



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

CHELTENHAM BOROUGH COUNCIL New Residential Licence - Address search

Find address

GL50 9SA

Search

Enter address manually

MUNICIPAL OFFICES, CHELTENHAM BOROUGH COUNCIL, PROMENADE, CHELTENHAM, GLOUCESTERSHIRE, GL50 9SA
1, THE PARK, CHELTENHAM, GLOUCESTERSHIRE, GL50 2SL
11, THE PARK, CHELTENHAM, GLOUCESTERSHIRE, GL50 2SL
35, THE PARK, CHELTENHAM, GLOUCESTERSHIRE, GL50 2SD

Street *

MUNICIPAL OFFICES, CHELTENHAM BOROUGH COUNCIL

PROMENADE

Town *

CHELTENHAM

County

GLOUCESTERSHIRE

Postcode *

GL50 9SA

Description

Use this field to add further information about the address e.g. "Land to the rear of...", etc.

Previous

Next

Type of Application page

1. Select the “Mandatory HMO Licence” option
2. Click “Next” to proceed

Type of Application

** Indicates a mandatory field*

Premises Address

MUNICIPAL OFFICES, CHELTENHAM BOROUGH COUNCIL
PROMENADE
CHELTENHAM
GLOUCESTERSHIRE
GL50 9SA

What type of licence are you applying for *

- ☒ Mandatory HMO Licence
☐ Selective Property Licence
☐ Additional Property Licence

[Previous](#) [Next](#)

Applicant Details page

1. Select the appropriate applicant type for the application
2. Click “Next” to proceed

CHELTENHAM BOROUGH COUNCIL New Residential Licence - Form

Applicant Details

* Indicates a mandatory field

As the applicant please select the appropriate statement? *

- ☐ I am completing the form on behalf of the Proposed Licence Holder(s)
- ☐ This is a Joint Application, I am one of the applicants
- ☒ I am the Proposed Licence Holder - The Sole Applicant, who collects the rent and has sole responsibility for managing the property
- ☐ I am the Proposed Licence Holder - There are other people involved in the management of the property

[Quit](#) [Previous](#) [Next](#)

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
- ☐ Charity
- ☐ A Managing Agent
- ☐ Other

[Quit](#) [Previous](#) [Next](#)

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 *

First name *

Surname *

Street address *

Town/City *

County

Postcode *

Telephone number *

Mobile number (optional)

Fax number (optional)

Email *

[Quit](#) [Previous](#) [Next](#)

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

Other Licensed Properties ⓘ

* Indicates a mandatory field

Are you currently the licence holder for other HMOs or Houses Under part 2 or part 3 of the Housing Act 2004 whether within the borough of Cheltenham or in another local housing authority? *

☒ Yes

☐ No

If yes, please provide details.

1 Test Street, Cheltenham GL50 1XX
1 Test Street,

[Quit](#) [Previous](#) [Next](#)

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

Are 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

[Quit](#) [Previous](#) [Next](#)

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 filling out this Form ⓘ

* Indicates a mandatory field

Title *

Mr

First name *

Test

Surname *

Person

Street address *

1 Test Person Street

Town/City *

Cheltenham

County

Postcode *

GL50 9SA

Telephone number *

Mobile number (optional)

Fax number (optional)

Email *

testperson@test.com

Quit Previous Next

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

Details of the Person Receiving the Rent

* Indicates a mandatory field

Who receives the rent? *

- ☒ The Proposed Licence Holder
- ☐ The person filling out the form
- ☐ Enter details of another Individual
- ☐ Enter details of another Non Individual (Company, Agent, Trustee etc.)

[Quit](#) [Previous](#) [Next](#)

Details of the Property Manager 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

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 e.g. An employee of the person with control of the property
- ☐ Another Non Individual / company has been employed to manage the property

[Quit](#) [Previous](#) [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

Details of the Property Manager

* Indicates a mandatory field

Are there any other persons who may be involved in managing the property or the tenants in any other capacity? *

- ☐ Yes
☒ No

[Quit](#) [Previous](#) [Next](#)

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.

Fit and Proper Persons Declarations (1) ?

* Indicates a mandatory field

The Authority must satisfy itself that:

- The proposed licence holder is a fit and proper person for that role and is the most appropriate person to hold the licence for the property.
- Any proposed manager of the property is a fit and proper person for that role and either has control of the house or is an agent or employee of the person in control of the house.
- Anyone else involved in managing the property is a fit and proper person.

To enable us to satisfy this legal requirement please download a copy of the Fit and Proper Persons form. All persons to whom this section relates must answer all questions on the Fit and Proper questionnaire and sign the corresponding declaration.

Please confirm all parties who have completed the Fit and Proper Persons form and ensure each one is submitted as supporting documentation with this application.

We cannot issue a licence until we have a declaration that includes all the people described above.

If Cheltenham Borough Council finds you have failed to answer any of these questions truthfully it may refuse your licence application or revoke a licence it has issued.

In the event that your Licence is revoked, the licence fee will not be returned. The council will also require you to make a new application with a different proposed licence holder for which you may also need to pay a new licence fee.

Full Name *

Test Street

Capacity *

- ☒ Proposed licence holder
- ☐ Person receiving the rent
- ☐ Proposed Manager
- ☐ Other

☒ I declare that the Fit and Proper Persons Questionnaire and Fit and Proper Person Declaration have been completed and signed by the person above and will be submitted with this application.*

☐ Enter another “Fit and Proper Persons Declarations”

Tick the above checkbox to enter another set of this data.

Quit Previous Next

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

Ownership (1)

* Indicates a mandatory field

Name of Owner *

Test Owner

Address

Street address *

1 Test Street

Town/City *

Cheltenham

County

Postcode *

GL50 9SA

☐ Enter another "Ownership"

Tick the above checkbox to enter another set of this data.

[Previous](#) [Next](#)

Details of Freeholders and Leaseholders page

1. Select the appropriate response
2. Click “Next” to proceed
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

Details of Leaseholders

** Indicates a mandatory field*

Is there a Leasehold for the property? *

☐ Yes

☒ No

[Previous](#) [Next](#)

Mortgage page

1. Select the appropriate response
2. Click “Next” to proceed

Mortgage ⓘ

**Indicates a mandatory field*

Are there any mortgages on the property? *

☒ Yes

☐ No

[Previous](#) [Next](#)

Property Management pages

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

Property Management ⓘ

** Indicates a mandatory field*

Are occupants given a tenancy agreement (or other written statement of terms of occupancy)? *

- ☒ Yes
☐ No

Does the written statement of terms include any clauses relating to anti-social behaviour? *

- ☒ Yes
☐ No

Does the written statement of terms include guidelines on procedures for occupants to report necessary repairs and make complaints about the property? *

- ☒ Yes
☐ No

Are the occupants given an emergency 24 hour contact number? *

- ☒ Yes
☐ No

[Save & Exit](#) [Previous](#) [Next](#)

Property Management ⓘ

** Indicates a mandatory field*

Is a notice giving the name and telephone number of the manager displayed in a suitable location? *

- ☒ Yes
☐ No

Are there arrangements in place to ensure that the common parts (e.g. shared kitchens, stairwells, bathrooms) are kept clean and in good order?

- ☒ Yes
☐ No

Do you have arrangements in place to cover the cost of major emergency repair work (e.g. a central heating boiler) if it became necessary?

- ☒ Yes
☐ No

[Save & Exit](#) [Previous](#) [Next](#)

Property Management - common parts arrangements page

1. Type the arrangements in the provided text box
2. Click “Next” to proceed

Property Management

** Indicates a mandatory field*

Please provide details of:

Arrangements in place to ensure that the common parts (e.g. shared kitchens, stairwells, bathrooms) are kept clean and in good order.

and/or

Arrangements that are in place to cover the cost of major emergency repair work (e.g. a central heating boiler) if it became necessary. *

A cleaner for communal areas will make weekly visits to the property.

Landlord's insurance will cover emergency repair work.

Save & Exit

Previous

Next

Property Management – storage of refuse pages

1. Select the appropriate response
2. Click “Next” to proceed

Property Management ?

Are there arrangements in place for the storage of refuse before it is collected? *

- ☒ Yes
☐ No

[Save & Exit](#) [Previous](#) [Next](#)

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

Property Management ?

Please provide details *

Council collections will collect waste

[Save & Exit](#) [Previous](#) [Next](#)

Details of the Property pages (1/2)

1. For each question, select the relevant responses
2. Click “Next” to proceed

Details of the Property ?

** Indicates a mandatory field*

Age of Building (approximate) *

- ☐ Pre 1919
- ☒ 1919 - 1945
- ☐ 1946 - 1964
- ☐ 1965 - 1980
- ☐ Post 1980

Number of occupiers in the property *

5

Save & Exit Previous Next

Details of the Property ?

** Indicates a mandatory field*

Is the property provided by conversion? *

- ☐ Yes
- ☒ No
- ☐ Don't Know

Save & Exit Previous Next

Details of the Property ?

** Indicates a mandatory field*

Do you supply, as part of any tenancy, any upholstered furniture to which the Furniture and Furnishings (Fire)(Safety) Regulations 1988 (as amended) apply? *

- ☐ Yes
- ☒ No

Save & Exit Previous Next

Details of the Property ?

** Indicates a mandatory field*

How is the property heated? *

- ☒ Gas fire central heating
- ☐ Oil filled central heating
- ☐ Electric storage heaters on an "off-peak" tariff
- ☐ Wired in or plug-in electric heaters
- ☐ Mixture
- ☐ Solid fuel appliance

Save & Exit Previous Next

Details of the Property pages (2/2)

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

Details of the Property ?

* Indicates a mandatory field

Does the property have a gas supply? *

- ☒ Yes
- ☐ No

Save & Exit Previous Next

Details of the Property ?

Have you had the electrical installation to the property (that is, the electrical power and lighting circuits etc.) inspected by a competent electrician within the last five years? *

(Please submit certificate as supporting documentation with this application).

- ☒ Yes
- ☐ No

Save & Exit Previous Next

Details of the Property ?

* Indicates a mandatory field

Is there a Landlords Gas Safety Certificate issued in the last 12 months for all appliances/installations? *

(If Yes, please submit as supporting documentation with this application).

- ☒ Yes
- ☐ No

Save & Exit Previous Next

Further Details of the Property page

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

Further Details of the Property ?

** Indicates a mandatory field*

How many individual lettings are there in the property? *

5

Number of households occupying the property *

5

Number of habitable rooms (excluding kitchens) *

6

Number of bathrooms and shower rooms *

2

Number of toilets in the property *

2

Number of washbasins *

2

Number of kitchens in property *

1

Number of sinks in the property *

3



Save & Exit

Previous

Next

Fire Safety pages (1/2)

1. Select the relevant responses
2. Click “Next” to proceed

Fire Safety

** Indicates a mandatory field*

Does the property have a working system of fire detection? *

- ☒ Yes
☐ No

Save & Exit Previous Next

Fire Safety

** Indicates a mandatory field*

Is the fire system: *

- ☐ Battery Operated
☒ Mains Wired

Save & Exit Previous Next

Fire Safety

** Indicates a mandatory field*

How many smoke alarms and heat detectors are fitted? *

(The positions of these alarms should be shown on the property plan)

4

Save & Exit Previous Next

Fire Safety

Are there fire blankets in all kitchens? *

- ☒ Yes
☐ No

Are there any fire doors in the property? *

- ☒ Yes
☐ No

** Indicates a mandatory field*

Please provide further information. What is their fire rating, and what is the location of the fire doors.

(Please draw on the plan and submit as supporting documentation with this application)

Save & Exit Previous Next

Fire Safety pages (2/2)

1. Select the relevant responses
2. Click “Next” to proceed

Fire Safety ?

** Indicates a mandatory field*

Is the property fitted with a working emergency lighting system to communal hallways, staircases and landings? *

☒ Yes
☐ No

[Save & Exit](#) [Previous](#) [Next](#)

Fire Safety ?

** Indicates a mandatory field*

Does each tenant have clear written instructions on what to do in the event of a fire? *

☒ Yes
☐ No

[Save & Exit](#) [Previous](#) [Next](#)

“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

CHEL TENHAM BOROUGH COUNCIL Renew Residential Property Licence - Upload Files

Supporting files ⓘ	Attached files	Used: 12 / 7200 KB
<div><div></div><div>Browse...</div></div> <p>Any files which may be relevant to your submission</p>	<div>TEST_DOCUMENT.docx (12 KB)</div> <div></div>	

[Previous](#) [Next](#)

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”

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, GL50 9SA 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
☐ Posted

Copy of the most recent Landlord's Gas Safety Record *

- ☒ Uploaded
☐ Posted
☐ N/A

Copy of the current Electrical Installation Condition Report *

- ☒ Uploaded
☐ Posted

Copy of a current Fire Detection and Alarm System Inspection and Servicing Report *

- ☒ Uploaded
☐ Posted

Copy of Emergency Lighting Periodic Inspection and Testing Certificate (where applicable) *

- ☒ Uploaded
☐ Posted
☐ N/A

Sample copy of the written terms for tenants *

- ☒ Uploaded

“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

Notification Requirements

** Indicates a mandatory field*

You must let certain persons know in writing that you have made this application or give them a copy of it. A form is available for download which you may use for this purpose.

The persons who need to know about it are -

- Any mortgagee of the property to be licensed
- Any owner of the property to which the application relates (if that is not you) i.e. the freeholder and any head lessors who are known to you
- Any other person who is a tenant or long leaseholder of the property or any part of it (including any flat) who is known to you other than a statutory tenant or other tenant whose lease or tenancy is for less than three years (including a periodic tenancy)
- The proposed licence holder (if that is not you)
- The proposed managing agent (if any) (if that is not you)
- Any person who has agreed that he will be bound by any conditions in a licence if it is granted.

You must tell each of these persons -

- Your name, address, telephone number and email address or fax number (if any)
- The name, address, telephone number and email address or fax number (if any) of the proposed licence holder (if it will not be you)
- Whether this is an application for a Property Licence under Part 2 or 3 of the Housing Act 2004
- The address of the property to which the application relates
- The name and address of the local housing authority to which the application will be made
- The date the application will be submitted.

[Quit](#) [Previous](#) [Next](#)

“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 - Notification Requirements (1)

* Indicates a mandatory field

I/we declare that I/we have served a notice of this application on the following person(s).

Full Name *

Test Case

Street Address *

1 Test Street

Town/City *

Cheltenham

County

Postcode *

GL50 9SA

Description of the person's interest in the property or the application *

- ☒ Owner
☐ Freeholder
☐ Mortgage Company
☐ Property Manager
☐ Other

Date of Service *

27/03/2019

☒ Applicant online declaration that notice has been given *

Date declaration made *

27/03/2019

☐ Enter another "Declaration - Notification Requirements"

Tick the above checkbox to enter another set of this data.

[Quit](#) [Previous](#) [Next](#)

“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

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

* Indicates a mandatory field

I/we declare that I/we have served a notice of this application on all the relevant parties required to be informed that I/we have made this application:

☒ Declaration made on behalf of all applicants *

Date *

27/03/2019

Full Name *

Test Case

X

[Quit](#) [Previous](#) [Next](#)

“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

Declarations

* Indicates a mandatory field

Transmission of Documents and Licences in electronic form

This authority is under a duty to protect the public funds it administers, and to this end may use the information you have provided for the prevention and detection of crime including fraud. It may also share this information with other bodies responsible for auditing or administering public funds for these purposes. For further information, visit <https://www.swapiaudit.co.uk/>

Section 247 of the Housing Act 2004, enables the transmission of documents and Licences in electronic form, for example by email, relevant to Parts 1 to 4 of the Act. The term 'document' includes anything in writing and the term 'relevant document' means anything in writing that the Local Authority have a duty to serve on any person. It is a pre-requisite of sending documents in electronic form that the Local Authority receives confirmation from the recipient(s) that they are willing to receive licences and relevant documents in this manner. Therefore, should you wish to receive information in this manner, please complete the authorisation below.

At any time should you wish to cancel or modify this agreement, you may do so either by writing in or emailing enforcement@cheltenham.gov.uk stating your name, address and contact telephone number.

Correspondence will be sent electronically.

I/we declare that the information contained in this application is correct and to the best of my knowledge. I understand that I commit an offence if I supply any information to a local authority in connection with any of their functions under any of Parts 1 to 4 of the Housing Act 2004 that is false or misleading and which I know is false or misleading or am/are reckless as to whether it is false or misleading.

☒ I confirm I have read the above statements.*

☒ I understand and accept the terms of this application and once submitted I understand I will not be able to change any details on the form.*

☒ Declaration made/received from all applicants.*

Date*

27/03/2019

Full Name*

Test Case

X

[Quit](#) [Previous](#) [Next](#)

“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

bvib

Email *

test@test.com

Telephone

07111111111

[Previous](#) [Next](#)

“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”.

Review the following items before submitting

Your application is not complete until payment has been made and the submission confirmed.

Your unique reference
DSFX1553694215151
Your address
MUNICIPAL OFFICES CHELTENHAM BOROUGH COUNCIL PROMENADE CHELTENHAM GLOUCESTERSHIRE GL50 9SA
New Residential Licence PDF
Preview
Your supporting files
TEST_DOCUMENT_v2.docx
Fee
Fee amount: £0.01
Previous 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.