

Service Standards

The level of service you can expect to receive when applying for a property licence is as follows:

Applications

We will:

- Let you know within 5 days that we have received your application and fee as long as it is complete and valid.
- Acknowledge emails or telephone enquiries within 5 working days.
- Provide a full reply to any queries you have about your application within 10 working days.

We aim:

- To write to you within 21 days if your application is wrong, or if we need more information from you.

Licence Decisions- what we will do

We aim to tell you in writing whether we intend to grant or refuse a licence within 8 weeks of receiving your complete application and fee.

If you have not heard from us within 8 weeks, tacit (implied) consent will not apply. This means you do not automatically have a licence until we have approved your application and given you a licence.

If you have not heard from us within a reasonable period, contact us and we will reply within 10 working days. We will always aim to tell applicants of any delays.

A final licence will not be issued if any outstanding fee remains unpaid.

Refusing a Licence

If your licence application is unsuccessful we will write to you to tell you the reason(s) why a licence has been refused. We will then give you 21 days to ask questions, challenge our decision or make comments.

Granting a Licence

Where we plan to issue a licence, we will provide you with a draft copy of the proposed licence and give you a further 21 days (consultation period) to comment or ask questions.

We will reply to queries or representations regarding licence conditions within 10 working days.

If you do not comment on the draft proposed licence, we will send you a final licence within 21 days after the end of the consultation period, provided that the full licence fee has been paid.

Requesting a Variation or Revocation of a Licence

If you request for your licence to be varied or revoked, we aim to do this within 21 days. If we propose to vary your licence a further 21 day consultation period will also apply prior to issuing a final varied licence.

Applying for a Temporary Exemption Notice

If you make an application for a temporary exemption notice we aim to approve or refuse your application within 21 days of receipt.

Updating our Public Register of Licensed HMO's

We will aim to update and publish a revised public register of licensed HMO's every three months. This document will be available electronically via the Council's website.