

HMO new licence application / "New Residential Licence"

Guidance for completing the online application form

Introduction

Please use this guide to assist you with completing the new licence application form.

All responses to questions displayed in this guide are for illustrative purposes only and are not guidance for which responses you should provide.

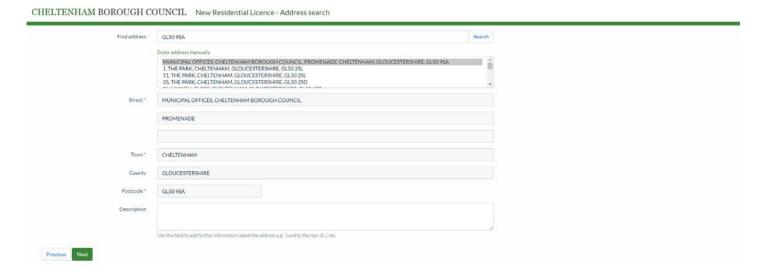
If you have any issues following the guidance in this document, please contact the Housing Standards Team; contact information can be found in the HMO licensing web pages on www.cheltenham.gov.uk.

General guidance for completing form

- There is no option to save your application form progress and the form's session will time out after 15 minutes of inactivity; therefore you will need to be prepared to complete and submit the form in one session and without long pauses.
- If on any page in the form if you wish to return to an earlier page, use the "Previous" button at the bottom of the page. Do not click the back button in your browser.

First page / "Address search" page

- 1. Enter the licensable property's postcode in "Find Address" field and click "search"
- 2. From the results list, select the licensable property
- 3. Confirm the details that are populated into the fields below are correct
- 4. Click "Next" to proceed



Type of Application page

- 1. Select the "Mandatory HMO Licence" option
- 2. Click "Next" to proceed

Type of Application

Indicates an anadatory field

Premises Address

MUNICIPAL OFFICES. CHELTENHAM BOROUGH COUNCIL PROMENADE
CHELTENHAM
GLOUCESTREHIRE
GLSO 9SA

What type of licence are you applying for *

Mandatory HMO Licence
Selective Property Licence
Additional Property Licence

Applicant Details page

- 1. Select the appropriate applicant type for the application
- 2. Click "Next" to proceed

CHELTENHAM BOROUGH COUNCIL New Residential Licence - Form



Proposed Licence Holder page

- 1. Select the appropriate proposed licence holder
- 2. Click "Next" to proceed

Proposed Licence Holder

* Indicates a mandatory field

Who Is the applicant?*

An Individual

Unincorporated Business Owner (Operating under a trade name)

A Partnership (Operating under a trade name)

Limited company

Trustee

Charley

A Managing Agent

Other

Details of Proposed Licence Holder page

- 1. Enter details of the proposed licence holder
- 2. Click "Next" to proceed

Details of Proposed Licence Holder @	
Indicates a mandatory field	
Trading Name	
Title*	
Mr .	
First name *	
Test	
Surname *	
Form	
Street address *	
3 Test Street	
Tours City *	
Cheltonium	
County	
Postcode *	
GLS0 95A	
Telephone number*	
0111111111	
Mobile number (optional)	
Fax number (optional)	
and construct conferences.	
Email *	
test@test.com	

Other Licensed Properties page

- 1. Select the appropriate response
- 2. If "Yes", enter the property's / properties' details in the text box provided
- 3. Click "Next" to proceed



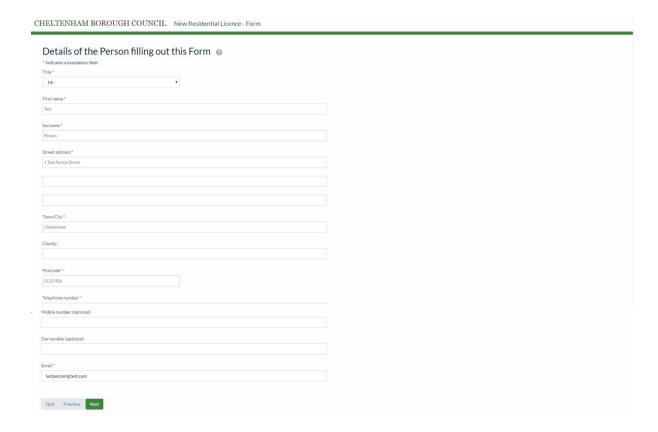
Details of the Person filling out this Form page

- 1. Select the appropriate statement
- 2. Click "Next" to proceed

Details of the Person filling out this Form			
Indicates a mandatory field			
re you: *			
An Individual/Joint Individual			
Unincorporated Business Owner (Operating under a trade name)			
A Partnership (Operating under a trade name)			
Limited company			
Trustee			
Charity			
A Managing Agent			
Other			

Details of the Person filling out this Form page

- 1. Enter details of the person filling out the form
- 2. Click "Next" to proceed



Details of the Person Receiving the Rent page

- 1. Select the appropriate response
- 2. Click "Next" to proceed
- 3. If either the "another individual" or "another Non individual" response is selected, you will be provided with a page to enter their details

CHELTENHAM BOROUGH COUNCIL

New Residential Licence - Form

Details of the Person Receiving the Rent

Indicates a mandatory field

Who receives the rent?

The person filling out the form
Enter details of another Individual

Enter details of another Non Individual (Company, Agent, Trustee etc.)

Details of the Property Manager page

- 1. Select the appropriate response
- 2. Click "Next" to proceed

CHELTENHAM BOROUGH COUNCIL New Residential Licence - Form

3. If either the "another individual" or "another Non individual" response is selected, you will be provided with a page to enter their details

Details of the Property Manager

* Indicates a mandatory field

Who will manage the property? *

® The Proposed Licence Holder will manage the property

The person filling out the form will manage the property

Another Individual has been employed to manage the property

Another Non Individual / company has been employed to manage the property

Next

Details of the Property Manager page

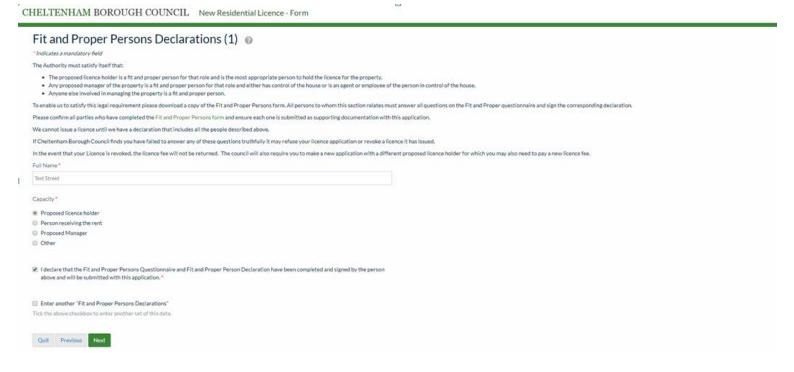
- 1. Select the appropriate response
- 2. Click "Next" to proceed
- 3. If "Yes" is selected, you will be provided with a page to enter their details



Fit and Proper Persons Declarations (1) page

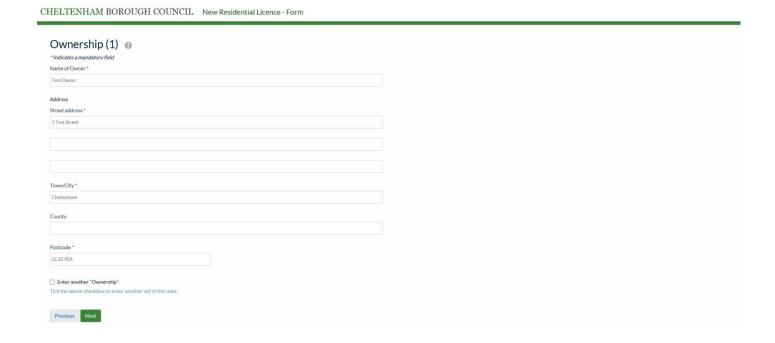
This page is to declare the "Fit and Proper Persons" relevant to the licence have completed the required Fit and Proper Persons Questionnaire, which is available on Cheltenham Borough Council's website. Copies of these forms will need to be uploaded later at the "Supporting Documentation" page.

- 1. Enter the full name of the Proposed Licence Holder in the "Full Name" field
- 2. Select "Proposed Licence Holder" from the "Capacity" list
- 3. Tick the declaration tick box to declare the Fit and Proper Person Declaration has been completed for the Proposed Licence Holder
- 4. Tick the "Enter another Fit and Proper Persons Declarations" tickbox to enter the next declaration
- 5. Repeat above steps for each Fit and Proper Person, using "Other" for persons with capacities not listed. You will be provided with a field to enter their capacity.



Ownership (1) page

- 1. Enter details of the licensable property's owner
- 2. If there is more than one owner, tick the "Enter another Ownership" tickbox to provide another owner's details you will be provided with a screen to do this when you click "Next"
- 3. Click "Next" to proceed



Details of Freeholders and Leaseholders page

- 1. Select the appropriate response
- 2. Click "Next" to proceed

CHELTENHAM BOROUGH COUNCIL New Residential Licence - Form

3. If the owner does not own the freehold, you will be provided with a screen to provide details of the freeholder when "Next" is clicked

Details of Freeholders and Leaseholders	
*Indicates a mandatory field	
Does the owner hold the freehold? *	
● Yes	
○ No	
Previous Next	

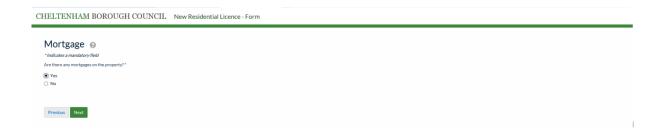
Details of Leaseholders page

- 1. Select the appropriate response
- 2. Click "Next" to proceed
- 3. If there is a leasehold on the property, you will be provided with a page to supply the leaseholder's details



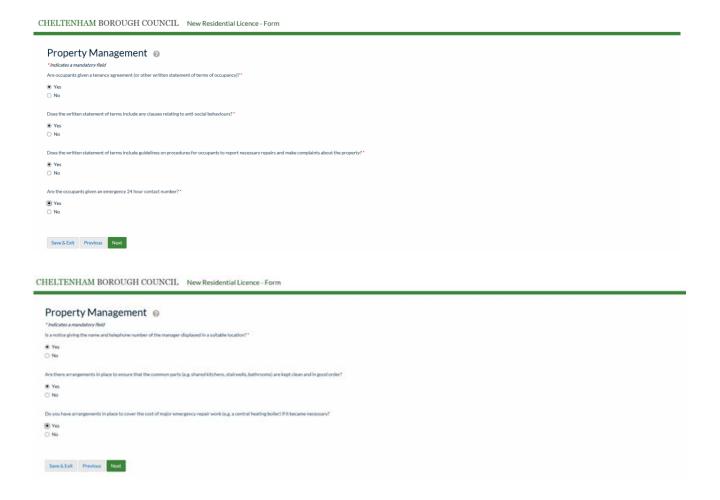
Mortgage page

- 1. Select the appropriate response
- 2. Click "Next" to proceed



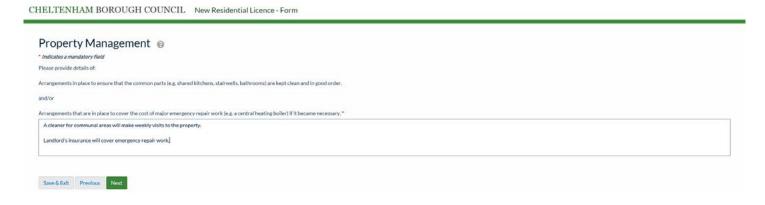
Property Management pages

- 1. Response all questions, selecting the relevant Yes or No responses
- 2. Click "Next" to proceed



Property Management - common parts arrangements page

- 1. Type the arrangements in the provided text box
- 2. Click "Next" to proceed



<u>Property Management – storage of refuse pages</u>

- 1. Select the appropriate response
- 2. Click "Next" to proceed

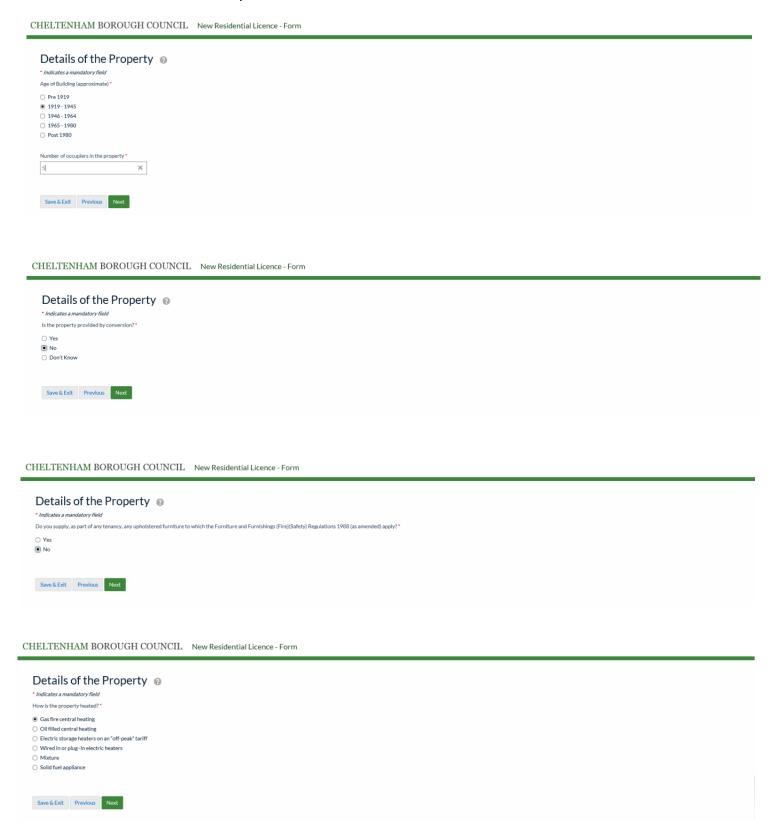


- 3. On the following page, type the waste storage arrangements that are in place in the provided text box
- 4. Click "Next" to proceed



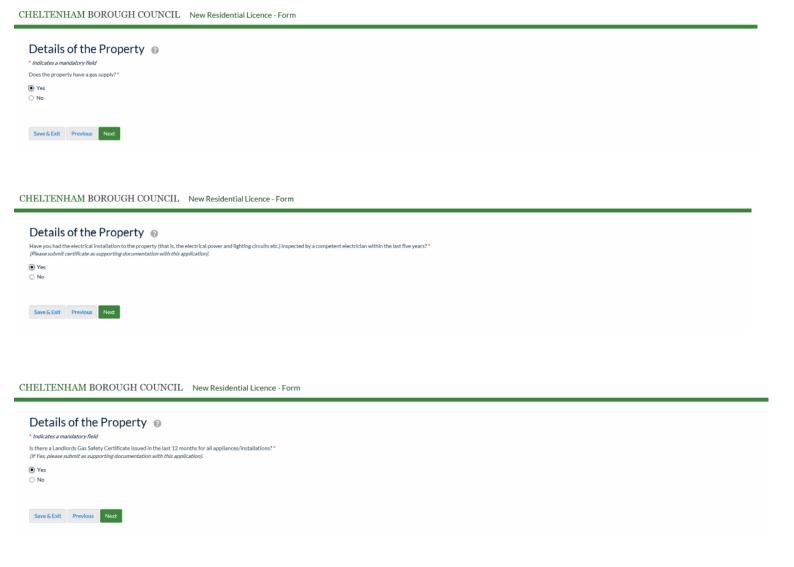
Details of the Property pages (1/2)

- 1. For each question, select the relevant responses
- 2. Click "Next" to proceed



Details of the Property pages (2/2)

- 1. For each question, select the relevant responses
- 2. Click "Next" to proceed



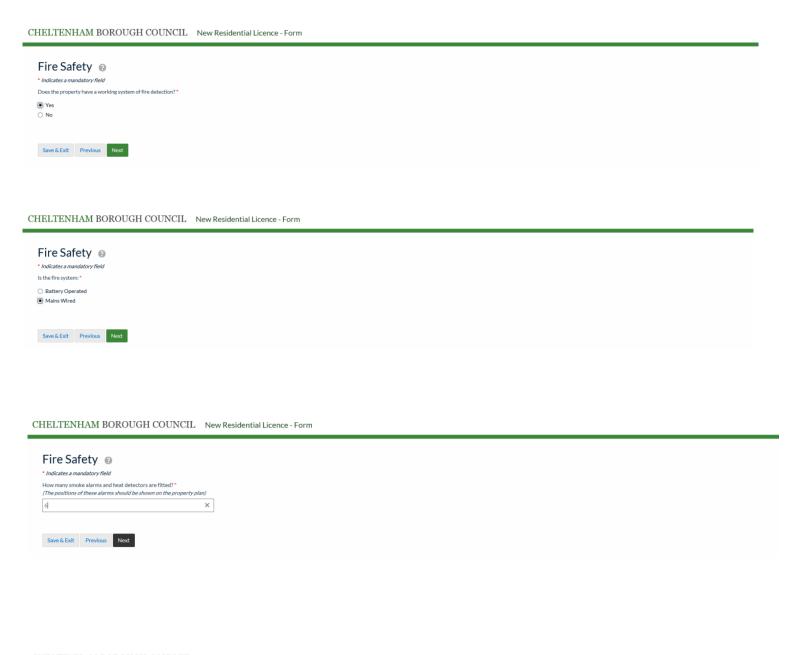
Further Details of the Property page

- 1. For each question, type the relevant response in numeric format
- 2. Click "Next " to proceed

CHELTENHAM BOROUGH COU	ICIL New Residential Licence - Form
Further Details of the Pro *Indicates a mandatory field How many individual lettings are there in the property?	
Number of households occupying the property *	
Number of habitable rooms (excluding kitchens) * 6	
Number of bathrooms and shower rooms *	
Number of toilets in the property *	
Number of washbasins *	
Number of kitchens in property*	
Number of sinks in the property *	×
Save & Exit Previous Next	

Fire Safety pages (1/2)

- 1. Select the relevant responses
- 2. Click "Next" to proceed

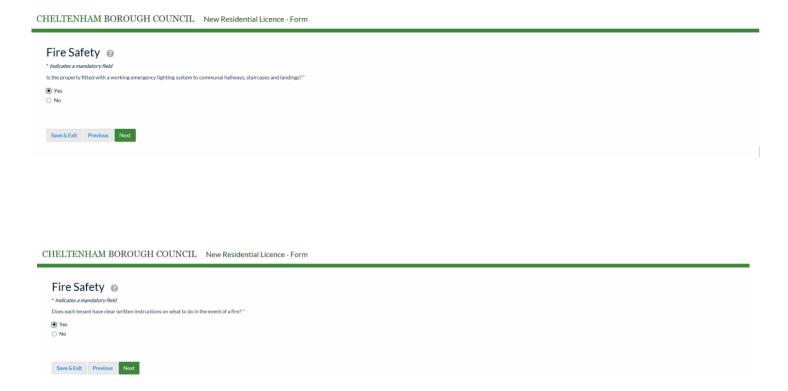


 $CHELTENHAM\ BOROUGH\ COUNCIL \quad \text{New Residential Licence-Form}$



Fire Safety pages (2/2)

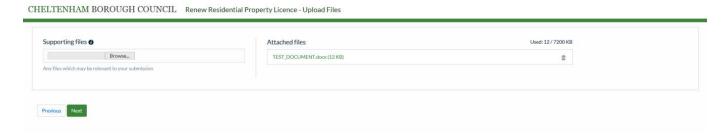
- 1. Select the relevant responses
- 2. Click "Next" to proceed



"Supporting files" page

Use this page to upload your application's supporting documentation.

- 1. Click "Browse" to open your device's folders and files
- 2. Find the relevant files and upload them their successful upload will be confirmed under the "Attached files" heading, with their name in green font
- 3. Click "Next" to proceed



Note: all uploaded files cannot exceed 7200 KB in size. If you experience an issue with large files exceeding this limit, please provide a physical copy of these documents to the Housing Standards Officer during the property inspection.

"Supporting Documentation" page

This page can be used as a checklist for the files to be supplied as part of your application, which can be uploaded on the previous page.

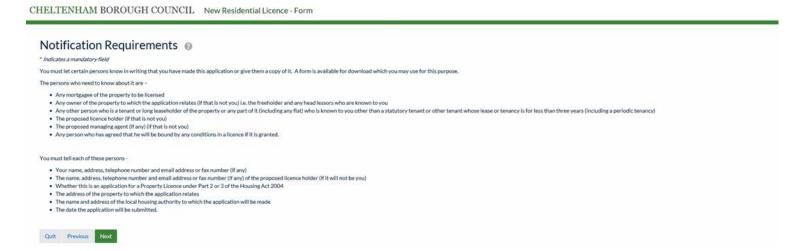
- 1. Once a file has been uploaded, select the "Uploaded" option for each.
- 2. If a file is not to be uploaded and is to be posted, select "Posted"
- 3. If you need to go back to the "Supporting files" page to upload a file, click "Previous"

-	AND CONTRACT OF THE PROPERTY O
Ī	Supporting Documentation
	* Indicates a mandatory field
	You can attach documents online or send these documents by post.
	NOTE: If sending documents by post, please send copies and not originals, as they will not be returned.
	Posted documents should be received by Built Environment Enforcement, Municipal Offices, Promenade, Cheltenham, CLSO 95A within 5 working days of submitting the application. Failure to do so may lead to delay in dealing with your application.
	Please note that the application is not valid without the floor plan.
	The following documents are required as part of this application. Please confirm that the documents have been uploaded or sent via post with your application:
	A simple floor plan showing the use of each room e.g. bedroom, kitchen, bathroom "
	© Uploaded
	O Posted
	Copy of the most recent Landlord's Gas Safety Record *
	© Uploaded
	OPosted
	O N/A
	Copy of the current Electrical Installation Condition Report *
	● Uploaded
	OPosted
	Copy of a current Fire Detection and Alarm System Inspection and Servicing Report *
	Uploaded Posted
	O Posted
	Copy of Emergency Lighting Periodic Inspection and Testing Certificate (where applicable) *
	Uploaded
	O Posted
	O N/A
	Sample copy of the written terms for tenants *
	 Uploaded

CHELTENHAM BOROUGH COUNCIL New Residential Licence - Form

"Notification requirements" page

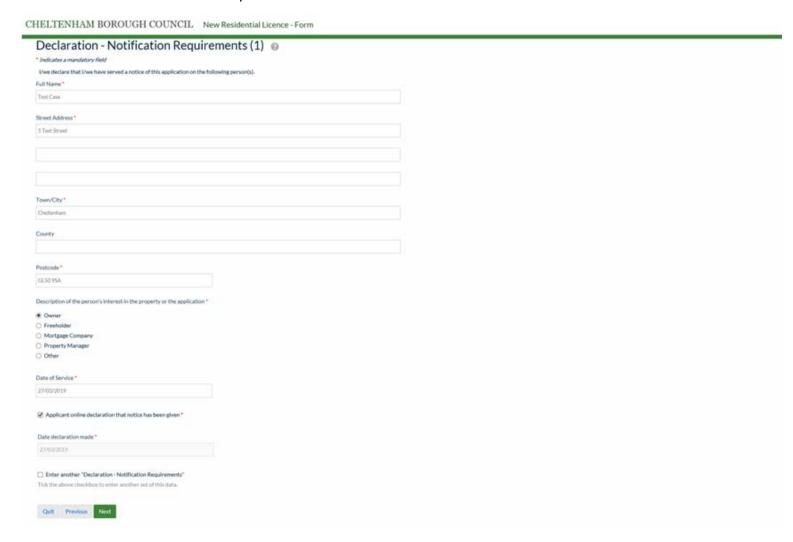
- 1. This page acts as a reminder for notification requirements, which are also available on our website.
- 2. The next page will provide declarations for completion that declare notification of the application has been provided to the required persons.
- 3. Click "Next" to proceed



"Declaration - Notification Requirements (1)" page

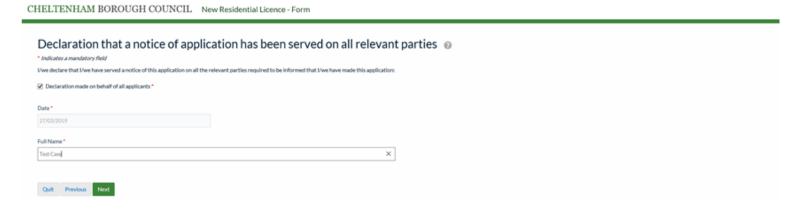
Complete the form for each required person to declare they have been notified of the licence application.

- 1. Complete the form with the required person's details
- 2. Tick the "Enter another Declaration Notification Requirements" tick box at the bottom of the form to enter another declaration
- 3. Click "Next"
- 4. Repeat steps 1-3 until declarations have been completed for all required persons
- 5. Click "Next" to proceed



"Declaration that a notice of application has been served on all relevant parties" page

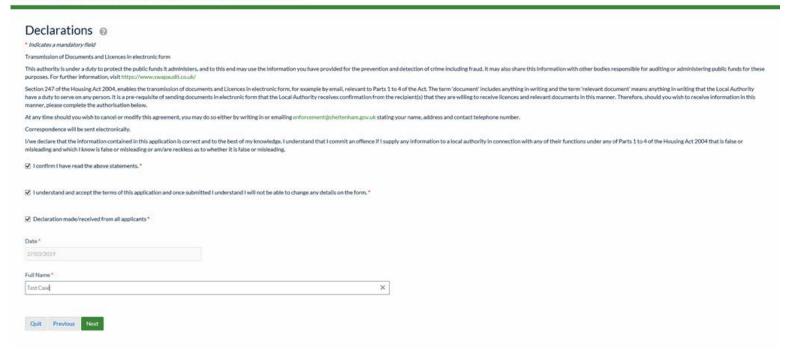
- 1. Enter your full name to declare that notifications have been served on all relevant parties (details of whom were supplied on the previous page)
- 2. Click "Next" to proceed



"Declarations" page

- 1. Read the declaration text
- 2. Tick the 3 declaration tick boxes
- 3. Enter your full name in the "Full Name" field
- 4. Click "Next" to proceed

CHELTENHAM BOROUGH COUNCIL New Residential Licence - Form



"Email confirmation" page

1. Check the details that are pre-populated in fields and amend if necessary.

The email address on this page is where the application submission confirmation email will be sent to.

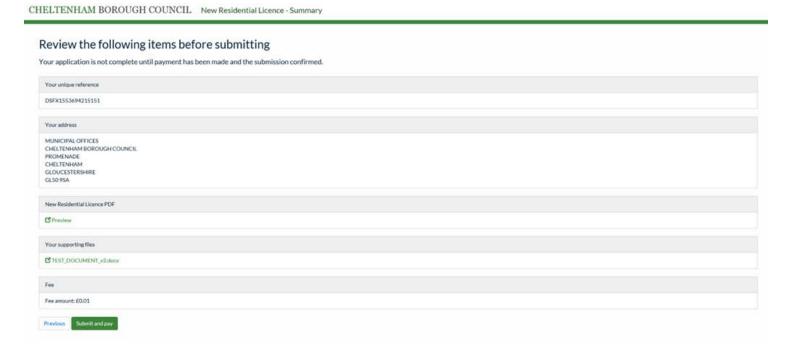
2. Click "Next" to proceed

Email confirmation @	
On submission an email confirmation will be sent using the details below	
Forename	
hj	
Surname /Company Name	
bvb	
Email *	
test@test.com	
Telephone	
07111111111	

"Review the following items before submitting" page

Use this page to review the information you have provided in the form before submitting and making a payment. A PDF version of the form can be downloaded from the "Preview" hyperlink.

When you have finished reviewing the information and are satisfied that the information provided is accurate, click "Submit and pay".



The next page will display the licence fee to be paid.

Proceeding from this page will take you to Cheltenham Borough Council's card payment facility to make your licence application payment.

Important: Your application will only be submitted upon successful payment of the licence application fee.

Next Steps

Confirmation of the application's successful submission will be sent to the email address provided in the "Email confirmation" screen.