

HMO Standards

CONTENTS

A. Introduction	3
B. Definitions	4
C. Planning permission and building control	4
1. Bathrooms and toilets	6
2. Kitchens.....	7
3. Ventilation.....	10
4. Heating.....	12
5. Fire Precautions and means of escape	13
6. Natural and artificial lighting	16
7. Rubbish and recycling storage and disposal.....	16
8. Electrical safety.....	17
9. Gas safety.....	18
10. Furniture safety.....	18
11. Personal safety and security.....	19
12. Thermal efficiency	19
13. Asbestos	19
14. Space standards.....	20
15. Management.....	22
HMO Management Checklist	26

A. Introduction

This document gives advice to anyone involved with letting out a House in Multiple Occupation (HMO).

[Apply for a licence](#)

This guidance forms the basis of conditions attached to a licence. This document sets out the legal framework and the standards required for living space, amenities, fire safety and management adopted by this Council. It is not meant to explain the detail of the law; if this is needed you should seek legal advice or refer to the specific part of the legislation.

Legislative Background

[The Management of Houses in Multiple Occupation \(England\) Regulations 2006](#) set out the standards of management in respect of every HMO, except for converted blocks of flats to which [section 257 of the Housing Act 2004](#) applies.

[The Licensing and Management of Houses in Multiple Occupation \(Additional Provisions\) \(England\) Regulations 2007](#) deals with S.257 HMOs.

[Schedule 3 of The Licensing and Management of Houses in Multiple Occupation and Other](#)

[Houses \(Miscellaneous Provisions\) \(England\) Regulations 2006](#) sets out the prescribed standards for deciding the suitability for occupation of an HMO by a particular maximum number of households or persons.

[Part 1 of the Housing Act 2004](#) introduced the Housing Health & Safety Rating System, or 'HHSRS'. The system looks at 29 hazards such as 'falls on stairs'. It assesses the likelihood of an incident occurring within a 12-month period that causes harm to the occupiers and the likely severity of that harm. Local Authorities must take enforcement action with regard to Category 1 hazards and take appropriate enforcement action to deal with Category 2 hazards.

[The Licensing of Houses in Multiple Occupation \(Mandatory Conditions of Licenses \(England\) Regulations 2018](#) impose duties on a landlord of a HMO in relation to the size of rooms available as sleeping accommodation, their maximum occupancy, and compliance with local housing authority waste storage and disposal schemes.

The [Electrical Safety Standards in the Private Rented Sector \(England\) Regulations 2020](#) require landlords to have electrical installations in their properties inspected and tested by a person who is qualified and competent, at an interval of at least every 5 years.

[The Smoke and Carbon Monoxide Alarm \(Amendment\) Regulations 2022](#) require landlords to ensure at least one smoke alarm is equipped on each storey of the property where there is a room used as living accommodation, and there is a carbon monoxide alarm equipped in any room used as living accommodation which contains a fixed combustion appliance (except gas cookers).

B. Definitions

Category	Definition
House	'House' is not conclusively defined in legislation but includes flats, blocks of flats, and the grounds, outbuildings and boundaries.
Household	Each of these is a single household: a single person, co-habiting couples whether married or not, including those in same sex relationships, a family of related people (includes blood relatives such as parents / children / nieces / nephews / cousins / siblings and grandparents as well as-stepchildren and those adopted or fostered).
House in Multiple Occupation	A rented house (or flat) that is let to three or more unrelated tenants in two or more households who share a kitchen, bathroom or toilet.
Licensable HMO	An HMO that is occupied by 3 or more people, and occupied by people as their only or main home.
Rooms for Residential Purposes	'Room for residential purposes' means a room, or a suite of rooms, which is not a dwelling-house or a flat and which is used by one or more persons to live and sleep and includes a room in a hostel, an hotel, a boarding house, a hall of residence or a residential home, but does not include a room in a hospital, or other similar establishment, used for patient accommodation. The Building Regulations 2010

C. Planning permission and building control

Planning Permission

Planning permission controls the number of HMOs in a defined area. The removal of permitted development rights aims to prevent oversaturation of HMOs in areas of Ealing. Planning permission stays with the property. Once obtained, there is no requirement to reapply for planning permission unless the house falls back into C3 (family) use, or the permission was not enacted within the timeframe given.

HMO licensing is to ensure the property meets minimum standards, is not overcrowded, and the property is well managed. A licence is granted to a named person for a specific period of time and must be renewed on expiry, or if the ownership or management of the property changes.

Both must be obtained for an HMO to operate legally in Ealing. Granting of one does not give tacit consent for the other.

When is planning permission required

In Perivale Ward, planning permission is required from the council to change the use of a dwelling to a HMO occupied by between three and six unrelated individuals (Use Class C4).

Across the rest of the borough, HMOs with seven or more occupiers require planning permission under 'sui generis' use class, but from Autumn 2025 planning permission will be required to change the use to a HMO with 3 or more occupiers.

Changing a HMO to single household property

Dwellings with Use Class C4, have permitted development to change back to a dwelling occupied by families or fewer than three unrelated people (Use Class C3).

Section 257 HMOs

[Section 257 HMOs](#) need permission as flats.

Licensing of HMOs without planning permission for change of use

If you apply for a HMO licence (Mandatory or Additional) and the property has changed use from C3 (family) to C4 (HMO) or Sui Generis (HMO) without planning permission, you may be granted a licence for a reduced term of 12 months. This 12-month period will allow you the opportunity to regularise and put the planning affairs of your property in order by applying for Change of Use permission. The full HMO licence fee will still be payable and is non-refundable even when the licence is granted for a reduced term.

If you request to renew the licence when you've not applied for planning permission during those 12 months and planning permission has been refused, or your appeal to the Planning Inspectorate has been unsuccessful, we will generally refuse a new licence application. The licence fee is non-refundable if a licence is refused.

Contact [Planning advice and guidance](#) before carrying out building works or changing the use from a single family dwelling to a HMO.

To apply for a 'certificate of lawful use' where there has been no express planning permission granted [contact planning](#). Failure to do so may result in planning enforcement action.

Building Control

Building Regulation approval is required if any building work is undertaken and/or a material change of use is proposed. Reconfiguring the layout of the building or adding an extension are examples of building work or adding new showers or bathrooms. The meaning of building work is set out in [The Building Regulations 2010](#) and further guidance is also available on the [planning portal](#).

Apply for [building regulation approval](#) before starting the work.

1. Bathrooms and toilets

- 1.1 All bathrooms and toilets must provide adequate space around facilities and the layout should enable their use to be convenient and easy, as well as safe. Bathrooms must provide enough functional space for drying and changing.
- 1.2 All baths, showers, toilets, wash hand basins must be fit for the purpose, and connected to the drainage system via a suitable trap.
- 1.3 The walls and floor of any toilet, bathroom or shower room must be reasonably smooth and non-absorbent and capable of being readily cleansed.
- 1.4 All bathroom furniture must be of non-absorbent material and capable of being easily cleaned.
- 1.5 All bathroom furniture must be located at an appropriate height and with sufficient free user space to facilitate use.
- 1.6 There must be a 300mm waterproof splash back to a bath and wash hand basin.
- 1.7 Splash back to a shower shall be 150mm above the shower head and at least to the edge of a fixed shower screen.
- 1.8 Where a shower curtain is used the splash back should extend 300mm beyond the shower curtain.
- 1.9 All joints shall be adequately sealed and waterproof.
- 1.10 There should be an adequate supply of cold water and constant hot water.
- 1.11 A bathroom shall be no more than one floor distance in relation to the bedroom.
- 1.12 Where separate toilets are installed, there must be a wash hand basin with constant supply of hot and cold water and a splash back. Any toilet compartment not provided with a wash basin will not be counted for the number of toilets required.
- 1.13 External toilets shall not be counted.
- 1.14 Wash hand basins shall be approximately 550mm x 400mm, provided with a plug.
- 1.15 All bathrooms should ideally be on an outside wall, with an easily openable window, and suitably sited mechanical extractor fan. The extractor fan must expel moisture to the external air with an adequate overrun device and must be compliant with Part F of the Building Regulations. In the case of bathrooms, they should ideally be humidistat style fans in order to reduce the chances of tenants turning extractor fans off due to noise disturbance. Consideration should also be made of potential noise disturbance to neighbours. See section on ventilation below for further details.

Number of bathrooms

- 1.17 There must be adequate number of bathrooms, toilets, and wash hand basins, suitable for personal washing, for the number of persons sharing those facilities.

Numbers of occupiers sharing	Minimum bathroom facilities required
1-4 People	At least one bathroom and one toilet. Toilet can be in the same bathroom.
Up to 5 persons	One bathroom with wash hand basin and bath or shower. Toilet can be contained in separate bathroom.
6 to 10 persons	Two bathrooms each with wash hand basin and bath or shower. One of the toilets can be contained within one bathroom but one must be in a separate bathroom.
11-15 persons	Three bathrooms and three separate toilets with wash hand basins. Two of the toilets can be contained within two bathrooms.
Bathroom within a bedroom (exclusive use)	One bath or shower, one wash hand basin, one toilet.

Number of toilets

Numbers of persons sharing	Toilet facilities required
1-4 persons	1 toilet - can be sited within the bathroom
6-10 persons	2 toilets
11-15 persons	3 toilets

Wash hand basins

- 1.18 Wash hand basins shall be supplied in each shared bath/shower room serving a maximum of five occupiers.
- 1.19 Where reasonably practicable it is recommended that a wash hand basin is provided in each unit other than a unit in which a sink has been provided.

2. Kitchens

- 2.1 There must be a kitchen, suitably located in relation to the living accommodation, and of such layout and size and equipped with such

facilities so as to adequately enable those sharing the facilities to store, prepare and cook food.

- 2.2 No kitchens can be in a hallway, corridor, lobby, or under the stairs.
- 2.3 No bedrooms can be accessed via a kitchen. All bedrooms must be accessible from the hall or landing. They cannot be considered a bedroom if they are only accessible through another room in the property.
- 2.4 Kitchens, that are not large enough to function as a kitchen-diners should be on the same floor as the bedrooms they serve. Where a kitchen is intended to be a kitchen-diner, there must be a designated and suitably equipped dining area, and it should be located no more than one floor distant from the bedrooms it serves.

Communal room	Minimum size
kitchen	6m ²
kitchen-diner	8.5m ²

- 2.5 All appliances must be properly connected to the gas or electricity supply and must be working correctly. All gas appliances shall be installed and maintained by a gas safe engineer. All electrical works must be installed maintained by a qualified electrician.
- 2.6 All kitchens should ideally be on an outside wall, with an easily openable window, and suitably sited mechanical extractor fan. The cooker hood should expel pollutants and moisture to the external air. Where a recirculating cooker hood is used a separate mechanical extractor fan must be sited somewhere in the kitchen and be able to extract a minimum of 60 l/s as per the requirements of Approved Document Part F of the Building Regulations. See section below on ventilation for further details.

Number of kitchens

- 2.7 There must be a full set of facilities for every five occupants.

Number of persons	Minimum kitchen facilities required
1-5 persons	One full sized cooker (comprising a minimum of 4 ring burners, a standard sized oven and a grill) One sink (min 500 x 500mm) with drainer unit One fridge freezer
6 persons	As for 1 — 5 occupants, plus One combination microwave oven One full size dishwasher or double bowled sink

Number of persons	Minimum kitchen facilities required
– 10 persons	<p>Two full sized cookers positioned away from each other (each comprising a minimum of 4 ring burners, as standard sized oven and a grill)</p> <p>Two separate sinks with drainer units</p> <p>Two fridge/freezers or two fridges and two freezers</p>
<p>Kitchen within a bedroom (exclusive use)</p> <p>Where a unit of living accommodation contains kitchen facilities for the exclusive use of the individual household and there are no other kitchen facilities available for that household.</p>	<p>Four rings/hot plates</p> <p>Minimum 28 litre oven and a grill</p> <p>One fridge/freezer</p> <p>One sink (a wash basin shall not be used in place of a sink)</p> <p>A minimum of four power sockets in addition to any serving major appliances</p>

Sinks

- 2.8 A metal or ceramic sink and drainer in good condition and of minimum dimensions of 500mm x 600mm, set on a stable base or support shall be supplied at the ratio of one sink for every 5 occupiers.
- 2.9 A waterproof splash back should be provided to the sink and draining board and all joints shall be adequately sealed.
- 2.10 The sink shall be connected to the drainage system via a suitable trap and provided with a plug.
- 2.11 Where a house is occupied by 6 occupiers, the provision of a dishwasher in addition to a single sink may be treated as meeting this standard where the Council considers that such a provision adequately meets the occupiers' needs.
- 2.12 A wash basin shall not be used in place of a sink.

Hot and Cold Water

- 2.13 An adequate supply of cold and constant hot water to each sink must be supplied.

Electrical sockets

- 2.14 Electric sockets must set at a convenient height and safe position above the work surface, and at least 150mm from any cooker and at least 300mm from any sink or drainer. There should be six power outlets per kitchen plus, one for each major appliance set at a convenient height and safe position.

- 2.15 Power outlets above worktops should be sited at least 150mm from any cooker and at least 300mm from any sink or drainer.
- 2.16 Electrical cookers shall be provided with a dedicated cooker point outlet suitable for the rating of the cooker.
- 2.17 Fixed electric space or water heating appliances sited in the kitchen shall be provided with a separate dedicated point.

Worktops for the preparation of food

- 2.18 Provide a fixed worktop made of smooth, impervious material of a minimum 600 mm depth x 500mm length per persons, it should be suitably located and is to be in addition to any space taken up by any large appliance, sink unit or cooker.

Cupboards for the storage of food and kitchen or cooking utensils

- 2.19 Each household shall be provided with dry goods storage space either within the kitchen, or in an adjacent and readily accessible position. One standard size wall cupboard or base unit (minimum 400mm x 400mm) is required per person for the storage of dry goods and utensils.
- 2.20 If located in a communal kitchen, the dry goods storage may need to be lockable or otherwise secure.
- 2.21 The space unit below the sink will not be accepted for the above purposes.

Refrigerators and Freezers

- 2.22 Each separate household shall be provided with refrigerator space either within the kitchen, or in an adjacent and readily accessible position. Adequate freezer space shall also be provided.

Rubbish and recycling

- 2.23 There must be adequate rubbish and recycling storage and disposal facilities (see section 7).

3. Ventilation

- 3.1 Documentation may be requested to ensure ventilation is adequate and complies with Building Regulations.
- 3.2 Specialist ventilation advice would need to be sought in the design of ventilation provision where building work has been carried out that will affect ventilation/the moisture load/the indoor air quality of the existing dwelling, for example by reconfiguring the layout of the building, adding an extension, adding showers, bathrooms and/or kitchens, replacing windows etc.
- 3.3 The ventilation design must take account of air supply and whole house ventilation rates via background ventilators. Where it is found rooms and/or the whole dwelling are "airtight", intermittent mechanical

extractor fans and passive ventilation may not be appropriate, and an alternative ventilation strategy would need to be implemented.

- 3.4 Ventilation design and testing must be carried out by a suitably qualified engineer who is registered with a competency scheme. Flow rate testing must be measured using UKAS calibrated equipment.
- 3.5 Design, testing and commissioning results must show systems are operating as required to achieve adequate ventilation, including minimum flow rates and Equivalent Area for background ventilators, as specified in the Building Regulations. As a minimum, design/test results must include:

Engineer details:

- Test Engineers Details
- Name, contact, professional body and competency scheme
- Test Equipment Details
- Model, serial number/ date of last calibration
- Date of testing/commissioning

Report to include the following:

- Dwelling address
- Date of installation and installation engineer's details (if applicable)
- Design Details for each extract and supply fans – location, make, model, drawings, specification, controls, design values and tested values, ductwork (type, length, insulation details), terminals (type and location, size of free area, details of anything that could resist air flow or performance of the ventilation), design flow rate values.
- Details of cooker hoods – whether they are recirculating or ducting to external air
- Details of fire doors – size and location, test details, what size undercuts they are designed to have
- Type of ventilation provision – system classification
- Details of any deviations from the system design

Test to include:

- Evidence that the following tests have been carried out in accordance with TM23 CIBSE test method, and the Insulation Assurance Authority guide for background ventilation testing of existing buildings. Details must be provided on how the test was carried out (including evidence that the whole house and each room has been considered separately)
- Whole House Ventilation Rate
- Background ventilation Equivalent Areas – size and location
- Design air permeability rate (if available) and tested air permeability rate for each bedroom and the whole building
- Purge ventilation provision -type, size, and location – to be provided for each room in the property
- Size of door undercuts in each room, specifying in each case the location of the door and what room it serves
- Whether any mechanical ventilation system will have an adverse impact on any pre-existing or proposed open flued combustion appliance

Bathroom and kitchens

- 3.6 Bathrooms and kitchens should ideally be on an outside wall, with an openable window and mechanical extraction to the outside.
- 3.7 Intermittent mechanical extraction must be fitted with an adequate overrun device. In the case of bathrooms, they should ideally be humidistat style fans to reduce the chances of occupants turning fans off due to noise disturbance.

Bedrooms

- 3.8 All bedrooms shall be provided with adequate purge ventilation directly to the external air by a window that has an openable area not less than 1/20th (5%) of the floor area of that room.
- 3.9 There should be means of providing low level background ventilation without excessive heat loss or draughts. The provision of window trickle or wall vents may be required.
- 3.10 Many ground floor rooms which are used as bedrooms were originally designed as a living room and as such, the only ventilation is by a sliding patio door. This arrangement is not suitable for a ground floor bedroom as it does not provide suitable ventilation and cannot be effectively secured against entry by intruders. In this circumstance either replace the patio door with a suitable door and window combination or revert the use of the room back to a communal living area as originally designed.

4. Heating

- 4.1 Each unit of living accommodation in an HMO must be equipped with adequate means of space heating.
- 4.2 Fixed heating shall be provided in every bedroom, lounge and hallway. Where reasonably practical fixed heating shall be provided in kitchens and bathrooms. The means of heating shall be capable of maintaining the following internal temperatures when the outside temperature is - 1°C:
 - Living room 21°C
 - Bedrooms 18°C
 - Kitchen 18°C
 - Bathroom 22°C
 - Hall/Passage 18°C
- 4.3 The provision of insulation can assist in meeting this standard. See Section 14 for further information on thermal efficiency.
- 4.4 The heating appliances must be capable of being safely used at any time and be suitably guarded. All appliances shall be installed and maintained by a competent person.
- 4.5 The use of portable paraffin, electric fan or liquefied petroleum gas (LPG) (bottled gas) heaters is unacceptable under any circumstances, whether

provided by the landlord or the tenant. If an additional source of heating is required by a tenant this can be provided by an oil filled radiator where necessary.

- 4.6 Wherever practicable, heaters (including radiators) should be fixed to an existing chimney breast or be positioned to direct heat towards the centre of the room, such as under a window.

Gas Central Heating

- 4.7 Gas appliances shall be inspected annually and certificated in accordance with the [Gas Safety \(Installation and Use\) Regulations 1998](#) as amended by the [Gas Safety \(Installation and Use\) \(Amendment\) Regulations 2018](#)
- 4.8 Central heating controls should be in a communal area and be easily accessible to all tenants.
- 4.9 Radiators should ideally be provided with Thermostatic Radiator Valves (TRVs) but as a minimum the property should have a room thermostat, and each radiator should have a control valve.
- 4.10 A Carbon Monoxide detector should be installed in any bedroom or living room where there is a combustion appliance e.g. a boiler, and MUST be installed in any room, hall or landing in the house which is used wholly or partly as living accommodation and contains a solid fuel burning combustion appliance (for the purposes of this condition bathrooms or lavatories are to be treated as rooms used as living accommodation).
- 4.11 Any such alarm must be maintained in proper working order and the licence holder must supply the authority, on demand, a declaration by him/her as to the condition and positioning of any such alarm.

Fixed Electric Heating

- 4.12 An electric wall socket/fuse spur should be provided for the exclusive use of each heater.
- 4.13 If storage heaters are used, they must have a built in 'boost' convector heater function to ensure that additional heat can be provided where necessary.

5. Fire Precautions and means of escape

- 5.1 Appropriate fire precautions and equipment must be provided of such type, number and location as is considered necessary.
- 5.2 All HMOs require additional fire precautions above and beyond those required for single occupancy dwellings. This is because HMOs are known to present a higher risk of fire.
- 5.3 The manager of an HMO has responsibilities to take safety measures under [regulation 4 of the Management of Houses in Multiple Occupation \(England\) Regulations 2006](#)
- 5.4 All HMOs shall be provided with an adequate protected means of escape from fire, together with other fire precautions including so far as

necessary, a fire detection and warning system, fire exit signs and emergency lighting (if the routes are complex and long) to the satisfaction of the inspecting officer.

- 5.5 No bedrooms can be accessed via a kitchen.

Fire Doors

- 5.6 Two or more storey HMOs require self-closing fire doors that provide 30-minute fire and smoke protection (FD30S) on all bedrooms, kitchens and living rooms (the gaps around the frame and door should be no more than 3mm).
- a. All fire doors should have combined cold smoke seals and intumescent strips.
 - b. All fire doors are required to have at least 3 hinges, which must be certified and tested for use on fire-rated doors. Fire door hinges should be CE marked along with a fire identification stamp which is easily visible. If they don't have these markings, then it is not a fire door hinge, and this should be replaced. The top hinge should be positioned with a margin of 120-180mm from the door's head to the top of the hinge. The bottom hinge should be positioned with a margin between 200 and 250mm from the foot of the door to the bottom of the hinge. The middle hinge, or hinges, should be either equal in distance between the top and bottom hinge, or between 200 and 250mm beneath the top hinge.
 - c. All bedroom fire doors and final exit doors (front and back door) must have locks that are capable of being opened from the inside without the use of a key (e.g. Yale type or thumb turn locks). All locks are to comply with the latest British standards.
 - d. Upgrading of non-fire-resisting door assemblies should be avoided wherever possible.
- 5.7 Flats in multiple occupation occupying a single storey do not require fire doors within the flat, but doors should be sound, well-constructed, and close-fitting conventional doors. The door to the flat entrance should provide 30-minute fire and smoke protection (FD30). In purpose-built flats these are likely to be in place.
- 5.8 All glazing panels that are above doors that open on to the fire escape route or are in walls in the escape route should be upgraded to provide at least 30-minute fire resistance. This can either be done by replacing existing glazing with fire resisting glazing or over boarding with suitable fire-resistant material such as a double layer of plasterboard.

Fire blanket

- 5.9 Provide a fire blanket to British Standards in the kitchen.

Fire extinguishers

- 5.10 Fire extinguishers are not an essential requirement, however if they are provided, they must be checked and serviced annually with records kept, and tenants must be trained in how to use the extinguishers properly and safely. Records must be kept to demonstrate this.

Fire alarm system

- 5.11 Fire alarm systems - All HMOs must have automatic fire alarm systems installed. The requirements are different for two storey HMOs and for three or more storey HMOs.
- 5.12 All automatic fire alarm systems (AFD) must be checked annually by a qualified person and an inspection and test certificate obtained. The AFD system and sounders should be checked monthly to ensure they are in good working order and records kept of these checks.
- 5.13 The licence holder must ensure that fire precautions are kept and maintained in good working order. Smoke alarms must be maintained in good working order, and at the start of each tenancy.

Fire alarm system in one or two storey HMOs

- 5.14 The fire alarm system must include smoke detectors in every bedroom, throughout the escape route and in communal living rooms. Storage cupboards on the means of escape may also need detection installed. A heat detector should be installed in the kitchen. The detectors must be hard wired to the mains and interlinked with integral battery back-up. The system must comply with the current British Standard 5839 part 6: Grade DI, LD2 (or equivalent). On completion you should receive a certificate from the installer to confirm that the system has been designed and installed in accordance with the relevant British Standard.

Fire alarm system in three or more storey HMOs

- 5.15 The fire alarm system must include smoke detectors in every bedroom, throughout the escape route and in communal living rooms. Storage cupboards on the means of escape may also need detection installed. A heat detector should be installed in the kitchen. The detectors must be hard wired to the mains and interlinked with a control panel containing battery back-up. The system must comply with the current British Standard 5839 part 6: Grade A LD2 (or equivalent). On completion you should receive a certificate from the installer to confirm that the system has been designed and installed in accordance with the relevant British Standard.

Emergency Lighting

- 5.16 Arrange for the installation of suitable and sufficient emergency lighting to provide adequate coverage to the protected fire escape route. The number and position of any luminaries should be determined by your fire risk assessment. On completion you should submit a certificate to confirm that the arrangements comply with BS5266.

Pre-payment Meters

- 5.17 It is not acceptable to provide power to the fire precautions via pre-payment or coin operated electric meters.

- 5.18 The manager is required to maintain the electric supply to the fire precaution system. Ideally this should be achieved by the installation of a dedicated electric meter that is under the control of the manager. Alternatively, the contract to supply electricity should be under the control of the manager or owner of the property.

6. Natural and artificial lighting

- 6.1 All habitable rooms shall have an adequate level of natural lighting, provided via a clear glazed window, or combined windows and/or door(s). The glazed area is to be equivalent to at least 1/10th (10%) of the floor area and to extend normally to a point 1.75m above floor level. The window shall be positioned so that the light from the window is able to illuminate most of the room.
- 6.2 Windows to bathrooms and toilets are to be glazed with obscured glass.
- 6.3 Adequate electric lighting points are to be provided to all habitable rooms, staircases, landings, passages, kitchens, bathrooms and toilets. The manager is responsible for ensuring lighting is functioning in all communal areas of the HMO and this should be checked as part of the landlord inspection.
- 6.4 Glazing in critical locations (i.e. where there is a danger of falling through or of lacerations) should meet both fire resistance and safety standards i.e. the use of fire resisting safety glazing complying with current British Regulations. Glazing directly adjacent to staircases must also meet this standard.
- 6.5 Windows from the first floor and above should have window restrictors installed. These must be capable of being disabled when necessary if the windows are designated as escape windows.

7. Rubbish and recycling storage and disposal

- 7.1 Each letting must have sufficient external bins with lids for the storage of rubbish, dry mixed recycling and food waste pending collection. Provision shall be made for the external storage of wheeled bins or larger bins as appropriate for the number of units and occupants.
- 7.2 The council provides information on how to
- [order a bin](#)
 - [find out the collection day](#) and what type of service is available
 - [book a bulky waste collection](#) (items that will not fit in a bin bag or wheeled bin)
 - [which items can be recycled](#)
- 7.3 The landlord is responsible for the [cost of the bins](#), and for ensuring that tenants are aware of how to dispose of waste correctly. The landlord is liable for any costs in clearing accumulations of rubbish.

- 7.4 All rubbish and recycling containers should be located away from habitable rooms and wherever practicable at the side or rear of the property. All bins to be positioned so that they do not cause obstruction of footways and access ways and do not obscure natural lighting from windows.
- 7.5 Tenants should be provided with information on how to reduce waste, and that on collection day rubbish and recycling must be put out at the front of the property for collection by 7am.

8. Electrical safety

- 8.1 There is [guidance on The Electrical Safety Standards in the Private Rented Sector \(England\) Regulations 2020](#) which require landlords to have the electrical installations in their properties inspected and tested by a qualified electrician and an electrical safety certificate, known as an Electrical Installation Condition Report (EICR), obtained. Where the certificate shows Code 1 or 2 faults these must be addressed immediately. If the certificate advises a re-inspection is needed in less than 5 years this advice should be followed. Visual checks should be carried out during routine visits. Landlords must provide a copy of the electrical safety report to their tenants.
- 8.2 The HMO licence requires that the licence holder ensures that every electrical installation in the property, and all electrical appliances provided by the landlord in the property are in proper working order and in a safe condition. The licence holder must supply the Council with a declaration confirming the safety of such electrical installations and an electrical appliance test report in respect of all electrical appliances that are supplied by the landlord within 7 days on demand.
- 8.3 [The Management of Houses in Multiple Occupation \(England\) Regulations 2006, Regulation 4\(4\) 6\(3\) & 6\(4\)](#) sets out that the manager must take all such measures as are reasonably required to protect the occupiers of the HMO from injury, having regard to the design of the HMO.

Electrical sockets

- 8.4 There must be adequate number of sockets. If evidence of multiple interconnected extension leads and/or overloading of sockets is found additional sockets should be provided.

Location	Number of Sockets
Living room	4 sockets
Bedroom	4 sockets
Bedroom containing cooking facilities	4 sockets in kitchen area, plus 4 elsewhere

- 8.5 Where there is no communal living room in a property, it may be necessary to install additional sockets as tenants are likely to have more electrical devices in their bedroom.
- 8.6 All socket outlets shall be in positions which permit safe, convenient and proper use at all times, having regard to the room layout. They shall not be positioned where the appliance cables are likely to pose a safety hazard
- 8.7 New electrical installations shall comply with current building regulations and be suitably certified.
- 8.8 Portable Appliance Testing (PAT) must be carried out annually. A PAT certificate should be obtained. For portable electrical appliances less than one year old, receipts should be kept. Ensure vacuum cleaners are remembered when carrying out testing.

9. Gas safety

- 9.1 [The Management of Houses in Multiple Occupation \(England\) Regulations 2006](#) state 'The manager must not unreasonably cause the gas or electric supply that is used by any occupier within the HMO to be Interrupted'.
- 9.2 [The Gas Safety \(Installation and Use\) Regulations 1998](#) state 'Every landlord shall ensure that there is maintained in a safe condition— (a)any relevant gas fitting; and (b)any flue which serves any relevant gas fitting, so as to prevent the risk of injury to any person in lawful occupation or relevant premises.
- 9.3 'A landlord shall ensure that each appliance and flue to which that duty extends is checked for safety within 12 months of being installed and at intervals of not more than 12 months since it was last checked for safety (whether such check was made pursuant to these Regulations or not)'.
- 9.4 Landlords are required to ensure that gas appliances, fittings and flues provided for tenants' use are safe.
- 9.5 An annual safety check must be carried out and records kept for 2 years.
- 9.6 A copy of the Gas Safety Certificate must be provided to each tenant at the start of the tenancy.'
- 9.7 There must be a carbon monoxide alarm in any room in the property which is used wholly or partly as living accommodation containing a fixed combustion appliance other than a gas cooker.

10. Furniture safety

- 10.1 All furniture and furnishings provided by the landlord must be in a safe condition. All upholstered furniture covers and fillings of cushions and pillows should comply with current [fire safety legislation](#).

11. Personal safety and security

- 11.1 Sufficient measures must be in place to provide a secure environment for the occupiers, including appropriate locks to external doors and bedrooms to prevent unauthorised access but permit safe egress in case of fire.
- 11.2 Vulnerable windows must also be capable of being effectively secured against entry without compromising the means of escape in case of fire.
- 11.3 Windows from the first floor and above should have window restrictors installed. These must be capable of being disabled when necessary if the windows are designated as escape windows.
- 11.4 Appropriate arrangements must be in place to control the issue and return of house keys on changes of tenancy, or the changing of locks, any advice on crime prevention measures provided by the Crime Reduction Officer must be acted on. Contactable on the Police Non-Emergency number 101.
- 11.5 Simple locks must be provided to communal bathrooms and toilets to provide privacy where necessary, the installation of external security lights is recommended. This can be by means of a sensor or by using a 'dawn till dusk' light.

12. Thermal efficiency

- 12.1 An energy performance certificate (EPC) must be provided when a property licence application is made. For an HMO the EPC must be for the whole property and not for individual rooms. EPC assessors who complete an EPC for an individual room within an HMO will be referred to their accreditation body.
- 12.2 Properties with an EPC of F or below must not be let unless measures have been taken to improve the energy performance to E or above or the property has a registered exemption. Where the property has an exemption, you should contact the property regulation team as improvements may still be required before the property is let.
- 12.3 Where possible, every property should have cavity wall insulation and loft insulation installed to current standards.
- 12.4 Heating should be professionally installed. Ideally heating controls should be provided locally in each room, allowing occupants to regulate temperatures as and when required.

13. Asbestos

- 13.1 Landlords have a duty to identify and manage any asbestos containing materials in their property. Management of asbestos containing material involves identifying its location and condition, ensuring it is effectively

sealed or making it inaccessible to prevent damage, labelling it and keeping a record of its location in the building.

- 13.2 If the material is in good condition and not liable to damage or disruption (for example during work or alteration) then it is normally appropriate to leave it alone. Where the asbestos is already damaged or is likely to be damaged or disturbed, an assessment needs to be made and action taken to repair, seal, enclose or remove it with professional advice
- 13.3 If you are aware of any asbestos containing materials, you should keep a record of the location and type of material and confirm that it is in a sound condition. You should then check every 6 months to see there has been no damage and date and sign the record to show that you have done this.
- 13.4 Any contractors must be advised of the location of possible asbestos containing materials before commencing work.
- 13.5 There are specific requirements for working with asbestos material and you should seek further advice from a qualified asbestos surveyor if you suspect asbestos is present in your property. Information is also available on the [Health and Safety Executive website](#)

14. Space standards

- 14.1 Maximum permitted numbers of occupiers per letting:

Bedroom with no cooking facilities	Number of occupants
Under 6.5m ²	0 people
6.5 to 10.2m ²	1 person
Over 10.2m ²	2 people

Bedroom with cooking facilities*	Number of occupants
Under 10.2m ²	0 people
10.2 to 13.5m ²	1 person
Over 13.5m ²	2 people

*Cooking facilities must meet the requirements for kitchens set out above.

- 14.2 A new resident must not be permitted to occupy the house or any part of the house if that occupation:
- exceeds the maximum permitted number of people for the house as detailed in the schedule of permitted numbers.
 - exceeds the maximum permitted number of households for the house as detailed in the schedule of permitted numbers.
 - exceeds the maximum permitted number of people for any letting as detailed in the schedule of permitted numbers.

14.3 A new resident means a person who was not an occupier of the house and/or the specific room at the date of the issue of the licence.

Please note:

- i. Maximum permitted persons stated is regardless of age.
- ii. Bedrooms can only be occupied by a maximum of two people. No persons should share a room unless they are married or living together as if married, or they are a parent or close relative* and child (as long as the child is the same sex as the parent, or the child is under 10 years of age if opposite sex), or they are related children of the same family and are both of the same sex, e.g. two brothers (if under 10 years of age, opposite sexes can share a room), and that the room meets the minimum size as given above.
- iii. Where there are children living in an HMO, the letting they occupy must consist of at least 2 rooms. Any child over the age of 8 years shall not have to share a bedroom with a parent or a child of the opposite sex. The letting must have its own kitchen and bathroom for exclusive use of that letting. The kitchen and bathroom must be directly accessible from the letting. The bathroom must have a bath rather than just a shower. Landlords are advised to seek advice from this department wherever there are children living in an HMO.
- iv. If the property is found to be overcrowded prior to the licence being issued, the licence will be issued for the permitted numbers of occupants, and an enforcement notice may be served.
- v. A staircase, landing, or any room which is used as a kitchen or bathroom, shall not be used as sleeping accommodation.
- vi. All rooms, including kitchens, bathrooms and toilet compartments shall have a minimum floor to ceiling height of 2.13m. In the case of rooms with sloping ceilings, there shall be a minimum height of 2.13m over half of the floor area of the room. Any floor area where the ceiling height is less than 1.5m high shall be disregarded. Any part of the floor area of a room in relation to which the height of the ceiling is less than 1.5m is not to be taken into account in determining the floor area of that room. Only usable space may count towards the room size.
- vii. If a room, including bedrooms, is of an unusual shape, e.g. it has a sloped ceiling or a ceiling height of less than 1.5m, only the usable space with adequate head height will be counted. The space directly behind the door may not be counted. Ensuite bathrooms are not included when measuring the bedroom.
- viii. Any room with a floor area of less than 6.5m² is never permitted to be used as sleeping accommodation.
- ix. A bedroom must not be accessed via a shared kitchen. A bedroom must not be accessed via an exclusive kitchen unless a suitable alternative means of escape is provided.
- x. A room with no windows to the outside cannot be used as a bedroom.

- xi. Space taken up by fitted units are counted in the floor area calculation, but chimney breasts, lobbies and ensuite bathrooms or shower rooms are not.

*Close relative means: parent, grandparent, child, grandchild, brother, sister, uncle, aunt, nephew, niece or cousin.

Communal space

- 14.4 One kitchen and one bathroom is required per 5 occupiers.
- 14.5 A property with over 4 residents should have some shared social space, either a living room and/or the kitchen should be a kitchen-diner with a suitably equipped dining area.

Communal room	Minimum size
kitchen-diner	8.5m ²
living room	8.5m ²

- 14.6 Hallways and corridors should ideally be at least 900mm wide.

15. Management

- 15.1 The manager of an HMO must comply with [The Management of Houses in Multiple Occupation \(England\) Regulations 2006](#) and [The Licensing and Management of Houses in Multiple Occupation \(Additional Provisions\) \(England\) Regulations 2007](#).
- 15.2 The Manager is the owner, or lessee of the property, who receives rent from the residents, either directly or through an agent or trustee. The manager is legally responsible for maintaining the standards within an HMO. There may be more than one person who falls under the definition of manager.
- 15.3 It is a condition of the HMO licence that inspections are carried out at least 3 times per year to identify any problems relating to the condition and management of the property. The records of such inspections shall be kept for the duration of the licence.
- 15.4 Tenants must be given at least 24 hours' notice of a visit and should be advised of the reason for the visit, In the event of an emergency, 24 hours' notice may not be possible, e.g. in the event of a fire, gas leak or flood.
- 15.5 All landlords and managers should maintain a good standard of management and in particular:
- Provide information to occupiers
 - Take safety measures.
 - Maintain water supply and drainage.
 - Supply and maintain gas and electricity
 - Maintain common parts, fixtures, fittings and appliances,

- Maintain living accommodation.
 - Provide waste disposal facilities
- 15.6 References must be taken from persons who wish to occupy a letting in the property before entering into any tenancy, and references must be retained for the duration of the licence. Tenants must be supplied with a written tenancy agreement, and deposits must be placed with a statutory tenancy deposit scheme.
- 15.7 An emergency 24-hour contact number must be provided to all tenants.
- 15.8 Action must be taken, and records kept, to address complaints of antisocial behaviour resulting from the conduct on the part of the tenants or visitors to the property. Tenants must be informed in writing of any allegation within 14 days, and the situation must be monitored by the landlord to determine if it is continuing. If antisocial behaviour continues the tenant must be given a warning letter informing them of the possibility of eviction. If antisocial behaviour involves criminal activity, the landlord must report it to the police. If after 14 days of a warning letter the tenant has taken no steps to address the behaviour and the behaviour is continuing, the landlord must take formal steps to initiate legal proceedings which may include eviction. Letters and records of action must be kept for the duration of the tenancy.
- 15.9 If you are unsure as to who has responsibility under the management regulations, please contact the Private Sector Housing Team on propertyregulation@ealing.gov.uk to discuss the property in question.

Certification

15.10 There are several safety checks and certificates which must be provided for houses rented out as HMOs. The certificates required and the regularity of them are outlined in the table. Where there is an earlier date or time period specified on a current certificate this must be complied with.

Type of certificate	How often required
Fire alarm test certificate	Annually
Emergency lighting test certificate	Annually
Gas safety certificate	Annually
Portable appliance test certificate (PAT)	Annually
Electrical Installation Condition Report (EICR)	At least every 5 years. Landlords have to provide a copy of the report to their new tenants and to this Council if requested.

Fire risk assessment

15.11 [The Regulatory Reform \(Fire Safety\) Order 2005](#) places an obligation on the landlord to undertake and record a fire risk assessment and to update the assessment necessary. It should be reviewed annually or at change of tenancy, whichever is soonest.

Deposits

15.12 Where deposits are taken, they must be placed in a government backed tenancy deposit scheme within 30 days. The tenants must be provided with information as to where their deposit is held and how to get it back at the end of the tenancy period. The specific details will vary dependant on which scheme issued.

15.13 In the setting of the deposits and any other fees or charges the landlord must take into account the restrictions in the [Tenant Fees Act 2019](#).

Priority of Repairs

15.14 It is recommended that the following timescales for 'priority of repairs' are followed:

Priority 1: Emergency repairs (24 hours)

Any repairs required in order to avoid a danger to health, risk to the safety of residents or serious damage to buildings or internal contents. In circumstances where this is not practicable, managers will make best temporary arrangements.

Examples include:

- damage that puts people or building at serious risk
- fire alarm system not working
- fire precautions not in good working order
- obstructed escape route
- total loss of heating in winter months
- total loss of gas supply
- total loss of electricity power
- loss of water supply or a burst water main
- serious water leaks/flooding
- insecure outside doors or windows
- blocked or leaking foul drain or soil stack
- blocked or non-flushing toilet (if the only toilet in the property)

Priority 2: Urgent repairs (3 days)

Repairs to defects, which materially affect the comfort or convenience of residents.

Examples include:

- blocked drains, sinks, basins and toilets (where there is another one working in the property)
- total loss of hot water in summer months (except vulnerable households)
- minor plumbing leaks
- minor electrical faults
- defective flooring or stair treads if causing trip hazard

Priority 3: Non urgent day to day repairs (30 days)

Reactive repairs not falling within the above categories.

Examples include:

- general joinery repairs
- non-urgent electrical work not listed above

HMO Management Checklist

Please use this guide as a helpful checklist to be completed during your quarterly inspection of your licensed HMO and non-licensable HMOs. If any issues are found during the inspection, then they should be remedied ASAP.

The document check list will need to be completed at least at the start of each tenancy or annually.

During the council's routine inspections, the inspecting officer will be checking the property for the items contained in this checklist

NB: This list is not exhaustive, and further remedial works may be requested during the routine HMO inspection by the council.

Subject	Question	Yes	No	n/a
Fire and carbon monoxide safety	Is the means of escape sterile and free from all flammable materials? - Is the means of escape free from obstruction (e.g. shoe racks shelving units, clothes), trip hazards, and all walls and ceilings in good repair?			
Fire and carbon monoxide safety	Is the means of escape free from all electrical appliances e.g. washing machine, fridge/freezer?			
Fire and carbon monoxide safety	Are the tenants aware of the escape route in the event of a fire?			
Fire blanket	Is there a fire blanket wall mounted at 1.5m? And is it away from the cooker next to the exit door?			
Doors	Is there a 30-minute fire door with heat and smoke strips fitted to the kitchen?			
Doors	Are all doors at the property in good condition and will they offer at least 30-minute fire resistance?			
Doors	Have any of the doors moved/dropped to create any gaps bigger than 3mm between the closed door and frame?			
Doors	Are the self-closing devices working properly - does the door shut completely on its entirety?			
Doors	Are all doors free from over-the-door hangers?			

Subject	Question	Yes	No	n/a
Doors	Are all doors not being propped open? If yes, remove door props and advise tenants not to prop doors open.			
Doors	Where fitted, are all intumescent strips and smoke seals in good condition and fitted correctly to door or frame?			
Doors	Are all doors openable from the room side without a key, including front door and bedroom doors?			
Fire alarm system	Is there a mains powered smoke detector fitted within the hallway at each floor level, living room, and to each bedroom (depending on how the property is being used and heat detector in the kitchen? And is this system not on a key meter supply?			
Fire alarm system	Are all smoke and heat detectors working (press the test button)?			
Fire alarm system	Where fitted, is the fire alarm panel free of faults?			
Fire alarm system	Where applicable, is there a standalone mains wired smoke detector and alarm fitted to bedsit accommodation with cooking facilities?			
Fire extinguishers	If supplied, are fire extinguishers wall mounted and in good condition and tenants have been trained how to use them? - Have the fire extinguishers been serviced in the last year?			
Carbon Monoxide	Is there CO detector fitted near to any solid fuel and gas fired appliance?			
Carbon Monoxide	Where there are supplies, is the CO detector in good working condition and securely fitted?			
General	Is the HMO Licence displayed in the common part of the property			
General	Is the Management Notice displayed at the property with the correct name, telephone number & address of the Manager?			
General	The Recycling and Rubbish notice is displayed at the property with the correct information?			

Subject	Question	Yes	No	n/a
Garden	Is the garden free from weeds, vegetation maintained, and being managed in line with the council guidance?			
Garden	Where fitted, is all decking slip free and free from rot?			
Garden	Where fitted, are all fence panels in good condition?			
Garden	Are all rainwater goods free from vegetation and in good working condition?			
Garden	Where applicable, are all unused W/Cs blocked from the drain to prevent rodent infestation?			
Garden	Are all drain covers in place and fitted correctly?			
Garden	Is the grey water system and sewage system working correctly?			
Garden	Are there internal and external waste and recycling bins provided to the property in line with the council guidance?			
Garden	Is all waste adequately contained?			
Garden	Is the property free from structural cracks?			
Internal	Is the decoration inside the property in good condition?			
Internal	Are all white goods plugged into their own dedicated socket?			
Internal	Are all bottom opening windows with windowsills under 800mm suitably guarded? or the windows prevented from opening wider than 100mm? N.B windowsills under 1100mm will need a restrictor or guarding fitted if children live or visit the property. Any fire escape window shall be able to be overridden in the event of a fire.			
Internal	Are all windows in good condition, and can be opened and closed freely?			
Internal	Do all bedroom windows allow ventilation to occur using trickle vents or other secure means of ventilation?			
Internal	Are all rooms free of penetrating damp, rising damp, and condensation or mould?			

Subject	Question	Yes	No	n/a
Internal	Is there a fixed form of heating in all rooms to the property, including bathrooms?			
Internal	Are the windows all well fitted, easily openable, and the trickle vents open?			
Internal	Are all mechanical extractor fans operating effectively to provide the necessary air changes required to maintain adequate air quality?			
Internal	Are all flights of stairs and external steps provided with a secure handrail?			
Internal	Are all light bulbs within the hallway working?			
Internal	Is all guarding to open stairwells/staircases higher than 1100mm, secure and has no gaps bigger than 100mm?			

Document checks	Yes	No	n/a
Have all tenants have signed a tenancy agreement for property?			
There is an EPC dated within the last 10 years for the property? And is this rating E or above?			
There is a satisfactory Gas Safety Certificate dated within the last 12 months for the property?			
There is a satisfactory Electrical Installation Condition Report dated within the last 5 years for the property with no C1 or C2 faults?			
The electrical appliances provided to the tenants have been checked and are safe to use, e.g. PAT testing or visual test which is documented?			
The Fire Detection and Alarm system has been maintained and tested to BS 5839-6, and there is a test certificate dated within the last 6 months for the property? NB Applicable to Grade A fire alarm systems only.			
There is a logbook available for the inspection and testing of the fire detection and alarm system?			
Where fitted, have the fire extinguishers been tested within the last year, and is there a record of testing?			
Where fitted, has the Emergency Lighting been maintained and tested to BS5266: Part 1, and there is a test certificate dated within the last 12 months for the property?			

Document checks	Yes	No	n/a
There is logbook available for the inspection and testing of the emergency lighting system?			
Has a Fire Risk Assessment been carried out for the common parts?			
If yes, has all remedial works stated within the Assessment been carried out?			
There are documents or labels to show all furniture meets the Furniture and Furnishings (Fire) (Safety) Regulations 1988 (as amended)?			
Where fitted, has the water suppression system been maintained and testing within the last year? and a record of testing kept?			

Fire alarm testing guidance

Grade A fire alarms systems

These are complex systems comprising detectors in all rooms, call-points and a fire alarm panel.

Weekly tests:

At least one detector or call point in each zone should be tested weekly. This pushbutton testing could be done routinely by a competent tenant, maintenance person, cleaner etc.

Six-monthly maintenance:

Grade A alarm systems should be serviced every six months by a suitably qualified and competent professional (i.e. a specialist alarm engineer under a maintenance contract). An Inspection and Servicing Certificate should be issued in accordance with BS 5839-1.

Record these checks and any remedial action taken in a logbook.

Grade D fire alarm systems

These are simpler systems of mains-powered, interlinked alarms, usually comprising smoke alarms in corridors and selected risk rooms, and a heat detector in the kitchen.

Routine tests:

- Always test during routine inspections, maintenance or cleaning visits (press the button on a different detector each time ideally).
- Advise tenants to test their detectors weekly.
- The minimum testing frequency will depend on the size and type of HMO:
- More often for higher risk properties e.g. 'bedsit' type (separately let bedrooms) and larger two and three storey HMOs – fortnightly or monthly
- Less often for lower risk properties e.g. small two-storey properties let on a single tenancy – at least quarterly

Annual maintenance

All detectors must be maintained in accordance with manufacturers' instructions. For Grade D systems this usually requires periodic cleaning/vacuuming of all detectors and changing batteries as necessary.

Record these checks and any remedial action taken in a logbook.

Emergency lighting testing guidance

All emergency lights must be maintained in accordance with manufacturers' instructions and BS 52668: current edition, which describes daily, monthly and annual tests.

The following maintenance and testing frequencies are recommended and should be followed unless a fire risk assessment identifies a higher or lower test frequency is required.

The following checks are required:

- **Visual checks** – Every time you visit the property check power LEDs are on. This check could be done routinely by cleaning or maintenance staff, or a competent tenant.
- **Short check at least 3 times a year** – Press 'test' button to confirm all lights are working. Perform this test during maintenance inspections.
- **Full annual test** – Full test of lights (ie 3-hour full run down) and service undertaken by a competent professional. This test should be done when the property is unoccupied, or alternative lighting must be provided until units have re-charged.

Record these checks and any remedial action taken in a logbook.

Example of fire precautions testing logbook

Date	Call point location	Satisfactory Y/N	Fault and action taken	Signed