**Appendix 3 – Eligibility Criteria for 1, 2, & 5 year licences**

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| **Factor** | **1 year****If one criteria applies then will get 1 year licence** | **2 year****Must meet all criteria to obtain 2 year licence** | **5 year****Must meet all criteria to obtain 5 year licence** |
| Experience  | * Entry level for new landlord - no previous history to allow judgement on management practice.
* Poor management – see below
 | * The agent must have full management control to be the licence holder
* Where the landlord wishes to be the licence holder and has an agent, the agent must have full management control to take advantage of the two year licence
* Good management – see below
* Introduce pathway to accreditation – attend one day training
 | * OCLAS Accredited Landlord or Agent
* Sign up and adhere to the Private Rented Sector Code of Practice
* Arrangements in place for regular maintenance / repairs i.e British Gas Homecare or similar
* Cleaning contracts
* Cyclical maintenance programme i.e similar to requirements of decent homes standard
* 50% of agents employees have approved qualifications
* Evidence of CPD for employees
* Membership of other professional association – RICS, ARLA
 |
| Application history | * Application history is poor – application, fee, documents not submitted on time.
* 1 or more reminder needed after initial reminded to renew
* Referral to enforcement to obtain certificates
* Referral to enforcement to chase application
 | * Good application history
* All documents submitted on time
* No subsequent reminders needed after initial reminder
* Clean ‘Bill of Health’ from other internal and external depts… planning, Building Control, Police, HMRC, Immigration (BA)
 | * No reminders needed - Agent or Landlord takes full responsibility for ensuring certs are uploaded/ provided on an annual basis i.e gas. Part of ‘dip’ check
* Provide copy of management arrangement and terms of business
* Provide DBS check if landlord to be licence holder and agent only management responsibility
 |
| Certificates required during licence | * Certificates not submitted on time
* Referral to enforcement to obtain certificates
 | * Certificates submitted as per licence conditions
 | * Agreed audit approach
* As above in application re: submitting certs without reminders and sign to accept that ‘dip’ check can be carried out on cases without notice.
 |
| Licence conditions | * Conditions not completed on time (either at revisit but before new licence or conditions carried over)
 | * Conditions completed on revisit
 | * No additional conditions / no need to revisit.
* No properties with EPC F or below
 |
| * Fire Safety conditions on licence
 | * No fire safety conditions
 |  |
| * Amenity conditions on licence (bathroom or kitchen works)
 | * No amenity conditions
 |  |
| * Serious health and safety / disrepair conditions e.g. trip / fall hazards; heating requirements; windows need replacing
 | * No additional conditions minor issues e.g. decorations, damp due to tenant lifestyle may be accepted if being addressed
 |  |
| * Repeated requests to extend time to complete work
 |  |  |
| Service requests | * 3 or more justified service requests
 | * 1 or 2 justified service request
 | * No justifiable service requests
 |
| Inspections | * Missed appointments or over 10 mins late
* Difficult to arrange inspections – keep changing date / time
* Access prevented to some rooms – need to go back
 | * No missed appointments
* Where running late, Council is informed
* No difficulty arranging appointments
* All rooms available to inspect
 | * Carry out themselves every 6 months and at beginning and end of tenancy.
* Council required to inspect through audit process
* ‘Dip’ check to look at Fire Log book
 |
| Fire Risk Assessment completed | * No
 | * Yes
 | * Yes
 |
| Benefits to landlords | * Yearly inspections from Council to ensure property is maintained (increased inspection fee)
 | * Reduced fee
* Reduced inspection regime
 | * Reduced fee
* Reduced inspection regime
* Audit / spot check scheme to check compliance – reduced workload
* Self regulation monitored by OCC
 |

5 year audit scheme

* One audit every 6 months
* Audit will include office based analysis of records held on system to check if all certificates etc. are up to date and uploaded.
* Audit will also include an unannounced visit to offices of agents where Officer will request to see records for selection of properties (10%).
* Where appropriate Officer may also ask for notice to be given to inspect a sample of properties the next day (agents need to give 24 hrs notice)
* On inspection if no issues are found or if issues found and action is already being taken to deal with them then audit will be signed off as complied.
* Where non-conformities are found then assessment will be carried out to determine appropriate course of action including a range of informal and formal approaches.