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

<table>
<thead>
<tr>
<th>Factor</th>
<th>1 year If one criteria applies then will get 1 year licence</th>
<th>2 year Must meet all criteria to obtain 2 year licence</th>
<th>5 year Must meet all criteria to obtain 5 year licence</th>
</tr>
</thead>
</table>
| 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 | • Good application history  
                  • All documents | • No reminders needed- Agent or Landlord takes |
| Certificates required during licence | 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 | 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) | 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 |
| Licence conditions | 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.  
- No additional conditions / no need to revisit.  
- No properties with EPC F or below |
| | Conditions not completed on time (either at revisit but before new licence or conditions carried over) | Conditions completed on revisit |
| | 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 |

<table>
<thead>
<tr>
<th>Service requests</th>
<th>Inspections</th>
<th>Fire Risk Assessment completed</th>
<th>Benefits to landlords</th>
</tr>
</thead>
</table>
| • 3 or more justified service requests | • 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 | • Yearly inspections from Council to ensure property is maintained (increased inspection fee)  
• Reduced fee  
• Reduced inspection regime |
| • 1 or 2 justified service request | • No missed appointments  
• Where running late, Council is informed  
• No difficulty arranging appointments  
• All rooms available to inspect | • Yes | • Reduced fee  
• Reduced inspection regime  
• Audit / spot check scheme to check compliance – reduced workload  
• Self regulation monitored by OCC |
| • No justifiable service requests | • 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 |
| • No missed appointments  
• Where running late, Council is informed  
• No difficulty arranging appointments  
• All rooms available to inspect | • No  
• Where running late, Council is informed  
• No difficulty arranging appointments  
• All rooms available to inspect | • Yes | • No  
• Where running late, Council is informed  
• No difficulty arranging appointments  
• All rooms available to inspect | • Yes |
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.