normal household waste may be disposed of within a refuse or recycling bag. Sharp objects must always be wrapped. Oil, grease, asbestos, clinical waste, building waste or garden waste must not be disposed of in this manner. The contact telephone number for any queries is 01446 700111

### ANTI-SOCIAL BEHAVIOUR

The requirements relating to anti-social behaviour as set out below have been explained to me and I understand them:

1. What may constitute anti-social behaviour
2. The contents of the Tenants’ Charter
3. The standard of behaviour expected
4. The consequence of anti-social behaviour including formal action by the Police,
Vale of Glamorgan Tenants’ Charter

Improving Relations Between Tenants, Landlords and the Local Community

Tenants should:

1. Report any repairs promptly and allow reasonable access for inspection, repair and viewing.
2. Behave in a reasonable and courteous manner with due consideration for neighbours and other residents in the area.
3. Be aware of the area in which they live and the balance between tenants, owner-occupiers and the wider community.
4. Ensure no undue disturbance is caused, particularly at night.
5. Take care of the property, its furniture and equipment.
6. Treat fire detection and protection equipment responsibly.
7. Bag household waste and recycling and leave for collection in the appropriate place on the appropriate day.
8. Maintain the property in a clean and tidy condition, including garden and yard areas.

The Management of Houses in Multiple Occupation (Wales) Regulations 2006 and
The Licensing and Management of Houses in Multiple Occupation (Additional Provisions) (Wales) Regulations 2007

The duties of occupiers under Regulation 10 of these Regulations (Regulation 11 of the 2007 Regulations for Section 257 HMOs) as set out below have been explained to me and I understand them:

1. Act in a way that will not hinder or frustrate the manager in the performance of the manager’s duties.
2. Allow the manager, for any purpose connected with the carrying out of any duty imposed on the manager by these Regulations, at all reasonable times to enter any living accommodation or other place occupied by me.
3. Provide the manager, at the manager’s request, with any such information as the manager may reasonably require for the purpose of carrying out any such duty.
4. Take reasonable care to avoid causing damage to anything which the manager is under a duty to supply, maintain or repair under these...
5. Store and dispose of litter in accordance with the arrangements made by the manager.
6. Comply with the reasonable instructions of the manager in respect of any means of escape from fire, the prevention of fire and the use of fire equipment.

I have read and understood the Declaration of Understanding in relation to Fire Precautions, Waste Management, Anti-Social Behaviour and the Management Regulations summary. I understand that if I fail to comply with these, I may be committing an offence for which I may be prosecuted.

<table>
<thead>
<tr>
<th>OCCUPIER</th>
<th>LICENCE HOLDER/ MANAGER</th>
</tr>
</thead>
<tbody>
<tr>
<td>Full Name</td>
<td>Signature</td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>
**ANNEX D - Amenity Standards**

**Amenity standards for Houses in Multiple Occupation (HMO)**

**Shared HMO/hmo - where there is a facility being shared i.e. bathroom/kitchen**

**Bathrooms**

All WCs must contain a wash hand basin with hot and cold water

<table>
<thead>
<tr>
<th>Occupants</th>
<th>Requirement</th>
</tr>
</thead>
<tbody>
<tr>
<td>1-4</td>
<td>1 bathroom and wc</td>
</tr>
<tr>
<td>5</td>
<td>1 bathroom and wc which must be in a separate compartment</td>
</tr>
<tr>
<td>5-10</td>
<td>2 bathroom and 2 WCs one of which must be in a separate compartment</td>
</tr>
</tbody>
</table>

**Kitchens**

**Cooker**

<table>
<thead>
<tr>
<th>Occupants</th>
<th>Requirement</th>
</tr>
</thead>
<tbody>
<tr>
<td>1-5</td>
<td>1 cooker (oven, grill, 4 hobs)</td>
</tr>
<tr>
<td>6-7</td>
<td>2 cookers or one cooker and one convector microwave combination oven of capacity (min) 27 litres.</td>
</tr>
<tr>
<td>8-10</td>
<td>2 cookers</td>
</tr>
</tbody>
</table>

**Sinks**

<table>
<thead>
<tr>
<th>Occupants</th>
<th>Requirement</th>
</tr>
</thead>
<tbody>
<tr>
<td>1-5</td>
<td>1 sink</td>
</tr>
<tr>
<td>6-7</td>
<td>2 sinks or 1 sink and a dishwasher</td>
</tr>
<tr>
<td>8-10</td>
<td>2 sinks</td>
</tr>
</tbody>
</table>

**Electrical sockets**

3 double sockets in addition to any serving major appliances, (major appliances being fridges, freezer, washing machine, dishwashers, etc)

**Worktop** (usually 600mm deep)

2.0 linear metres per 5 occupants with an additional 0.5 linear metres for each extra person

**Food Storage**

<table>
<thead>
<tr>
<th>Requirement</th>
</tr>
</thead>
<tbody>
<tr>
<td>0.4 cubic metres dry goods per person (1 average cupboard)</td>
</tr>
<tr>
<td>0.1 cubic metres (100 litres) (3.5 cubic metres) combination of refrigerated and frozen food storage per person (normally one shelf in fridge and one shelf in freezer per person)</td>
</tr>
</tbody>
</table>
**Ventilation**

Extractor fan (to outside air) to be provided with a minimum extraction rate of 30 litres/second if located near the cooker or 60 litres/second if located elsewhere.

**Space standard** – (shared house of 3 or more occupants)

<table>
<thead>
<tr>
<th>Kitchen</th>
<th>7 square metres for up to 6 persons with 2.5 square metres per additional user. Not to be more than 1 floor away from any bedroom unless the property has a dining room or other eating area.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bedroom Where separate living room is provided:</td>
<td>Minimum 6.5 square metres for single room Minimum 11 square metres for double room</td>
</tr>
<tr>
<td>Bedroom Where no separate living room is provided:</td>
<td>Minimum 10 square metres for single room Minimum 15 square metres for double room</td>
</tr>
<tr>
<td>Living room</td>
<td>11.5 square metres for up to 6 persons with 2.5 square metres per additional persons</td>
</tr>
</tbody>
</table>

**Bedsits /flats**

**Bathrooms**

All WCs must contain a wash hand basin with hot and cold water

<table>
<thead>
<tr>
<th>1-4 occupants</th>
<th>1 bathroom and wc</th>
</tr>
</thead>
<tbody>
<tr>
<td>5 occupants</td>
<td>1 bathroom and wc which must be in a separate compartment</td>
</tr>
<tr>
<td>6-10 occupants</td>
<td>2 bathroom and 2 WCs one of which must be in a separate compartment</td>
</tr>
</tbody>
</table>

**Kitchens**

**Cooker**

| 1 person unit | Minimum 2 hobs, oven and grill |
| 2 person unit | Minimum 4 hobs, oven and grill |

For flats with more than 2 occupiers, apply standard for shared HMOs.
<table>
<thead>
<tr>
<th><strong>Sinks</strong></th>
<th>1 per unit</th>
<th>For flats with more than 2 occupiers, apply standard for shared HMOs</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th><strong>Electrical sockets</strong></th>
<th>Minimum requirement of 3 double sockets specifically for the kitchen area. Additional sockets needed for cooker and refrigerator</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th><strong>Worktop</strong> (usually 600mm deep)</th>
<th>2.0 linear metres per 5 occupants with an additional 0.5 linear metres for each extra person</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th><strong>Food Storage</strong></th>
<th>0.4 cubic metres dry goods per person (1 average cupboard)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>0.1 cubic metres (100 litres) (3.5 cubic metres) combination of refrigerated and frozen food storage per person (normally one shelf in fridge and one shelf in freezer per person)</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Ventilation</strong></th>
<th>Extractor fan (to outside air) to be provided with a minimum extraction rate of 30 litres/second if located near the cooker or 60 litres/second if located elsewhere</th>
</tr>
</thead>
</table>

| **Space Standard** |

**Flat with combined lounge/kitchen and a separate bedroom** (total of 2 rooms excluding bathroom)

<table>
<thead>
<tr>
<th>Lounge/kitchen</th>
<th>10 square metres for 1 person</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>13 square metres for 2 people</td>
</tr>
<tr>
<td>Bedroom</td>
<td>6.5 square metres for 1 person</td>
</tr>
<tr>
<td></td>
<td>11 square metres for 2 people</td>
</tr>
</tbody>
</table>

**Flat with combined lounge/bedroom and a separate kitchen** (total of 2 rooms excluding bathroom)

<table>
<thead>
<tr>
<th>Lounge/Bedroom</th>
<th>10 square metres for 1 person</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>15 square metres for 2 people</td>
</tr>
<tr>
<td>Kitchen</td>
<td>5.5 square metres for up to 2 people</td>
</tr>
</tbody>
</table>

**Flat/bedsit with combined lounge/kitchen and bedroom** (total of 1 room excluding bathroom)

| 1 person unit | 13 square metres |
| 2 person unit | 15 square metres |
### Flat with separate lounge, separate bedroom/s and separate kitchen

<table>
<thead>
<tr>
<th></th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Bedroom</strong></td>
<td>6.5 metres square for 1 person</td>
</tr>
<tr>
<td></td>
<td>11 metres square for 2 people</td>
</tr>
<tr>
<td><strong>Lounge</strong></td>
<td>8.5 square metres for 1 person</td>
</tr>
<tr>
<td></td>
<td>10 square metres for 2 people</td>
</tr>
<tr>
<td></td>
<td>11 square metres for up to 6 people</td>
</tr>
<tr>
<td></td>
<td>Additional 2.5 square metres per person</td>
</tr>
<tr>
<td></td>
<td>after this</td>
</tr>
<tr>
<td><strong>Kitchen</strong></td>
<td>5.5 square metres for up to 2 people</td>
</tr>
<tr>
<td></td>
<td>7 square metres for up to 6 people</td>
</tr>
<tr>
<td></td>
<td>with an additional 2.5 square metres per</td>
</tr>
<tr>
<td></td>
<td>person after this</td>
</tr>
</tbody>
</table>
ANNEX E - Means of Escape – Fire Precaution Standards

Housing Fire Safety - Quick Reference Guide (Wales)

Version 1.0 27 February 2009


The guide provides enforcement officers and landlords with a brief summary of appropriate fire safety measures that may be applied to a number of property types and aims to ensure consistency in the application of fire safety measures. However, officers and landlords should familiarise themselves with the provisions of the National Guidance - available at www.lacors.gov.uk.

The Housing Act 2004 introduced the Housing Health and Safety Rating System which is a method by which housing conditions can be assessed. It uses a risk based approach and its aim is to provide a system to enable risks from hazards to health and safety in dwellings to be removed or minimised. Some houses must also achieve an acceptable standard of fire safety under HMO Licensing provisions. These provisions are enforced by local councils.

In some premises, landlords must carry out a fire risk assessment under the provisions of the Regulatory Reform (Fire Safety) Order 2005. These provisions are enforced by fire and rescue authorities.

The National LACORS Guidance recommends that individual risk based solutions to fire safety are applied to each individual property, and this document must not therefore be viewed as a prescriptive standard.

Please note that the works described in this document are a guide only. Alternative fire safety measures may be carried out in order to achieve an equivalent level of fire safety.

However, if the recommendations in this Quick Reference Guide are followed it should be possible to achieve an acceptable level of fire safety in premises of normal risk. Additional measures may be required in higher risk premises.
Housing Fire Safety – A Quick Reference Guide

Note – for the purposes of this guide the following definitions apply:

**Single household occupancy** – a house occupied by a single person, a co-habiting couple or a family and where the property is not a house in multiple occupation.

**Shared House HMO** – A House in Multiple Occupation where the whole property has been rented out by an identifiable group of sharers such as students, work colleagues or friends as joint tenants. Each occupant normally has their own bedroom but they share the kitchen, dining facilities, bathroom, WC, living room and all other parts of the house. There is a single tenancy agreement. The group shares the characteristics of a single family household but is still technically an HMO because the occupants are not related.

**Bedsit HMO with Shared Cooking Facilities** – a building which has been divided into separate letting units (usually of one room only) and let to unconnected individuals. Kitchens, bathrooms and WCs are usually shared.

**Bedsit HMO with Individual Cooking Facilities** - a building which has been divided into separate letting units (usually of one room only) and let to unconnected individuals. Each unit may contain cooking facilities but bathrooms and WCs are shared.

<table>
<thead>
<tr>
<th>Single Household Occupancy</th>
<th>2 STOREY (EXAMPLE D1)</th>
<th>3/4 STOREY (EXAMPLE D2)</th>
</tr>
</thead>
<tbody>
<tr>
<td>• No requirement for protected route, but escape route should be sound, conventional construction and should not pass through risk rooms.</td>
<td>• No requirement for protected route, but escape route should be sound, conventional construction and should not pass through risk rooms.</td>
<td>• Where construction standards are poor, travel distances are long, or other high risk factors are present, a 30 mins protected route may be required.</td>
</tr>
<tr>
<td>• Where means of escape is through a risk room, the option of escape windows to habitable rooms may be considered.</td>
<td>• Where construction standards are poor, travel distances are long, or other high risk factors are present, a 30 mins protected route may be required.</td>
<td>• 30 mins separation to cellar/basement (including door) <strong>OR</strong> accept sound traditional construction in good repair.</td>
</tr>
<tr>
<td>• Where construction standards are poor, travel distances are long, or other high risk factors are present, a 30 mins protected route may be required.</td>
<td>• Where construction standards are poor, travel distances are long, or other high risk factors are present, a 30 mins protected route may be required.</td>
<td>• Fire blanket in kitchen.</td>
</tr>
<tr>
<td>• Fire blanket in kitchen.</td>
<td>• Fire blanket in kitchen.</td>
<td>• Grade D LD3 Alarm system (i.e. interlinked smoke alarms to escape route plus cellar/basement).</td>
</tr>
<tr>
<td>• Grade D LD3 Alarm system (i.e. interlinked smoke alarms to escape route plus cellar/basement).</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Fire Safety Order does not apply to this type of property.
# 2 Storey (Shared HMO)

(Example D4)

<table>
<thead>
<tr>
<th>1. <strong>Ideal standard</strong> (for normal risk property)</th>
</tr>
</thead>
<tbody>
<tr>
<td>(a) 30 minute protected route with FD30 Fire Doors (no smoke seals)</td>
</tr>
<tr>
<td>(b) Walls/ceilings between units of accommodation to be of sound, traditional construction.</td>
</tr>
<tr>
<td>(c) 30 mins separation to cellar/basement (including door) <strong>OR</strong> accept sound traditional construction in good repair.</td>
</tr>
</tbody>
</table>

2 Storey + *habitable basement/attic – treat property as 3 storey shared house.*

(d) Multi-purpose AFFF 6 litre foam or 1.5kg dry powder extinguisher on each floor in escape route **recommended.**

(e) Fire blanket in kitchen.

(f) Grade D LD2 Alarm system (i.e. interconnected smoke alarms to escape route plus lounge and cellar/basement, and interlinked heat alarm to kitchen).

## OR

### 2. **In low risk shared houses** (see below)

- Solid, close fitting doors, **AND/OR** escape windows to rooms leading on to escape route. Walls/ceilings on escape route to be of sound, traditional construction.
- **Additional fire door (FD30) on last door from kitchen to escape route.**
- Plus specifications as (b) to (f) above.

**NB.** ‘Low’ risk properties are those having the following characteristics:

- Low occupancy level - all able-bodied;
- Little chance of fire occurring and few combustible/flamable materials;
- Little chance of fire spreading throughout property. Quick detection to allow occupants to escape;
- More than one **acceptable** escape route.

---

# 2 Storey (Bed-Sit)

(WITH SHARED COOKING FACILITIES)

(Example D7)

<table>
<thead>
<tr>
<th>1. <strong>Bed-sit type</strong> houses - individual rooms with shared cooking facilities. (e.g. where property is not occupied by a single group, there are individual contracts, locks on doors etc).</th>
</tr>
</thead>
<tbody>
<tr>
<td>(a) Either - 30 minute protected route with FD30S Fire Doors</td>
</tr>
<tr>
<td>or - in low risk properties, close fitting, solid doors and escape windows.</td>
</tr>
<tr>
<td>(b) 30 mins separation to walls/ceilings between units of accommodation.</td>
</tr>
<tr>
<td>(c) 30 mins separation to cellar/basement (including door)</td>
</tr>
<tr>
<td>(d) Multi-purpose AFFF 6 litre foam or 1.5kg dry powder extinguisher required on each floor in escape route (subject to risk assessment under Fire Safety Order).</td>
</tr>
<tr>
<td>(e) Fire blanket in kitchen.</td>
</tr>
<tr>
<td>(f) Grade D LD2 Alarm – interlinked smoke alarms to escape route plus lounge and cellar/basement and heat alarm in each shared kitchen PLUS Interlinked Grade D smoke alarms in each bedroom.</td>
</tr>
</tbody>
</table>

**Fire Safety Order MAY apply in these property types.**

---

# 2 Storey (Bed-Sit)

(COOKING FACILITIES IN BEDROOMS)

(Example D7)

<table>
<thead>
<tr>
<th>1. <strong>Traditional Bedsits</strong> – those with cooking facilities in each bedroom/unit of accommodation.</th>
</tr>
</thead>
<tbody>
<tr>
<td>(a) 30 minute protected route with FD30S Fire Doors.</td>
</tr>
<tr>
<td>(b) 30 mins separation to walls/ceilings between units of accommodation.</td>
</tr>
<tr>
<td>(c) 30 mins separation to cellar/basement (including door)</td>
</tr>
<tr>
<td>(d) Multi-purpose AFFF 6 litre foam or 1.5kg dry powder extinguisher required on each floor in escape route (subject to risk assessment under Fire Safety Order).</td>
</tr>
<tr>
<td>(e) Fire blanket in kitchen.</td>
</tr>
<tr>
<td>(f) Mixed Alarm System. Grade D, LD2 system with interconnected smoke alarms to escape route and basement/cellar with interconnected heat alarms to each bedsit PLUS additional non-interlinked mains wired smoke alarm to each bedsit.</td>
</tr>
</tbody>
</table>

---

**NB.**
<table>
<thead>
<tr>
<th>3/4 STOREY (SHARED HMO)</th>
<th>3 STOREY (BED-SIT) (WITH SHARED COOKING FACILITIES)</th>
</tr>
</thead>
<tbody>
<tr>
<td>(EXAMPLE D5)</td>
<td>(EXAMPLE D8)</td>
</tr>
<tr>
<td>a) 30 minute protected route with FD30 Fire Doors (no smoke seals)</td>
<td>a) 30 minute protected route with FD30S Fire Doors</td>
</tr>
<tr>
<td>b) 30 mins separation to walls/ceilings between units of accommodation.</td>
<td>b) 30 mins separation to walls/ceilings between units of accommodation.</td>
</tr>
<tr>
<td>c) 30 mins separation to cellar/basement (including door).</td>
<td>c) 30 mins separation to cellar/basement (including door)</td>
</tr>
<tr>
<td>d) Multi-purpose AFFF 6 litre foam or 1.5kg dry powder extinguisher on each floor in escape route <strong>recommended</strong>.</td>
<td>d) Multi-purpose AFFF 6 litre foam or 1.5kg dry powder extinguisher required on each floor in escape route (subject to risk assessment under Fire Safety Order).</td>
</tr>
<tr>
<td>e) Fire blanket in kitchen.</td>
<td>e) Fire blanket in kitchen.</td>
</tr>
<tr>
<td>f) Grade D LD3 Alarm system (i.e. interlinked smoke alarms to escape route plus lounge and cellar/basement, <strong>and</strong> heat alarm to kitchen.</td>
<td>f) Grade A LD2 Alarm system –interlinked smoke detectors to escape route plus each bedsit, lounge and cellar/basement, and heat detector to shared kitchen. To include control panel, call points and min 75db at bedhead.</td>
</tr>
<tr>
<td>g) No requirement for emergency lighting or signage, unless complex escape route.</td>
<td>g) No requirement for emergency lighting or signage, unless complex escape route.</td>
</tr>
</tbody>
</table>

**Fire Safety Order MAY apply in these property types.**

<table>
<thead>
<tr>
<th>3 STOREY (BED-SIT) (COOKING FACILITIES IN BEDROOMS) (EXAMPLE D8)</th>
</tr>
</thead>
<tbody>
<tr>
<td>a) 30 minute protected route with FD30S Fire Doors</td>
</tr>
<tr>
<td>b) 30 mins separation to walls/ceilings between units of accommodation.</td>
</tr>
<tr>
<td>c) 30 mins separation to cellar/basement (including door)</td>
</tr>
<tr>
<td>d) Multi-purpose AFFF 6 litre foam or 1.5kg dry powder extinguisher required on each floor in escape route (subject to risk assessment under Fire Safety Order).</td>
</tr>
<tr>
<td>e) Fire blanket in kitchen.</td>
</tr>
<tr>
<td>f) Grade A LD2 Alarm system –interlinked smoke detectors to escape route plus each bedsit, lounge and cellar/basement, and heat detector to shared kitchen. To include control panel, call points and min 75db at bedhead.</td>
</tr>
</tbody>
</table>
detectors to escape route plus lounge and cellar/basement, and interlinked heat detector to each bedsit with cooking facilities. To include control panel, call points and min 75db at bedhead

PLUS

g) Non interlinked Grade D smoke detectors in EACH bed-sit.

Fire Safety Order does not apply to this type of property.

Fire Safety Order applies to these property types.

### Houses Converted to Self-Contained Flats

<table>
<thead>
<tr>
<th>2 STOREY (EXAMPLE D10)</th>
<th>3/4 STOREY (EXAMPLE D11)</th>
</tr>
</thead>
<tbody>
<tr>
<td>a) 30 minute protected common escape route with FD30S Fire Doors (with smoke seals) i.e. flat entrance doors</td>
<td>a) 30 minute protected common escape route with FD30S Fire Doors (with smoke seals) i.e. flat entrance doors</td>
</tr>
<tr>
<td>b) Within individual flats – sound, well constructed and close fitting doors.</td>
<td>b) Within individual flats – sound, well constructed and close fitting doors.</td>
</tr>
<tr>
<td>c) 30 mins separation to walls/ceilings between each flat.</td>
<td>c) 30 mins separation to walls/ceilings between each flat.</td>
</tr>
<tr>
<td>d) 30 mins separation to cellar/basement (including door)</td>
<td>d) 30 mins separation to cellar/basement (including door)</td>
</tr>
<tr>
<td>e) Multi-purpose AFFF 6 litre foam or 1.5kg dry powder extinguisher required on each floor in common escape route (subject to risk assessment under Fire Safety Order).</td>
<td>e) Multi-purpose AFFF 6 litre foam or 1.5kg dry powder extinguisher required on each floor in common escape route (subject to risk assessment under Fire Safety Order).</td>
</tr>
<tr>
<td>f) Fire blanket in kitchen.</td>
<td>f) Fire blanket in kitchen.</td>
</tr>
<tr>
<td>g) Grade D LD2 Alarm system –interlinked smoke detectors to common escape route plus heat detector in entrance hall of each flat</td>
<td>g) Grade A LD2 Alarm system –interlinked smoke detectors to common escape route plus heat detector in entrance hall of each flat. To include control panel, call points and min 75db at bed head</td>
</tr>
<tr>
<td>PLUS</td>
<td>PLUS</td>
</tr>
<tr>
<td>h) Non-interlinked Grade D smoke detectors in hallway of each flat.</td>
<td>h) Non-interlinked Grade D smoke detectors in hallway of each flat.</td>
</tr>
<tr>
<td>i) No requirement for emergency lighting or signage, unless complex escape route.</td>
<td>i) No requirement for emergency lighting or signage, unless complex escape route.</td>
</tr>
</tbody>
</table>

Fire Safety Order applies to these property types.

### A Note on Fire Extinguishers and Alarm Systems:

- Multi-purpose AFFF 6 litre foam or 1.5kg dry powder extinguisher required on each floor in common escape route (subject to risk assessment under Fire Safety Order).
- Fire blanket in kitchen.
- Grade D LD2 Alarm system –interlinked smoke detectors to common escape route plus heat detector in entrance hall of each flat.
In shared houses, a multi-purpose fire extinguisher (type 1.5kg dry powder or 6 litre AFFF Foam) is **recommended** on each floor within the escape route.

In all HMOs where the Fire Safety Order applies, including houses converted to self contained flats and bedsits, multi-purpose extinguishers (type as above) are **required** unless the landlord can demonstrate through risk assessment that an acceptable level of safety can be achieved without the provision of extinguishers.

**LD3** – A system incorporating detectors in circulation spaces that form part of the escape route from the dwelling only.

**LD2** – A system incorporating detectors in circulation spaces that form part of the escape route, and in all rooms that present a high fire risk to occupants.

**Grade D** – A system of one or more mains powered smoke / heat alarms each with battery standby supply. There is no control panel.

**Grade A** – A system of mains powered smoke / heat detectors, which are linked to a control panel to give information on the location of the fire or any fault. In general the system must incorporate manual call points, which should be located on each floor level and at final points of exit.
ANNEX F - Criteria for Fit and Proper Person

Vale of Glamorgan County Borough Council

Criteria for Fit and Proper Person

Before the Council can grant a Licence it must determine if the proposed licence holder or manager of the house is a fit and proper person.

For this purpose the following matters are relevant if any such person has:

(a) Committed an offence involving fraud, dishonesty, violence, drugs or sexual offences listed in Schedule 3 to the Sexual Offences Act 2003;

(b) Practised unlawful discrimination on grounds of sex, colour, race, ethnic, or national origins or disability in connection with a business, or

(c) Contravened any provision of the law relating to housing or of landlord and tenant law, or

(d) Acted in contravention of any Approved Code of Practice made under the Housing Act 2004.
ANNEX G - Management Standard

Vale of Glamorgan County Borough Council

The Management Standard

This standard is in place to ensure that landlords, tenants, managers and agents are all aware of how to conduct themselves whilst operating their rental business and has been drawn up with reference to the Code of Conduct for Landlord Accreditation Wales.

1. **Insurance**

   A landlord will have adequate insurance and advise tenants of the extent of that insurance. In respect of contents insurance, the landlord will specify exactly what items they own which are insured and advise the tenants of the need to insure the contents they own, if they wish.

2. **Documentation**

   A landlord will keep appropriate records and logbooks and shall retain certificates required by law (e.g. gas safety certificates). A landlord will make copies of these certificates available to tenants. On request a landlord will make such copies available to the Local Authority.

3. **Ownership Details**

   A landlord will state their name and current correspondence address on the tenancy agreement, or statement of terms together with the address and telephone numbers of any managing agent or person/s acting on the landlord’s behalf. A landlord will ensure that at least one contact address is in Wales or England.

4. **Tenancy Agreements**

   A landlord will provide the tenants with a written statement that will clearly set out the terms of the tenancy. They will retain a signed copy of this statement and also provide the tenants with a signed copy. In addition to statutory requirements, the landlord will make sure the written statement clearly informs the tenant of the following:

   1. The amount of rent to be paid, including dates, amounts and method of payment
2. Who is responsible for the payment of all utility charges and Council Tax

3. If there is a fee charged for the arranging of a letting agreement

4. The scheme within which the deposit (if one is collected) has been protected.

5. **Inventory**

   A landlord will make available at the commencement of any tenancy a comprehensive list (which should include a full detailed description and schedule of condition) of all furniture, furnishings and equipment provided with the property which will include notes of any damage to items. This list will be signed and dated by the landlord and the tenants and a copy will be provided to the tenants.

6. **Introduction to the Property**

   At the start of the tenancy a landlord will inform the tenants of the household waste and recycling collection days, the use of the heating and hot water installations, the location of the water stop tap, gas shut off valve and the window and door locks. A landlord will also inform the tenants about the safe use of the fire equipment provided and will provide guidance where necessary or requested.

7. **Payments made by tenants**

   A landlord will keep a record of rent payments and provide a rent book (if the rent is payable on a weekly basis) or other form of receipt for all payments made by tenants.

   If the tenancy is a student let, a landlord will clearly state any arrangements relating to a summer retainer in writing.

8. **Pre-tenancy repairs**

   A landlord will confirm in writing any agreed pre-tenancy repairs or up-grading as well as the timescales noted at the time of agreement. A landlord will fulfil all obligations by the date agreed by both parties.

9. **Building Regulations, Planning Approval and Qualified Contractors**

   If a landlord makes any alterations to any accommodation they rent that require building regulation or planning approval, they will ensure the appropriate approval is sought prior to starting works and will ensure the work is certified on completion.
If a landlord needs to have work done or a service carried out to gas appliances or flues they will employ a suitably qualified person (on the Gas Safe Register).

If a landlord needs to have work carried out which is covered by Part P of the Building Regulations they will either notify Building Control, or employ an Authorised Competent Person, currently certified by one of the following organisations:

- BRE Certification Ltd;
- British Standards Institution;
- ELECSA Ltd;
- NAPIT Certification Ltd;
- NICEIC Certification Services Ltd;

When having a periodic inspection and test carried out a landlord will also ensure they employ an authorised competent person.

10. **Property Conditions**

A landlord will ensure that any of their properties and any land within its boundaries are maintained free from all avoidable hazards as defined under the Housing Health and Safety Rating System. Additionally a landlord will make sure no Category 1 hazards are present in any property they let. All accommodation should be in a reasonable state of repair, have adequate amenities and other facilities as laid down in legislation and local standards.

A landlord will improve all sub-standard rented accommodation to legal minimum standards within a reasonable timescale.

11. **Repairs and Maintenance**

A landlord will ensure that both the interior and any gardens/yards etc will be in a clean and tidy condition at the commencement of each tenancy.

Any communal areas that are the landlord’s responsibility will be maintained in a clean and tidy condition and they will ensure the property is in a good state of repair throughout the tenancy.

Through all reasonable endeavours and responsibilities the landlord will maintain the visual appearance of dwellings, outbuildings, gardens, yards and boundaries to a reasonable state so as not to detract from the visual amenity of the area.

A landlord will state in writing at the commencement of the tenancy who must be contacted for repairs including an ‘out of hours’ emergency number for evenings and weekends.

A landlord will respond to repair requests within a reasonable timescale, which under normal circumstances will be as below:
Priority One – Emergency repairs: any repairs required in order to avoid a danger to health; risk to the safety of residents or serious damage to buildings or internal contents – within 24 hours of report of defect. In circumstances where this is not practicable, a landlord will make best temporary arrangements.

Priority Two – Urgent repairs: repairs to defects, which materially affect the comfort or convenience of the residents – within five working days of report of defect.

Priority Three – Non urgent day to day repairs: reactive repairs not falling within the above categories – within 28 working days of report of defect.

A landlord will visit their properties at appropriate intervals to inspect the general condition and for any outstanding repairs (noting information on ‘Visiting the Property’ below).

A landlord will, where practicable, incorporate energy efficiency improvements into refurbishment schemes.

12. **Visiting the Property**

A landlord will respect a tenant’s right to peaceful and quiet enjoyment of the property and will accept that they are not entitled to enter the tenant’s living area without permission.

Where access is required for routine inspection/s or viewings, a landlord or their representative, will give the tenant notification of the date, time and purpose of the visit not less than 24 hours in advance, unless otherwise agreed and with the exception of circumstances where giving such notice is impracticable (such as a genuine emergency).

13. **Regaining Possession**

A landlord will not resort to any unlawful means to regain possession of property.

14. **References**

A landlord will not refuse a tenant a reference for the purposes of securing a new tenancy without good cause.

15. **Ending Tenancies**

A landlord will issue tenants with clear written guidelines regarding the standard of cleaning and other arrangements, including the period of notice required for bringing the tenancy to an end so as to avoid misunderstanding regarding the standard of cleanliness and condition of the dwelling at the end of the tenancy.
16. **General**

A landlord will respond to requests from the Local Authority for information, access or action in a timely manner.

17. **Agent Specific**

An agent will provide a written statement of terms and conditions to the landlord, detailing all the rights and responsibilities and liabilities of the agent agreement.

An agent who is not responsible for property standards will inform the landlord in writing of any areas requiring attention, or other statutory requirements and will notify the Local Authority if the landlord fails to rectify the issues in a timely manner. An agent will, when made aware by any occupier of a serious risk to anyone’s health or safety, advise them to notify the Local Authority. In the event of the occupier being unable to do this, an agent will report the matter on their behalf.
ANNEX H - Map Defining Castleland Renewal Area Additional Licensing Area