

Q. Do I have to use the online form?

A. Yes. Paper applications forms are no longer accepted. The online application is available at <http://www.hull.gov.uk/business/licenses-and-permits/houses-multiple-occupation>
The online form 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. Why do I have to pay two fees?

A. 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 a second stage fee to cover the costs of issuing the licence and undertaking a compliance visit to the property.

Q. How much is the second stage fee?

A. Information regarding the second stage fee can be found on our website <http://www.hull.gov.uk/business/licenses-and-permits/houses-multiple-occupation>

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. It is possible to save the application part way through the process, however the application will shut itself down and you will have to log back in to the system each time you save the application. It is strongly advised that you do not attempt the online application 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 type of attachments can be used?

A. The online application will accept Microsoft EXCEL, Word, PDF and JPEG formatted documents. Any attachment must be less than 5MB.

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

A. An application cannot be accepted as being complete if the full fee has not been paid. If the second stage fee is not paid then the application will be returned to the applicant. The initial fee of £180 will not be returned as this covers the cost of processing the application. 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.

Q. What happens if the application is rejected?

A. If incorrect information is submitted with the application then you will be contacted and asked to resubmit the correct information within a reasonable timescale. If this information is not resubmitted then the application will be returned to the applicant. The initial fee of £180 will not be returned as this covers the cost of processing the application. 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.

Q. How long does it take to complete the form?

A. The time to complete the online application does vary depending on the amount of information which is required. On average the application should take 30 to 45 minutes. If for whatever reason the application process is taking longer than this we advise that the application is saved to avoid the possibility of information being lost.

Q. If I were to purchase a property that already had a licence in place, would the licence be transferred to me?

A. The licence issued relates to the applicant and not the address of the property in question. If the property is sold then the licence cannot be transferred and the new owner/manager would need to apply in their name/business name. The application would be for a “new” licence and not a “renewal”. The first stage payment would need to be made in order to submit the application and the applicant would go through the normal “fit and proper person” checks.

Q. What is involved in the “fit and proper person” checks?

A. Section 64 of The Housing Act 2004 requires local authorities to carry out various checks to ensure that the applicant is a fit and proper person to be the licence holder. The applicant’s details are shared with the planning, building control, anti-social behaviour, council tax and environmental crime departments within the authority to see if there is any evidence that they have:

- Committed an offence involving fraud or other dishonesty, or violence or drugs, or any offence listed in Schedule 3 to the Sexual Offences Act 2003
- Practised unlawful discrimination
- Contravened any provision of the law relating to housing or of landlord and tenant law.

Q. What if I fail the fit and proper person checks?

A. If we receive information suggesting that you have undertaken any of the activities mentioned above then you will be asked to provide further information regarding the circumstances. If this information is not forthcoming or is proven to be correct then you will be asked to put the property in the hands of a manager who will apply for the licence and run the property on your behalf.

Q. What if I have any further questions?

A. If you have any further question then please email them to HMO.licensing@hullcc.gov.uk and we will endeavour to answer them as quickly as possible.