

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	<ul style="list-style-type: none"> • Entry level for new landlord - no previous history to allow judgement on management practice. • Poor management – see below 	<ul style="list-style-type: none"> • 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 	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • Application history is poor – application, fee, documents 	<ul style="list-style-type: none"> • Good application history • All documents 	<ul style="list-style-type: none"> • No reminders needed- Agent or Landlord takes

	<p>not submitted on time.</p> <ul style="list-style-type: none"> • 1 or more reminder needed after initial reminded to renew • Referral to enforcement to obtain certificates • Referral to enforcement to chase application 	<p>submitted on time</p> <ul style="list-style-type: none"> • No subsequent reminders needed after initial reminder • Clean 'Bill of Health' from other internal and external depts... planning, Building Control, Police, HMRC, Immigration (BA) 	<p>full responsibility for ensuring certs are uploaded/ provided on an annual basis i.e gas. Part of 'dip' check</p> <ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • Certificates not submitted on time • Referral to enforcement to obtain certificates 	<ul style="list-style-type: none"> • Certificates submitted as per licence conditions 	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • Conditions not completed on time (either at revisit but before new licence or conditions carried over) 	<ul style="list-style-type: none"> • Conditions completed on revisit 	<ul style="list-style-type: none"> • No additional conditions / no need to revisit. • No properties with EPC F or below
	<ul style="list-style-type: none"> • Fire Safety conditions on licence 	<ul style="list-style-type: none"> • No fire safety conditions 	
	<ul style="list-style-type: none"> • Amenity conditions on licence (bathroom or kitchen works) 	<ul style="list-style-type: none"> • No amenity conditions 	

	<ul style="list-style-type: none"> • Serious health and safety / disrepair conditions e.g. trip / fall hazards; heating requirements; windows need replacing 	<ul style="list-style-type: none"> • No additional conditions minor issues e.g. decorations, damp due to tenant lifestyle may be accepted if being addressed 	
	<ul style="list-style-type: none"> • Repeated requests to extend time to complete work 		
Service requests	<ul style="list-style-type: none"> • 3 or more justified service requests 	<ul style="list-style-type: none"> • 1 or 2 justified service request 	<ul style="list-style-type: none"> • No justifiable service requests
Inspections	<ul style="list-style-type: none"> • Missed appointments or over 10 mins late • Difficult to arrange inspections – keep changing date / time • Access prevented to some rooms – need to go back 	<ul style="list-style-type: none"> • No missed appointments • Where running late, Council is informed • No difficulty arranging appointments • All rooms available to inspect 	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • No 	<ul style="list-style-type: none"> • Yes 	<ul style="list-style-type: none"> • Yes
Benefits to landlords	<ul style="list-style-type: none"> • Yearly inspections from Council to ensure property is maintained (increased inspection fee) 	<ul style="list-style-type: none"> • Reduced fee • Reduced inspection regime 	<ul style="list-style-type: none"> • 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.