Q. Do I have to use the online form?

A. Yes. Paper applications forms were only distributed as a temporary measure until the online form was made available. Now that the online version is “live” it is recommended that you use the online form as it will be quicker, particularly if you have multiple applications. The online form has a number of advice messages which should help you to complete and submit the form. It will not be possible to submit an incomplete application online.

Q. Can I submit copies of the original paper application form?

A. No. The original application form relating to 3 storey properties only, does not ask all the relevant questions necessary to draft the new licence conditions.

Q. Can I pay the original fee?

A. No. Following the recent High Court decision, and pending any possible appeal, a local authority is unable to charge a fee to cover the enforcement element of the licensing regime e.g. the compliance visit to the property. The original licence fee contained an element relating to enforcement. In addition a European Court ruling requires that a fee is charged to review an application and in granting/refusing a licence. Successful licence applicants will then be charged an additional fee.

Q. How much is the additional fee?

A. This has yet to be confirmed as the council is reviewing the fees agreed by Cabinet following the High Court decision. Once the fee has been determined it will be posted on the council’s website and confirmation will be sent to landlord associations and known landlords with HMOs in the city. Additional charges will be calculated depending upon the time taken to process individual applications.

Q. Can you help me complete the application form?

A. Yes, however, the Council may make a charge for this depending upon the extent of the assistance required in completing an application form.

Q. Can I stop the online application part way through and complete it later on?

A. The facility to stop an application part way through and complete it later on can only be undertaken if you have set up an account on the system. It is strongly advised that the online application is not commenced until you have all of the relevant information such as electronic copies of electrical safety certificates, gas safety certificates, fire alarm certificates, mortgage reference numbers, National Insurance number etc. to hand.

Q. What happens if I refuse to pay the additional fee?

A. An application cannot be accepted as being complete if the full fee has not been paid. If an application has not been accepted the property will be deemed to be without a suitable licence. If a property is operating as an HMO which requires a licence, but does not have one, then the person responsible may be committing an offence.