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

|  |  |  |  |
| --- | --- | --- | --- |
| **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.