

# The Selective application process

## Introduction

Landlord and Agents who rent properties that contain either, i) a single person ii) cohabitating couples iii) or a family of related people, will require a selective property licence, if there are located in one the following two licensing scheme area (scheme 3 and 4) as details below. Please note selective licensing is different to HMO

Selective licensing applies to rented properties in all wards in the borough except for Bridge, Clayhall, Fullwell, Monkams, & Wanstead Park wards.

This guide has been written to assist you in completing an application for a **selective** licence application.

This guide goes through all the questions which will need to be answered to make a valid property licence application. It goes through the process screen page by screen page.

## How to apply for a Selective licence

### Creating or logging into your account

You will be required to create an account on our property licensing system before starting your application. This account is separate to any other account you have with the Council and can only be used for Selective and or HMO licence applications

You can do this by clicking the “Apply for a selective licence” on the Redbridge private rental section of our website, which can be found here -

<https://www.redbridge.gov.uk/housing/private-rentals/selective-licensing/>

This will then bring you to the create a new application page.

At the bottom of the page, you will find the section to register an account and login with an existing account.

For new registrations, under ‘register’, you will need to enter your email address and create a password. **The password must have a minimum of 10 characters and contain at least one uppercase & lowercase letter and at least one number.**

Once email address and Password is entered, click ‘Apply Now’.

If you already have registered an account, then you can click the ‘login’ button, beside the word ‘register’ and enter the email address and password you registered with. Alternatively, you can also click ‘login’ at the top right-hand side of the page.

Once you have logged in, it will bring you to the start of the application form, once you have read the information, you will find the button 'start new application', please click this to continue.

The following page will provide a 10-digit code, this code is unique to each application you start. A confirmation email will be sent to you with the code, please keep a note of this code, so that you can resume your application at a later date, in case you are not able to complete it in one go.

Click 'continue'.

## **Account screen**

To get to your account screen, either click 'my account' found on the left-hand side of the page or 'Account' found at the top right-hand side of the page.

Here you can view details of all your applications.

If you have started an application but have not submitted it, you are able to resume your application here, under 'incomplete' tab. This will give you a list of the applications you have made which have not yet been submitted or completed. Click 'resume' and this will bring you back to the section you stopped at.

If you have any payments due for any applications, these will be found under 'payment due' tab.

## **Section 1 – Property Address**

All fields marked with an asterisk (\*) are required.

Enter the post code of the property to be licenced **NOT** your own home address or correspondence address.

Click 'Lookup Postcode'.

Find the relevant address in the drop-down menu and then click 'Use Selected'.

The address fields have now populated.

Click 'Next'

If you enter the wrong post code, you can press the '**Cancel**' button beside 'Use Selected' and enter another postcode. This will be same throughout the application, where a post code is required.

There is the option to clear, restore, check your answers, or save your answers. These options are at the bottom of **every** section.

We would advise that you save your answer on each section, to avoid losing any details you have already entered.

## Section 2 – Applicant Details

*Who is the applicant?* - Choose the relevant option from the drop-down menu.

The applicant can be the licence holder or can be the managing agent or friend. The applicant is the person who is applying, i.e. if you are the person filling in the application form, then you are the 'applicant'. This includes if someone is applying on behalf of the licence holder.

If the applicant is also the proposed licence holder, then they **MUST** have a UK address.

Where the proposed licence holder lives overseas, they must have a property manager or agent who is based in the UK, who will be able take care of any repairs or issues that come up with the property.

Enter the applicants name and post code of the property they reside in or correspondence address.

Click 'Lookup Postcode'

Find the property from the drop-down menu.

Click 'Use Selected', which will automatically add the address to the next fields.

Enter the applicants telephone number, mobile number, and applicants date of birth.

*What is the applicant's interest in the property?* Please tick **all** that applies here, for example, if the applicant is also the freeholder and leaseholder of the property and they **receive** the rent from a managing agent, then you should tick 'freeholder', 'leaseholder' and 'rent receiver'. You do not need to tick only one.

*Is this a renewal of an existing licence?* - If this is a renewal, then you can click 'Yes' here and then enter the existing licence number. If not, then click 'No' and continue to next question.

*Is the applicant also the proposed 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. If it is a limited company, please give the full company name and address of a UK registered office and listed director who will be the proposed licence holder. At the very least, the council expects the licence holder to have the power to;

- Let and terminate the tenancies and

- Access all parts of the premises to the same extent as the owner.

The council also requires details of all interested parties involved in the ownership or management of the property to be provided at the time of application, which is the next section of the application form.

If applicant is also the licence holder, then you can answer 'Yes', if however the licence holder is someone else, then you would need to click 'No' and then Enter the licence holder's details.

If 'Individual' is selected, a name, address, number and email needs to be filled out

If 'Limited Company' is selected, a registered company name, registration number, address, number, and email of the directors needs to be filled out. If the trading address is different to the registered address, you will need to add this as well.

If 'Partnership' is selected, you can add each partner individually. A name, address, number, and email needs to be filled out.

If 'Trustee' is selected, a name, address, number, and email needs to be filled out.

If 'Charity' is selected, the name of the charity, registration number, address, number, and email needs to be filled out.

## Section 3 – Ownership Details

*Does the proposed licence holder have the powers necessary to manage the property?* - Tick **all** that applies, if the licence holder has the power to do all options, then you can tick **all** of them.

ALL relevant/interested parties need to be added to application form. Please note that we must be able to reach all parties, as we are required to serve copies of the licence on all persons with an estate or interest in the property. Therefore, we ask that you enter a unique email address for each interested party listed (apart from mortgage company), to allow for documents to be sent via email which is quicker and greener. You will not lose the whole application if you must leave it to inform the interested party at this point, at the bottom of each section, you have the option to save your answer if you need to come back at another time.

*Are there additional freeholders?* - If there are other freeholders, click 'Yes' and enter all relevant freeholders' details, more than one freeholder can be entered.

*Are there additional leaseholders?* - Same goes for the leaseholder question, if there are other leaseholder, click 'Yes' and add the other leaseholder details.

*Are there any mortgages on the property?* - If there is a mortgage on the property, click 'Yes' and add the mortgage details.

*Does anybody other than the applicant/licence holder collect rent?* - If someone other than the licence holder or applicant collects the rent, i.e. a managing agent, then you can click 'Yes' and enter the details of the person/agent who collects the rent. If the licence holder or applicant collects the rent, click 'No' and proceed with the form.

*Does anybody other than the applicant/licence holder receive rent?* - The person who receives the rent, is usually the landlord or owner, which may also be the licence holder, and if this is the case, then you can click 'No' and continue with the form. If of course someone other than the licence holder or applicant receives rent, then click 'Yes' and enter the rent receivers' details.

Please note for you to proceed with the above rent collector and rent receiver questions, you must make sure on Section 2, question 1.3 of the application form, if the licence holder is the rent collector and rent receiver, these 2 boxes **MUST** be ticked. For example, if you only tick rent receiver for question 1.3 and on Section 3 you state 'No' for rent collector, you will receive the following error and you will not be able to proceed.

'No rent collector has been selected. Please add rent collector details or set the applicant / licence holder interests.'

Please make sure that the correct relevant boxes are ticked.

## **Section 4 – Property Manager Details**

*Will there be a manager for the property?* - This person will be the main contact for both the tenants and the Council. It is expected that this person has some authority to deal with minor repairs or tenancy issues. The Council cannot issue a licence unless it is satisfied that satisfactory management arrangements are in place for the property. The managing agent must be accessible to deal with any issues and therefore must live in the UK.

If you have a managing agent or someone who manages the property on the licence holder's behalf, then you can click 'Yes' here and add the property managers details, otherwise click 'No'

Are there any other persons who may be bound by a condition of the proposed licence and not referred to previously in parts 1, 2, 3 or 4 of the form? - For the above question, if there are any other interested parties/persons that need to be added, that have not been added in the previous part of the form, then you can add them here by clicking 'Yes'. If no further persons, then you can click 'No' and continue with the next part of the form.

It is the Licence holder/applicant's responsibility to make sure that all relevant person has been identified and notified of your intentions to licence this property. Failure to do this, could result in your licence being either revoked or refused at a later date.

## Section 5 – Fit and Proper Person

There are 12 questions in this section which you must read and answer yes or no.

The fit and proper declaration should be completed for each named licence holder, the licence holder may not necessarily be the applicant. If you have 2 licence holders, then we will need a declaration for both licence holders.

The questions are to assist the Council in determining if the proposed licence holder and management structures are suitable and whether they have a sufficient level of competence to be involved.

Redbridge Council is committed to safeguarding and will robustly carry out “fit and proper person” checks for the licence holder and any manager interacting with the property/tenants (if separate from the licence holder). It is very important this part is completed fully and accurately.

For the last question, *Is the proposed licence holder accredited under an approved landlord accreditation scheme?* - If yes, you must provide the accreditation certificate number, the date you became accredited and supply a copy of the accreditation certificate, which can be attached to the form.

We will accept the accreditation from either the Landlord/Licence Holder **or** property manager/agent.

If you have no accreditation, then you will have 18 months from the issue of your licence to gain this. You will need to click the accreditation declaration at the end and then proceed to the next section.

## Section 6 – Health and Safety

These questions relate to the safety measures and certificates for the property.

Maintenance is vital to good property management. Waiting for things to go wrong is often more expensive and can cause unnecessary stress to the tenant.

Landlords should be prepared to carry out inspections of the property to identify any repairs.

You will be asked to provide certificates for Energy Performance Certificate (EPC), Gas Certificate, and Electrical Certificate on this section. These are legal requirements and must be provided, you will not be able to submit your application without these, unless it is not applicable, i.e., you have no gas in the property.

### Energy Performance Certificate (EPC)

You are required to upload a clear copy of the current Energy Performance Certificate. EPC is an Energy Performance Certificate, a report that assesses the energy efficiency of a property. To be a current certificate, the EPC must be dated

within 10 years from the date of your application and must be grade A to E otherwise you cannot rent out this property. (Unless it is on the PRS exemptions register e.g. Grade 2 listed Building.)

If you have an EPC graded F or G, then you will need to make improvements to the property to raise the rating. The certificate will show options of changes that can be made, or you can speak to the assessor that carried out the EPC, if you are unsure how to upgrade the certificate. If you select 'No' to this question or the EPC is graded E or F, you will not be able to progress the application.

### **Gas Certificate**

If the property has gas, you will be required to upload a clear copy of the current "Landlord's gas safety record" (which is known to most landlords as a "Gas Safety certificate"). To be a current certificate it must demonstrate that all gas appliances, flues, and pipework have been inspected and deemed safe to use by a Gas Safe registered engineer, and the certificate of inspection must be dated within the last 12 months from the date of your application. If you select 'No' to this question, you will not be able to progress the application.

### **Portable Appliance Test (PAT)**

All electrical appliances supplied by the landlord. Should be periodically tested to ensure they remain safe.

Portable appliance testing (PAT) is the term used to describe the examination of electrical appliances and equipment to ensure they are safe to use. Most electrical safety defects can be found by visual examination but some types of defects can only be found by testing. However, it is essential to understand that visual examination is an essential part of the process because some types of electrical safety defect can't be detected by testing alone. The HSE has produced guidance on how to maintain portable appliances.

A PAT test is **not** compulsory for a selective licence.

### **Electrical Installation Condition Report (EICR)**

You will be required to upload a clear copy of the current Electrical Installation Condition Report (EICR). An Electrical Installation Condition Report (EICR) is a periodic inspection report on a property's safety relating to its fixed wiring. To be a current certificate it must demonstrate that the electrical installation has been inspected by a suitably qualified person and deemed satisfactory, and the certificate of inspection must be in date. A suitably qualified person could be, for example, an electrician accredited via the NAPIT Electric Inspector Scheme. If you select 'No' to this question you will not be able to progress the application.

Electrical Installation Condition Report (EICR) covers whole property. This is **Not** a Domestic Electrical Installation Certificate (which only covers additions and alterations to wiring).

## **Furniture safety**

Does all the furniture within the property supplied by the Landlord comply with the Current Regulations?

The Furniture and Furnishings (Fire Safety) Regulations 1988 (amended 1989 and 1993) are UK law and are designed to ensure that upholstery components and composites used for furniture supplied in the UK meet specified ignition resistance levels and are labelled.

The Furniture and Furnishings (Fire)(Safety) Regulations 1988 cover the following items which contain upholstery: beds, headboards, mattresses, sofa-beds, nursery furniture, garden furniture which can be used indoors, scatter cushions, seat pads and pillows and loose and stretch covers for furniture.

If you provide any of these items, they must be capable of passing the match and cigarette resistance tests and be filled with specially treated foam which burns more slowly. The only practical way of assessing this is to rely on labels sewn into the items during manufacture. You should only answer “Yes” if all the upholstered furniture you provide has an appropriate fire resistance label.

If the property is unfurnished, then you can choose this option. If you have provided furniture, you must make sure they comply with the above regulations.

## **Section 7 – Property Details**

*When was the property built?* - This does not need to be an accurate answer, you can answer this to the best of your knowledge.

How would you classify the type of property for which this application is made? - Please choose one of the options from the drop-down menu.

If for the above question you pick ‘Mix of self-contained units and shared accommodation’ then the following 2 questions will appear

How many self-contained flats are in the building? Please state the number of self-contained flats that are in the building.

How many self-contained flats have a lease over 21 years and are not under the control of the applicant/licence holder/person in control? Please state the number, if any.

*Is this a flat in a converted house?* - If this is a house that has been converted into flats, then you will answer ‘Yes’ and then advise the year it was converted, again if you are unsure of the exact date, then answer to the best of your knowledge, you will also need to state whether this conversion had planning permission or not.

*How many floors in the property?* - Enter how many floors the property has in the text box provided

If the property you are licensing is within a building i.e. it is a self-contained flat or a maisonette the number of floors will be restricted to those within the property. For example, if there is a block of flats and your flat is on the 2nd floor and only has one floor then the number of floors in the property is 1.

Please tick all the floors that are relevant, i.e. if the floor has a ground floor and first floor, then you would tick both ground floor and First Floor. With the example above, if the property is on the 2nd floor and only has one floor, then you would tick ground floor only.

*Are any of these floors or parts of floors in commercial use?* - If the property/flats are above a shop for example, this answer to this would be 'Yes'.

Describe which floors are in commercial use. Use the text box to explain what part of the floors is used as commercial, if any. (This text box will only appear if you click 'Yes' to the above previous question)

Tick to agree with the declaration that no outhouses, garages and sheds are to be used as a living or sleeping accommodation.

*Are there any other occupied structures within curtilage of the property?* This may include converted garage, purpose-built annexes, standalone units in the garden being used for rental purposes or for owner/occupier use. Please declare them.

## **Bedroom Sizes**

You must enter the number of bedrooms against each room size banding.

If a room size does not apply, please enter 0, otherwise you will not be able to proceed with the application form.

Any bedrooms that are less than 4.64sqm cannot be used as bedrooms, as they are too small to meet minimum space standards and they will not be excepted.

### **Permitted number of persons for each room size banding**

Bedroom greater than 4.64 sqm but less than 6.51 sqm = 1 adult or child maximum

Bedrooms greater than 6.51 m2 but less than 10.22 m2 = 1 adult or child maximum

Bedrooms greater than 10.22 m2 = 2 adults or children maximum

*How many occupants are expected to live in the property?* - Please add **all** occupants here, this includes any adults, children, and infants.

*How many children are expected to live in the property?* - Please specify how many children

So, for example if you have 2 adults and 2 children residing in the property, for the question how many occupants are expected to live in the property, you will state 4 and for the question how many children are expected to live in the property, you will state 2.

*How many separate households live at the property?*

A household is either a single person or members of the same family who live together. A family includes people who are:

- married or living together - including people in same-sex relationships
- relatives or half-relatives, for example, grandparents, aunts, uncles, siblings
- step-parents and step-children
- a foster child living with a foster parent (s) is treated as living in the same household
- For Selective licensing two individuals sharing equals one household

A selective licence can only be 1 household. If you have more than 1 household, then this would be considered an HMO

We have 2 active HMO schemes –

Additional HMO Licence – For 2 or more households sharing, consisting of minimum 3 maximum 4 people, i.e. 4 unrelated people equals 4 Households, 2 couples sharing equals 2 households

Mandatory HMO Licence– For 2 or more household consisting of 5 or more people.

Tick the declaration that you agree that the property is not overcrowded and has sufficient facilities and amenities, i.e. bathrooms and kitchens, for the number of occupants living in the property, as required by Law.

## **Section 8 – Fire Safety**

Enter the amount of smoke and or heat alarms and carbon monoxide detectors in the property

The Smoke and Carbon Monoxide Alarm (England) Regulations 2015 No. 1693 states that;

A relevant landlord in respect of a specified tenancy must ensure that—

- a. during any period beginning on or after 1st October 2015 when the premises are occupied under the tenancy—
- b. a smoke alarm is equipped on each storey of the premises on which there is a room used wholly or partly as living accommodation;

c. a carbon monoxide alarm is equipped in any room of the premises which is used wholly or partly as living accommodation and contains a solid fuel burning combustion appliance; and

d. checks are made by or on behalf of the landlord to ensure that each prescribed alarm is in proper working order on the day the tenancy begins if it is a new tenancy

Tick the carbon monoxide declaration to confirm you agree that carbon monoxide detectors have been fitted and are subject to regular testing.

## **Section 9 – Tenancy Management**

There are 13 questions in this section which are Yes or No questions.

Where it states the written statement of terms or written details of terms, this is referring to the Tenancy Agreement.

### Written details

The licence holder shall supply the occupiers of the property with a written statement, i.e. tenancy agreement, of the terms on which they occupy the property and details of the arrangements in place to deal with repair issues and emergency issues.

### Anti-social behaviour clauses

The licence holder shall take all reasonable and practical steps for preventing and dealing with anti-social behaviour and undertaking a thorough process of reasonable and effective steps to deal with any complaints made by tenants or neighbours.

### Protection of tenant's deposits

The licence holder must protect any deposit taken under an assured short-hold tenancy by placing it in a statutory tenancy deposit scheme. The tenant must be given the prescribed information about the scheme being used at the time the deposit is taken. This information must be provided to the Council within 28 days on demand.

You must put any deposits in a government-backed tenancy deposit scheme, if you let your property on an assured short hold tenancy that started after 6 April 2007. In England and Wales the deposit can be registered with:

- Deposit Protection Service (Custodial and Insured)

<http://www.depositprotection.com/>

- MyDeposits - including deposits that were held by Capita

<http://www.mydeposits.co.uk/>

- Tenancy Deposit Scheme (Custodial and Insured)

<https://www.tenancydepositscheme.com/>

Deposit

Once you have received your deposit, you have 30 days to tell your tenant:

- The address of the rented property
- How much deposit they've paid
- How the deposit is protected
- The name and contact details of the tenancy deposit protection (TDP) scheme and its dispute resolution service
- Landlords (or the letting agencies) name and contact details
- The name and contact details of any third party that's paid the deposit
- Why the landlord would keep some or all of the deposit
- How to apply to get the deposit back
- What to do if the tenant can't get hold of the landlord at the end of the tenancy

If the property is not yet tenanted, then you can click this option to proceed forward.

Please provide the details of which Deposit scheme the deposit is registered with under 'Please provide details' text box field. This field will only appear if you click 'Yes' to 'Is the proposed licence holder or manager registered with a government approved scheme that protects tenants' deposits?'

Answer the remaining Yes or No question and proceed to 'Next'

## **Section 10 – Further Information**

Please tick to confirm you have read and understood the Selective Licencing Conditions

You have a text box field here, to be able to add any further information that is relevant to your application.

## **Section 11 – Application Checks**

This section is running checks on your form to see if you can submit your application. You are unable to submit your application until you have completed all the required items, i.e. you have not submitted all required certificates.

If all items are correct, then the form will skip this section and move to Section 12 automatically.

## **Section 12 – Declaration**

Please read and tick all declarations.

## **Section 13 – Notification and Declaration**

Please read and tick all declarations.

## **Section 14 – Payment**

To ensure your application is valid and submitted you must make your initial payment to complete the process.

The payment is split into 2 payments, first payment is made at the time of the submission of your application and the 2<sup>nd</sup> payment is requested once the draft licence has been issued and the 14 days consultation period has commenced.

## **Section 15 – Application Complete**

Once you have made your first payment, this will complete the application.

An email with receipt for your first payment will be sent via email, as well as a confirmation email that the licence has been submitted.

A processing officer will be assigned to the application in due course, who then will be in touch if required. We aim to complete property licence applications within 3 months of a valid application and full payments being made.