

Licensing the private rented sector in Ealing

Selective Licensing Frequently Asked Questions (FAQs)



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GENERAL

1. What is selective licensing?

The Housing Act 2004 gives local councils the power to introduce licensing for all privately rented properties in a given area. In an area subject to a selective licensing scheme, landlords must obtain a licence where the property is rented to a single household (e.g., a family) or two unrelated sharers (e.g., two friends living together). Licences come with conditions that relate to the use and management of the property. If a landlord fails to apply for a licence, or breaches the licence conditions, the council can take enforcement action, such as imposing a fine.

2. Why is Ealing Council introducing a selective licensing scheme?

Ealing has a large and growing private rented sector (PRS), with 54,776 (38.1%) properties currently believed to be privately rented. It is estimated that over 12,000 private rented properties (22%) in Ealing have at least one serious (category 1) hazard.

The selective licensing scheme has been introduced in order to improve property conditions and management standards in the borough's PRS. All licences are attached with conditions which must be complied with. This enables the council to better regulate the PRS, improve housing conditions and promote better standards of management. Property licence conditions are wide ranging and include requirements relating to maximum occupation, gas, electrical and fire safety, pest control, refuse / recycling management and energy efficiency.

Selective licensing will be used as an additional tool by the council to tackle a variety of problems associated with the condition and management of the borough's PRS. In particular, the scheme will enable the council to visit and inspect properties on a proactive basis rather than only visiting them in the event of a problem or service request / complaint.

Overall, the council considers that selective licensing provides the best chance of improving the management and condition of properties in the PRS in the designated areas. Specifically, selective licensing will enable the council to ensure all locally privately rented properties in designated areas meet the standards set out in the licensing framework.

3. Why doesn't the council concentrate on problems with Houses in Multiple Occupancy (HMOs) rather than targeting family homes?

The council already operates two HMO licensing schemes;

- The mandatory HMO licensing scheme includes properties occupied by five or more people in two or more households sharing or lacking facilities. This is a national scheme.
- Additional HMO licensing scheme applies to smaller HMOs where the property is occupied by three or more people in two or more households sharing or lacking facilities. The council made the decision to implement this scheme across the borough which was implemented in April 2022.

The council's evidence does however show that poor property conditions in the PRS are not isolated to HMOs but are also prevalent in single family homes.

4. Did the council consult with anyone before deciding to implement the selective licensing scheme?

Yes. A 14-week consultation was carried out from 10 May to 16 August 2021 by the independent consultancy Housing Quality Network. They sought views from residents, private tenants, private landlords, lettings/managing agents, businesses, and other stakeholders about the council's selective licensing proposals.

Further details regarding the consultation and its findings can be found on [Ealing's website](#).

5. Why are there two selective licensing designations?

Following a public consultation in 2021 on the introduction of a new selective licensing scheme, the councils Cabinet members agreed the proposals on 8 December 2021. A small selective licensing scheme (three wards) came into force on 1 April 2022.

On 15 June 2022, the councils Cabinet members agreed proposals for a second larger selective licensing scheme (12 wards). Due to the size of the scheme, approval was also needed from the government's Department for Levelling Up, Housing and Communities and this was received on 7 September 2022. This scheme will come into force on 3 January 2023.

6. What wards are in Designation 1?

East Acton
Southall Broadway
Southall Green

(Ward boundaries before May 2022)

7. What wards are in Designation 2?

Acton Central	Hanger Hill	Northolt Mandeville
Dormers Wells	Hobbayne	Northolt West End
Greenford Broadway	Lady Margaret	Perivale
Greenford Green	North Greenford	South Acton

(Ward boundaries before May 2022)

8. Why do some wards not fall in either designation?

The eight wards of Cleveland, Ealing Broadway, Ealing Common, Elthorne, Northfield, Norwood Green, Southfield, and Walpole are currently not included in the selective licensing scheme.

Although these wards have high levels of private renting, evidence suggests that poor housing conditions are not as prevalent as in the other wards. The council considers it more appropriate to be selective in its approach and focus resources on the worst affected areas. However, a third designation could be considered for these wards should the evidence change.

9. How long will the licensing scheme be in place?

The selective licensing scheme will operate for five years. Conditions within the PRS will be kept under review as to whether the licensing scheme should cease at the end of the five years, or whether there is a need to introduce a new licensing scheme.

10. There are a lot of good landlords in the borough, are these schemes necessary?

The council acknowledges that many landlords provide well managed accommodation, which does not cause any problems for tenants and the wider community. There is however increasing concern about the activities of so called 'rogue landlords' that let properties in poor condition and who do not provide a responsive and effective management service for their tenants. The council believes that these problems can be tackled and the overall standard of private rented property can be improved by licensing schemes.

11. What happens if a landlord does not apply for a licence?

There are strict penalties for operating licensed properties without a licence. A landlord may be prosecuted and on conviction face an unlimited fine. The council may also impose a fine of up to £30,000. This may also lead to the landlord being placed on the [Mayor of London's public Rogue Landlords and Agents database](#).

Landlords may also have to pay back up to 12 months' rent or housing benefit payments if required to do so by a Rent Repayment Order (RRO).

If a property should be licensed but is not, the landlord cannot serve notice to quit on a tenant (section 21 notice) or seek possession of their property until the licence has been obtained.

12. What sanctions can be imposed on landlords who break licence conditions?

If a licence is issued and the conditions are subsequently breached, this could lead to enforcement action and an unlimited fine for each breach. The council may also impose a fine of up to £30,000. A serious breach of licence conditions could also lead to the revocation of the licence and, unless a suitable alternative licence holder can be found, the council may take over the management of the property by issuing an Interim Management Order (IMO). The landlord may also be placed on the [Mayor of London's public Rogue Landlords and Agents database](#).

13. Can the council refuse to license a property?

A licence can be refused if the licence holder or manager does not meet the fit and proper person criteria, or they cannot demonstrate they have adequate management arrangements in place.

14. What will happen if the council refuses to license a property?

If we are unable to grant a licence, the council can apply to issue an Interim Management Order (IMO), which if granted, allows the council to step in and manage the property. The owner keeps their rights as an owner. This order can last up to a year until suitable permanent management arrangements can be made. If the IMO expires and there has been no improvement, the council can apply for a Final Management Order. If granted, this can last up to five years and can be renewed.

15. Can landlords appeal against licensing decisions made by the council?

Landlords can appeal against council decisions if the council decides to:

- Refuse a licence
- Grant a licence with conditions
- Revoke a licence
- Vary a licence
- Refuse to vary a licence

If a landlord wants to appeal a decision of the council's, the appeal must be lodged with the [First-tier Tribunal \(Property Chamber\)](#). You will have 28 days from the date on which the decision was made.

16. Are there any exemptions to selective licensing?

Yes, the following types of lettings are exempt from selective licensing:

- Council and housing association tenancies
- Holiday lets
- Properties with tenancies exceeding 21 years
- Care homes and similar institutions
- Student accommodation operated by the college/school
- Business tenancies
- Properties where the council has taken action to close a property down
- Licensable HMOs (Houses in Multiple Occupation) under Part 2 of the Housing Act 2004
- Where temporary exemption notices are in force.

17. Does the council provide any assistance with completing an application form?

The council can provide assistance to complete an application form, however there is an additional charge of £50.

18. How long does it take for the council to grant a licence?

We will tell you and any other interested parties whether we plan to grant or refuse a licence within approximately 12 weeks of receiving your complete application

(including floor plans and safety certificates). Timescales may vary depending on the number of applications being processed at the time.

This will be followed by a 14-day consultation period which gives you and all interested parties the chance to ask questions, challenge our decision or make comments.

We will give you the notice of the grant or refusal of a licence, as well as a copy of the licence at the end of this consultation period.

19. Will I be breaking the law if my property is tenanted, and I have applied for a licence but waiting for it to be processed and granted?

No. An offence for not having a licence cannot be committed once an application has been duly made. This means you have completed the application form, provided all relevant safety certificates and floor plan, and paid the appropriate fee.

20. Will my property be inspected before you grant my licence?

No. On receipt of applications the property is risk assessed for an inspection to take place within five years from when the licence was issued.

The council focuses its greatest inspection effort on the highest risk properties, those in worst condition and properties owned by landlords who regularly fail to comply with regulations or frequently own properties in poor condition. Landlords who have achieved good levels of compliance (for example through membership of accreditation schemes) often receive 'lighter' inspections, where risk assessment justifies this.

21. My property has been leased to a housing association will it require a licence?

Registered social landlords (housing associations) tenancies are exempt from licensing. However, we would advise you to check this with the property licensing team as it depends on the type of arrangement in place. You can [contact the PRS licensing team](#) for further advice.

22. My property has been direct let to Ealing Council will it require a licence?

Yes. However, once the application process has been successfully completed the Direct Lets team will pay the relevant licence fee. Further details can be found on the [Directs Lets](#) section of the council webpage.

PROPERTIES IN ACTON CENTRAL AND SOUTH ACTON (PRE-MAY 2022 BOUNDARIES)

23. I have licences for properties in Acton Central and South Acton, are these still valid or do I need to apply for a new licence?

Existing selective licences granted for properties in Acton Central and South Acton (pre-May 2022 boundaries) under the council's previous selective licensing scheme remain valid and licence holders still need to meet the conditions of the licence until it expires.

24. I have licences for properties in Acton Central and South Acton that expired on 31 December 2021, do I need to apply for a new licence?

If your selective licence has an expiry date of 31 December 2021 and was not granted for a full five years, you will be offered the opportunity to apply free of charge for a new licence under the new designation. This will extend your licence to five years from the original issue date. Further information will be sent directly to licence holders where applicable.

APPLYING FOR A LICENCE

25. How can I find out if I need to apply for a licence?

You will need to read the information provided on [Ealing's PRS web pages](#) and decide if your property meets the criteria for a selective licence or an HMO licence.

26. How can I find out if my property falls within any of the selective licensing designation areas?

By searching for your property using the [postcode checker](#)

27. My property is in selective licensing designation 1, can I apply for a licence now?

Yes. Selective licensing - designation 1 came into force on 1 April 2022. If your property falls within the wards of East Acton, Southall Broadway, Southall Green (pre May 2022 ward boundaries) you can apply for a licence immediately by visiting [the web site](#).

28. My property is in selective licensing designation 2, can I apply for a licence now?

No. Selective licensing designation 2 does not come into force until the 3 January 2023 and you will not be able to apply for a licence until this date. You should use the time available before the designation comes into force to ensure that you have all the necessary information, safety certificates, and a floor plan ready for when the application system opens on 3 January 2023.

If you apply within the first three months of the scheme, you could benefit from a substantially discounted fee. Applications received after 31 March 2023 will pay the full fee, although there are other discounts available.

29. How long does a licence last?

Licences will be issued for a maximum of five years. We may issue a licence for a shorter period of time if we have concerns about the management of the property.

30. Do I have to renew my licence each year?

You must check the expiry date of your licence. You must renew your licence three months before it expires. Licences are generally issued for a maximum of five years.

31. I already have an HMO licence do I need a selective licence as well?

No. A property needs either an HMO licence or a selective licence.

32. I have properties in several different authorities; do I have to apply for a licence in those authorities too?

You must check with those local authorities to see what licence schemes operate in that area. If licence schemes are in place you will need to apply for a licence there too. Each local authority is responsible for determining and issuing a licence in their area. This allows local authorities to take their local needs and policies into account when making decisions about licensing the PRS in an area.

33. I own two rented properties, how many licences do I need to apply for?

Two. A licence applies to each individual property. You will need to apply for a licence and pay the relevant fee for each property that needs to be licensed.

34. My privately rented flat is in a purpose built block, which is in the selective licensing designation, do flats require a licence?

Yes, a selective licence will be required.

Where the flat is occupied by the leaseholder, then this is exempt and does not require a selective licence.

35. I own a block of 20 flats do I have to pay for 20 separate licences?

Yes. If you own multiple flats within a building, then each flat will need an individual licence. However, you may be entitled to a discounted fee of £675 per flat.

A selective licence 'block' or 'multi-flat' application may be submitted by any person who controls two or more flats within the same building, i.e., a person who is entitled to receive the rack rent for the flats, or would be entitled to receive it were the flats let at such a rent. This may be the freeholder of the block, or the person with the leasehold interest in each of the subject flats. Licences will however continue to be issued on a flat by flat basis rather than on a 'block' or 'multi-flat' basis.

Any further applicable discounts will apply to the first flat only.

A discounted fee of £675 will not be applicable where the local authority has served a warning letter for failure to license the property.

Applicants who are sent two warning letters will be charged the full fee (£750) plus an additional 25% late application fee per flat.

If you wish to make a 'block' or 'multi-flat' application, please [contact the PRS licensing team](#).

36. I own a block of 20 flats do I have to submit 20 applications and pay only one licence fee?

You are required to submit an application for each property and pay the relevant fee

per flat.

A maximum of eight applications can be paid online in a single transaction. If you wish to pay for more than eight applications in a single transaction, you can [contact the PRS licensing team](#) to discuss alternative payment methods.

37. My elderly father's rented property is in the selective licensing designation and I have power of attorney, who should apply to be the licence holder?

The proposed licence holder needs to be the most appropriate person, namely the landlord, person in receipt of rent or in control of the property. At the very least, the council expects the licence holder to have the power to:

- Let and terminate the tenancies.
- Access all parts of the premises to the same extent of the owner.

If your power of attorney allows you to undertake the above actions it may be appropriate for you to be the licence holder. You would need to provide proof of power of attorney and should [contact the PRS licensing team](#) for further advice.

38. If my property is vacant but being advertised for let, when do I apply?

The application must be made at the point the tenant moves in however we will accept applications once an agreement is signed.

39. What does a "fit and proper person" mean?

The Housing Act 2004 requires that before a licence is issued the council must ensure that the person involved in the management of the property is sufficiently competent, is a 'fit and proper person' and that management structures and funding are adequate.

Ealing Council will carry out checks to make sure that the person applying for a licence is a "fit and proper person". In deciding whether someone is "fit and proper", the council must take into account, amongst other matters:

Any previous convictions relating to violence, sexual offences, drugs, and fraud

Whether the proposed licence holder has broken any laws relating to housing or landlord and tenant issues

Whether the person has been found guilty of unlawful discrimination

Whether the person has a 'banning order' in force under section 16 of the Housing and Planning Act 2016

If any person involved in the management of the property has a sufficient level of competence to be involved.

The council may also decide a person is not fit and proper due to association with other persons not considered fit and proper, and where this would affect the management of a licensed property. The proposed licence holder and managing agent, if applicable, must also be able to prove that satisfactory management and financial arrangements are in place for the property.

40. One of the interested parties is a company but I cannot find the Companies House registered number, what should I do?

You are advised to contact the company directly to establish whether they are a 'Limited' company. If they are limited, they will be able to provide you with the Companies House registration number.

If they are not limited, please put (not limited) against the name.

41. Can you provide me with a copy of a licence application I submitted in the past?

Yes. You can make a request to retrieve a past application by [emailing the PRS licensing team](#).

42. When applying online can the application form be saved part way and then returned to at a later date?

Yes. You always have the option of saving your application and coming back to it at a later date.

JOINT OWNERSHIP

43. Do joint owners of a property both have to be the licence holder?

No. A licence can be granted to just one of the owners. Details of the other owner should be declared at the 'interested parties' section of the application form.

44. Can a licence be granted to joint owners?

Yes. However, each person will be jointly and severally liable for any breach of the licence.

45. We are joint owners and both want to be licence holders, how can we apply?

Please [contact the PRS licensing team](#) for further advice.

TRANSFERRING A LICENCE

46. Can I transfer a licence if I sell the property?

No. Under the Housing Act 2004, a licence is not transferable to another person. If a landlord sells the house and the new owner decides to rent the house, the new owner must apply for their own licence and pay the relevant fee.

47. My wife and I own the property, can I transfer a licence that has been granted in my name to my wife?

No, under the Housing Act 2004, a licence is not transferable to another person. If you no longer wish to be the licence holder the existing licence can be revoked and

your wife must apply for her own licence and pay the relevant fee.

48. The agent of my property is the licence holder, if I change agent can I transfer the licence to the new agent?

No. Under the Housing Act 2004, a licence is not transferable to another person. A new application will need to be made. As owner of the property, you can apply to be the licence holder, or this can also be the new managing agent.

49. What happens if the licence holder dies?

The licence ceases to have effect and the property will be treated automatically as though a temporary exemption notice (TEN) is in force; the exemption from licensing is for a period of three months beginning with the death.

At the end of the three-month period, if the property is still licensable, it will be required to be licensed. However, at any time before the end of the automatic exemption period the personal representatives of the deceased can apply to the council for a further period of exemption for three months.

No further TEN may be granted after the second exemption.

NUMBER OF OCCUPANTS AND LICENCE TYPE

50. What is the meaning of a household?

'Households' for the purposes of the Housing Act 2004 includes members of the same family living together including:

- Couples married to each other or living together as husband and wife (or in an equivalent relationship in the case of persons of the same sex)
- Relatives living together, including parents, grandparents, children (and step-children), grandchildren, brothers, sisters, uncles, aunts, nephews, nieces or cousins
- Half-relatives treated as full relatives
- A foster child living with his foster parents is treated as living in the same household as his foster parent

51. I have a single person living in my property, do I need a licence?

Yes, If the property is occupied by a single person, or a single family it will need a selective licence if it's in the designated area.

52. I have two people sharing my property, do I need a licence?

Yes, If the property is occupied by two people (e.g., two friends living together) it will need a selective licence if it's in the designated area.

53. I have three people sharing my property, do I need a licence?

Yes. If the property is occupied by three or more people living as two or more separate households that share toilet, personal washing facilities (i.e., bath or

shower) or cooking facilities an HMO licence will be required.

54. Do I have to include children when counting the number of occupants in the property?

Yes, the number of people living at the property, including children must be declared.

55. I am a resident (live in) landlord and share my home with my family and one lodger, do I need a licence?

No, if you and your family share basic amenities with your lodger in your home, where you are the owner, you do not need a licence.

56. I am a resident (live in) landlord and share my home with my family and two lodgers, do I need a licence?

No, if you and your family share basic amenities with your lodger in your home, where you are the owner, you do not need a licence.

57. If I am a resident (live in) landlord and share my home with my family and three lodgers, do I need a licence?

Yes. If you and your family share basic amenities with a third lodger, it means the property is an HMO and it must be licensed.

58. I have a live in carer, they do not pay rent however contribute to household bills. Do I need a licence?

No, this would not be a tenancy.

59. What happens if the number of occupants changes after a licence has been granted, do I need to inform the council of the new occupancy number?

The licence gives a permitted maximum number of occupants, and the council will not need to be informed if the number of occupants changes but stays within this range. If the occupancy number increases above the maximum permitted number of occupants, you will be in breach of the licence condition. Failure to comply with a licence condition could result in formal action.

60. What happens if I have been granted a licence for a single family and mid-way through the licence duration, I decide to let the property to three sharers?

If the number of occupants increases to three occupants in two or more households sharing facilities, the property will now meet the criteria of an HMO.

You will need to submit a new application for an Additional HMO licence and pay the relevant fee or Mandatory HMO licence depending on how many occupants there are.

FEES AND DISCOUNTS

61. Is the council using licensing fees to raise money?

No. The scheme has been designed to be cost neutral as required by the Housing Act 2004. Fees collected will only offset the cost of additional staff, resources, administration, and enforcement of the scheme alone. They will not be used to subsidise other council work.

62. How have the fees been calculated?

The fees have been calculated based on a non-profit, full cost recovery model and includes all set up costs and the subsequent costs of the administration and enforcement of the scheme.

63. Is this a tax on landlords?

No. The fees cover the cost of administering and enforcing the licensing schemes.

64. Are there any discounts available?

Yes. The following discounts are available:

- Applications received between 3 January and 3 April 2023 for licences under the new selective licensing scheme (designation 2) may be eligible for a 25% discount
- If you are an accredited landlord, you could be entitled to a £75 discount
- If your property has an EPC rating of C or above, you may be entitled to a £50 discount.

Further details regarding fees, discounts and additional charges can be found on the [fees section](#) of the councils private rented property licensing webpages.

65. Will discounts be applied automatically?

When processing the application any applicable discounts will be determined and deducted from the second instalment payment.

66. There is a cost of living crisis, is this the right time to be burdening landlords with an additional fee?

The PRS within Ealing plays a critical role with the overall housing needs in the borough. Although much of this sector in the borough is well managed, there is increasing concern about the activities of so called 'rogue landlords' that let properties in poor condition and who do not provide a responsive and effective management service for tenants. It is vital that the council safeguards such tenants at risk of abuse. The council believes that these issues can be tackled and the overall standard of private rented properties improved by licensing private properties under the Housing Act 2004.

In order to reduce any additional burdens placed on landlords we are offering a number of discounts on the licence fee. Further details regarding discounts can be found on the [fees section](#) of the councils private rented property licensing webpages.

The selective licensing fee is £750, if all available discounts are applicable this will reduce the fee to £437.50 for a five year licence which equates to £7.29 per month.

The licence fee will also be payable in two instalments. On submission of an application the first instalment of 30% of the fee is payable to cover processing costs. Once an application has been assessed and the decision to grant the licence made, the second instalment for the remaining 70% will be payable.

67. Is VAT payable on the licence fee?

No. VAT is not payable on the licence fee.

68. Can I claim the licence fee against tax?

HM Revenue and Customs (HMRC) should be contacted for any advice in relation to tax. Further information can be found on the [government website](#).

69. Why are there additional charges if the application is not completed online?

Paper applications would cost significantly more to process and administer. This would mean having to set a higher licence fee to cover the additional cost, which would be passed on to all landlords.

70. I do not have access to a computer, are you discriminating against me?

No. We would encourage anyone without access to a computer to ask friends or relatives to help them complete an online application form.

71. Can a landlord pay the licence fee in instalments?

Yes. The licence fee is payable in two instalments.

On submission of your application, the first instalment of 30% of the total amount payable (after applicable discounts or charges) will be due to cover the processing of the application form. Should the application be refused or rejected by the council or withdrawn by the applicant, this first instalment payment will not be refunded.

Once the application has been assessed and the decision is made to grant the licence, the second instalment of 70% of the total amount payable (after applicable discounts or charges) will be due within seven days of notification.

REFUNDS

72. If I sell the property or stop privately renting it, am I entitled to a refund?

No. The fee is not connected to the length of a licence. If you cancel your licence before it expires, we cannot give you a refund for any unused time.

73. If my application is refused or rejected by the council, will I receive a refund of the first instalment payment that I have made?

No. The first instalment of 30% of the fee is non-refundable.

74. If I withdraw my application before you have processed it, will I receive a refund of the first instalment payment that I have made?

No. The first instalment of 30% of the fee is non-refundable.

75. If the council revokes my licence, will I receive a refund?

No. The licence fee is non-refundable

76. In what circumstances are refunds available?

The council can offer refunds on a licence fee if a landlord makes a duplicate application, or a landlord makes an application for an exempted property by mistake.

FLOOR PLANS

77. What happens if I do not have a floor plan?

An application is not considered to be duly made unless all the required information, certificates, floor plan and fee has been provided. Your application cannot be processed without a floor plan. If you do not have a floor plan and cannot draw one yourself, you can ask an architect or plan drawer to provide the plans. They will however charge you for this service.

78. Can I provide a floor plan that I have drawn myself?

Yes, you can draw the floor plan yourself. You may already have some plans of the property drawn for some other purpose. It is perfectly acceptable to use these so long as they show all the information the council requires.

79. What information do I need to include on the floor plan?

The floor plans should indicate:

- The layout of the house including room measurements in square metres (m²).
- If and where fire doors are fitted.
- Where windows are located.
- Where fire detection & alarm equipment is sited.

The description of the rooms and measurements should be the same on the floor plan as on the application. So long as the plans show these things clearly, they will be acceptable.

80. Why do you need to know room measurements?

The size of the rooms will determine how many people are permitted to occupy the property.

81. I have measurements in feet how do I convert these into square metres(M²)?

We would advise you to use an online measurement conversion calculator.

82. Do non-fire doors need to be indicated on the floor plan?

Yes, all doors should be included. You can highlight in a different colour which are the fire doors.

83. Do kitchen utilities need to be included on the floor plan?

No.

84. What format can I upload the floor plan in?

Documents, including floor plans can be uploaded in all formats. You can even photograph a document provided all relevant information is captured and upload it.

85. I have plans provided by Land Registry can I submit these?

The plans should only be submitted if they provide all of the information required as explained at question 79 above.

FIRE SAFETY

86. I am letting my property to a single family. Will all rooms need fire doors?

There is no legal requirement for fire doors in single household properties. Owners should carry out a fire risk assessment and take all necessary precautions based upon the layout and any potential hazards.

In accordance with the Smoke and Carbon Monoxide Alarm (England) Regulations 2015 there should be at least one working smoke alarm installed on every storey of living accommodation. If your property has any rooms that contain a solid fuel appliance, such as a wood burning stove, working open fire etc., you must also install carbon monoxide alarms in those rooms.

There is no requirement for certification however alarms must be tested on the first day of a new tenancy to ensure they are in working order.

87. I am letting my property to a single family. There are french doors leading into the kitchen. Is this acceptable?

It is unlikely that french doors into a kitchen would be a problem in a house with just one family in occupation. You will need to assess the risks to your tenants of a fire breaking out to ensure that they are alerted when there is a fire and that they have a route to escape to safety. The [LACORS fire safety guidance](#) has detailed information that you might find helpful.

88. Do I need a safety certificate if my property is fitted with a mains wired automatic fire detection system (AFD)?

If your fire risk assessment shows that an AFD system is needed to protect your tenants, you will need a certificate to show it has been maintained and is in working order.

89. Do I need a fire alarm certificate if I have a battery-operated fire alarm?

No. Where there is a battery operated smoke detector/alarm, a signed declaration needs to be provided stating that it is well maintained and checked regularly by the landlord/agent.

LANDLORDS

90. What are the benefits of licensing to landlords?

Licensing encourages landlords to proactively manage their properties and to take reasonable action to address problems. The council will work with landlords to help support them and build their professionalism.

Licensing enables the council to create a 'level playing field' for responsible landlords by taking a much more robust approach to the minority of 'rogue' landlords who fail to invest in their properties and meet their legal obligations.

91. I am an accredited landlord do I still need to apply for a licence?

Yes. You could however be entitled to a discount on the licence fee.

If you are accredited under one of the following schemes, you may be entitled to a £75 discount:

- London Landlord Accreditation Scheme (LLAS)
- National Residential Landlords Association (NRLA)
- UK Association of Letting Agents (UKALA)

If you are a member of one of the following schemes, you could be entitled to a £75 discount:

- Association of Residential Letting Agents (ARLA)
- Royal Institution of Chartered Surveyors (RICS)
- Safeagent

92. Is there any financial support to assist with applying for a licence?

No. However there are a number of discounts available. Further details regarding fees, discounts and additional charges can be found on the [fees section](#) of the councils private rented property licensing webpages.

93. Will my tenants have any responsibilities?

Not directly. However, all tenants have some responsibilities relating to how they use the property. This generally means they are responsible for the following actions:

- Reporting any repairs needed and allowing access for them to be addressed
- If possible, making sure the property is well ventilated (to help avoid condensation and damp)
- Disposing of all rubbish and keeping the house reasonably clean

- Being considerate to the neighbours and not displaying anti-social behaviour.

94. Is there any further information and guidance available for landlords of privately rented properties?

Information is available on the councils [private rented property licensing webpages](#).

The government has also produced [housing “how to” guides](#) for private residential landlords which explains the responsibilities, legal requirements and best practice for letting a property in the PRS.

OVERSEAS LANDLORDS

95. I am an overseas (non-UK resident) landlord can I apply for a licence?

This may be possible depending on the management arrangements. The licence holder must be ‘fit and proper’ and demonstrate satisfactory management arrangements exist.

The proposed licence holder must have an address in the UK at which they can receive legal notices and correspondence and must have an email address to accept electronic service of documents.

If the landlord employs a UK managing agent (preferably a reasonable distance from Ealing) who has full management control, we advise the agent applies for the licence on your behalf.

If landlords do not have a UK management agent with full control, the landlord must still legally make an application, explain their arrangements and we will consider these arrangements.

As part of the application, we require a statement to explain how the non-resident landlord will manage the property. Where there is a managing agent, we have developed an overseas landlord declaration for both the landlord and agent to sign and upload with the application (under the “other” document category). If a landlord does not use a managing agent, we recommend reading the declaration and writing a statement to explain how you will undertake the actions that the managing agent is expected to do. This can be a word document and uploaded with the application (under the “other” document category).

All overseas landlord applications will be decided on a case-by-case basis by a senior officer.

For further advice please contact the [PRS licensing team](#).

96. I am an overseas landlord and do not have access to the certificates for my property. Can I submit the application without some of the certificates?

No. An application will only be considered as duly made when all the required information, certificates, floor plan and fee has been provided. We will reject applications which are not fully complete. A further application will be required and the fee will have to be paid again.

97. What happens if the landlord moves abroad during the licence?

The landlord (licence holder) would be required to notify the council and explain the change in circumstances. We would decide if the management arrangements are satisfactory, as in the above section on overseas landlords. All decisions are made on a case by case basis.

MANAGING AGENTS

98. I am a property agent applying on behalf of multiple landlords. Do I need to create one account or multiple accounts for each landlord?

You will only need to create one account. From your account you can apply for multiple licences on behalf of each landlord.

TENANTS

99. How will selective licensing affect tenants living in the designated areas?

Selective licensing will ensure that landlords manage and maintain tenants' homes to a reasonable standard, so that they are safe and in a good state of repair. Landlords would also be expected to act in a responsible manner. This would include carrying out tenant vetting, issuing valid tenancy agreements, protecting tenancy deposits and keeping all safety certificates up to date. Licence holders cannot evict tenants illegally.

100. How do tenants benefit from licensing?

Licensing will improve the rental market for tenants by raising standards, supporting tenants, and creating more stable communities. Tenants and prospective tenants will know that landlords are 'fit and proper' persons who have agreed to abide by the conditions of their licence.

101. My landlord said he will evict me and sell my home if he is required to get a licence, what should I do?

It is illegal for your landlord to evict you simply because they do not wish to obtain a licence for a property that requires one. Additionally, if you have an assured shorthold tenancy agreement then your landlord must follow the correct legal procedure before evicting you. If your landlord is threatening you with eviction please refer to the council's [website](#) for help and advice.

102. Will my rent go up as a result of licensing?

Licensing should not affect your current rent which is contractually agreed between you and your landlord through the terms and conditions of your tenancy agreement. Landlords may subsequently increase rents to recover the costs of the licence but this will be a commercial decision for them.

103. Can tenants check if their property is licensed?

The council holds a public register of all licensed properties in the borough, temporary exemption notices issued (relating to property licensing) and management orders. Details of the licence holder and manager (if applicable) will appear on this register. You can [search here for a licensed property](#).

104. If I have a problem with my licensed landlord or the condition of the house, what should I do?

You should report the problem by emailing the [property regulation team](#).

105. Is there any further information and guidance available for tenants of privately rented properties?

Please visit the [private rented property licensing](#) and [private housing](#) sections of the councils website.

The government has also produced the following guides for tenants in the private rented sector to help you understand your rights and responsibilities.

- [How to rent](#)
- [How to rent a safe home](#)

Contact details:

Property Regulation
Perceval House
14-16 Uxbridge Road
Ealing, W5 2HL

020 8825 9512
prslicensing@ealing.gov.uk
www.ealing.gov.uk/prslicensing

