



CHEL TENHAM

BOROUGH COUNCIL

HMO Licence renewal / “Renew Residential Property Licence“

Guidance for completing the online application form

Introduction

Please use this guide to assist you with completing the licence renewal 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 / Renew Residential Property Licence - Data search" page

1. Enter your licence number and renewal reference into the appropriate fields. These can be found at the top right of the renewal reminder you received from us
2. Click "Next" to proceed

CHELTENHAM BOROUGH COUNCIL Renew Residential Property Licence - Data search

This step is to validate the current licence number used within the form

To use this form you will need to enter the full current licence number for the premises

If you do not know the current licence number you will need to contact the licensing department

Renewal Reference *	<input type="text" value="PHERYIELLLE00"/>
Licence Number *	<input type="text" value="18/00000/HMO"/>

[Previous](#)

[Next](#)

“Review” page

1. The licence and property details will return. Confirm the details are correct
2. Click “Next” to proceed

Review

Please review the details below to ensure they are correct before proceeding.

If the details shown are not correct, click previous to enter the correct licence number.

Current Licence number

Current Premises address

Cheltenham
Gloucestershire

UPRN

Easting

Northing

Note

This renewal form can only be used where at the time the application is made, a licence of the kind applied for is already held by the applicant and has effect in respect of the house or HMO.

Where changes have occurred to the:

- a. layout
- b. design and/or
- c. amenity levels

of the property, please use new application form.

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

“Applicant Details” page

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

CHELTENHAM BOROUGH COUNCIL Renew Residential Property 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](#)

“Details of the Person filling out this Form” page

1. Select the relevant option
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 the details of the person filling out the form
2. Click “Next” to proceed

CHELTENHAM BOROUGH COUNCIL Renew Residential Property Licence - Form

Details of the Person filling out this Form

* Indicates a mandatory field

Company Name *

Test Agent Ltd

Address

Street address *

1 Test Agent Street

Town/City *

Cheltenham

County

Postcode *

GL50 9SA

Contact

Title *

Mr 

First name *

Test

Surname *

Agent

Telephone number *

07000000000

Mobile number (optional)

Fax number (optional)

Email *

test@test.com

Is the principal company address different from the registered company address entered? *

Yes

No

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

“Details of the person(s) to be named on the licence (Proposed Licence Holder)” page

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

Details of the person(s) to be named on the licence (Proposed Licence Holder)

** Indicates a mandatory field*

Type of Licence Holder *

- An Individual / Joint Individual
- Unincorporated Business Owner (Operating under a trade name)
- A Partnership (Operating under a trade name)
- A Limited Company
- A Trustee
- A Charity
- A Managing Agent
- Other

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

“Proposed Licence Holder Details” page (a)

1. Enter the Proposed Licence Holder's details
2. Click “Next” to proceed

Proposed Licence Holder Details

* Indicates a mandatory field

Company Name *

Test Agent

Address

Street address *

1 Test Agent Street

Town/City *

Cheltenham

County

Postcode *

GL50 9SA

Contact

Title *

Mrs 

First name *

Test

Surname *

Telephone number *

Mobile number (optional)

Fax number (optional)

Email *

Is the principal company address different from the registered company address entered? *

Yes

No

3. If “Yes” is selected for ““Is the principal company address different from the registered company address entered?”, details can be provided on the next page:

Principal Address

* Indicates a mandatory field

Please enter details of the Principal Company address if it differs from the registered address entered. In the case of a Limited Company, Partnership or trust registered outside the UK, the address within the UK where documents may be served.

Address

Street address *

Town/City *

County

Postcode *

“Proposed Licence Holder Details” page (b)

If the proposed licence holder is a person, rather than an agent, company or charity etc., the below screen will be displayed:

1. Enter the Proposed Licence Holder's details
2. Click “Next” to proceed

Proposed Licence Holder Details

** Indicates a mandatory field*

Title *
Mrs

First name *
Test

Surname *
Licence-Holder

Street address *
1 Test Avenue

Town/City *
Cheltenham

County

Postcode *
GL50 9SA

Date of Birth *
01/01/1940

Telephone number *
0700000000

Mobile number (optional)

Fax number (optional)

Email *
testlicenceholder@test.com

Would you like to add another Licence Holder? *

- Yes
 No

“Other Licensed Properties” page

1. Select the relevant response
2. If “Yes” enter details of the properties in the text box provided, as demonstrated below
3. Click “Next” to proceed

Other Licensed Properties

** Indicates a mandatory field*

Is either the Proposed Licence Holder or Joint Licence Holder 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.

51 Test Street
Bristol
BS1 1AA

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

“Details of the Person Receiving the Rent” page

1. Select the relevant option
2. Click “Next” to proceed
3. If “another individual” option is selected, you will be provided with a screen to provide the individual’s details after clicking “Next”

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 relevant option
2. Click “Next” to proceed
3. If “Yes” is selected, you will be provided with a screen to provide the individual's details after clicking “Next”

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 submitted 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” tick box 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
6. Click “Next” to proceed

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 Agent

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 property's owner
2. If needed, additional owners can be added by ticking the “Enter another Ownership” tick box at the bottom of the page
3. Click “Next” to proceed

Ownership (1)

** Indicates a mandatory field*

Name of Owner *

Test Licence-Holder

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 the Freeholders and Leaseholders” page

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

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 relevant response
2. Click “Next” to proceed

Details of Leaseholders

**Indicates a mandatory field*

Is there a Leasehold for the property? *

- Yes
 No

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

“Mortgage” page

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

Mortgage ?

** Indicates a mandatory field*

Are there any mortgages on the property? *

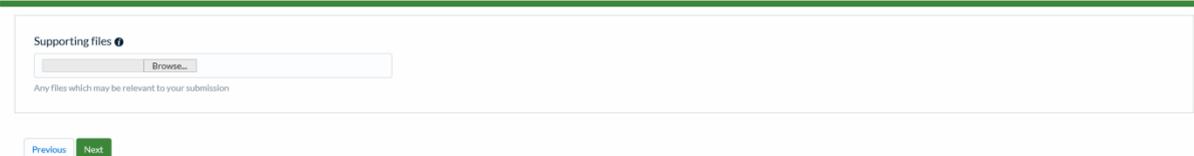
- Yes
 No

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

“Supporting files” page

This page is where your supporting documents are uploaded.

1. Click “Browse...” to search your device for your supporting documents
2. Select the relevant file and upload
3. If the file has successfully uploaded, it will be listed in a green box on the right hand side of the “Browse...” button
4. Repeat these steps until all supporting documents have been uploaded
5. Click “Next” to proceed



The screenshot shows a web interface for uploading supporting files. At the top, it says "Supporting files" with a small information icon. Below this is a large rectangular area containing a "Browse..." button. Underneath the button, there is a small line of text: "Any files which may be relevant to your submission". At the bottom of the interface, there are two buttons: "Previous" and "Next". The "Next" button is highlighted in green, indicating it is the active step.

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 documents 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

“Material Changes” page

1. Select the relevant response
2. Click “Next” to proceed
3. If Option “B” is selected, a free text box will be supplied after clicking “Next” to provide details

Material Changes

** Indicates a mandatory field*

I declare that the house in respect of which a licence is sought under Part 2/Part 3 of the Housing Act 2004 is subject to a licence under that Part at the time this application is made.

I further declare that to the best of my knowledge either: *

- (a) none of the information described in paragraph 2(c) to (g) of that Act and previously submitted to the authority has materially changed since that licence was granted;
- (b) there are some material changes to the information described in paragraph 2(c) to (g) of that Act and previously submitted to the authority since that licence was granted;

[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
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*

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 person who has had a registered charge on the property
- 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 either 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.

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

Full Name *

Street address *

Town/City *

County

Postcode *

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

- Owner
 Freeholder
 Mortgage Company
 Property Manager
 Other

Date of Service *

Applicant online declaration that notice has been given *

Date declaration made *

Enter another "Declaration - Notification Requirements"

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

“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

Declaration made on behalf of all applicants *

Date *

04/04/2019

Full Name *

Test Case

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

“Declaration” 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

Declaration

* 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.swapaadit.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 statement. *

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 *

04/04/2019

Full Name *

Test Case

[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, which will include a PDF copy of the application

2. Click “Next” to proceed

Email confirmation ⓘ

On submission an email confirmation will be sent using the details below

Forename	<input type="text" value="Test"/>
Surname /Company Name	<input type="text" value="Test Agent"/>
Email *	<input type="text" value="test@test.com"/>
Telephone	<input type="text" value="07000000000"/>

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

The next page will display the licence fee to be paid

Click “Next” to proceed

“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
DSFX1554368734220
Renew Residential Property Licence PDF
<input checked="" type="checkbox"/> Preview
Your supporting files
<input checked="" type="checkbox"/> TEST_DOCUMENT.docx
Fee
Fee amount: £0.01
Previous Submit and pay

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 your successful application submission will be sent to the email address provided in the “Email confirmation” screen.