



Houses of Multiple Occupation (HMO) -

Procedure

Procedure Reference:		HAM 01j	
Related Policy:		HAM 01	
Effective date:	December 2024	Review date:	December 2027
Approved by P&PRG:		October 2024	
Owner:	Victoria Hennessy	Job Title:	Asset and Compliance Manager
To be issued to: (check as needed)			
<input type="checkbox"/> Board of Management <input type="checkbox"/> All Staff <input type="checkbox"/> ET/SLT <input type="checkbox"/> Head Office Managers <input type="checkbox"/> Head Office Staff <input type="checkbox"/> Finance <input checked="" type="checkbox"/> Housing <input checked="" type="checkbox"/> Asset <input type="checkbox"/> ICT		<input type="checkbox"/> OD <input type="checkbox"/> Compliance <input type="checkbox"/> All Care & Support <input type="checkbox"/> C&S Managers (RM, OM, CSM) <input type="checkbox"/> C&S Staff <input type="checkbox"/> Contractors <input type="checkbox"/> Agency Staff <input type="checkbox"/> Unite the Union <input type="checkbox"/> Employee Voices Group <input type="checkbox"/> Other: _____	
Method of Delivery (check as needed)			
<input type="checkbox"/> Learn Pro <input type="checkbox"/> Board Portal <input checked="" type="checkbox"/> Line Manager to Share (e.g. Agencies)		<input type="checkbox"/> Policy Owner to Notify (e.g. Contractors) <input type="checkbox"/> Other: _____	
Stakeholder Consultation Completed (check as needed)			
<input type="checkbox"/> Board of Management <input type="checkbox"/> All Staff <input type="checkbox"/> ET/SLT <input type="checkbox"/> Head Office Managers <input type="checkbox"/> Head Office Staff <input type="checkbox"/> Finance <input checked="" type="checkbox"/> Housing <input checked="" type="checkbox"/> Asset <input type="checkbox"/> ICT		<input type="checkbox"/> OD <input type="checkbox"/> Compliance <input type="checkbox"/> All Care & Support <input type="checkbox"/> C&S Managers (RM, OM, CSM) <input type="checkbox"/> C&S Staff <input type="checkbox"/> Contractors <input type="checkbox"/> Agency Staff <input type="checkbox"/> Unite the Union <input type="checkbox"/> Employee Voices Group <input type="checkbox"/> Other: _____	

Version Control

Date	Owner	Version	Reason for Change
October 2024	Victoria Hennessy	3.0	Revisions due to redesign of process with Rubixx implementation Linking outputs to KPI Reporting Change from Housing to Housing and Asset Procedure HAM 01j to HAM01
April 2017	Fiona Ross	2.0	Revisions due to staff re structure of roles and responsibilities

Summary of Changes

Section	Change
3.0	Staff roles and responsibilities
3.0	Revised processes and integration of Rubixx
4.0	KPI Reporting
All	Change from HM to AM Procedure to reflect Restructure

Contents

1.0	Introduction	4
2.0	Learning & Development Requirements	4
3.0	HMO Process.....	4
3.1	Managing Licenses in Rubixx.....	5
3.2	HMO Application Process.....	5
4.0	KPI Reporting	6
5.0	Implementation and Review.....	7
5.1	Implementation.....	7
5.2	Review.....	7
	Appendix 1	8
	Appendix 2	8

1.0 Introduction

This procedure describes the actions of both Housing and Asset staff regarding Houses in Multiple Occupation (HMOs). An HMO is a house that serves as the only or main residence for three or more unrelated people who belong to more than two families. The term “house” encompasses all residential properties. If a building is divided into separate dwellings, and two or more of these dwellings share basic amenities (such as toilets, baths, or washing facilities), they are considered part of the same house.

'Main residence' is left undefined. However, the legislation includes a student's halls of residence during term time as a main residence and excludes hospitals from being considered a patient's main residence.

2.0 Learning & Development Requirements

No learning & development requirements have been identified in relation to this procedure.

For all employees who have any interaction with any work stream associated with HMO Licensing, they will be required to:

- Read, understand, and sign acknowledgement of Ark HMO Procedure

3.0 HMO Process

The Asset Compliance and Contracts Officer (ACCO) has prime responsibility within Ark for liaising with the relevant local authority to register an HMO and for ensuring that we comply with all the requirements and statutory regulations regarding HMOs.

The Customer Services Advisors (CSAs) are responsible for ensuring that all the required certificates and documents for each application are valid and in date in preparation for submission and each Occupancy Agreement is signed and that the HMO licence costs are apportioned and added to the service charges to be paid by the occupants.

The Housing and Neighborhood Services Officer (HNSO) for where an HMO exists is responsible for informing the ACCO on the requirement for a license at a property and when a license is no longer required e.g. property disposal or long-term void. The HNSO is also responsible for the apportionment of Service Charges for each property and for informing customers of this charge.

3.1 Managing Licenses in Rubixx

The HMO Applications Tracker is superseded by the Rubixx Housing Management System Servicing and Compliance Module and all tracking and monitoring of applications will be managed here. Component types 'HMO License 1 year' and 'HMO License 3 year' to be added and linked to the HMO property – communal areas as required. HMO licenses to be uploaded by the ACCO with license valid from and license to dates added with alerts 90 days in advance for submissions. An example is shown below:

Home / Properties / BUL015099 - 15 Land Street, Buckie, Moray, AB56 1QS

Details Events Tasks (0) eForms Work Orders **Servicing** Planned Maintenance Attributes Filing Cabinet Financial SmartHome

History Shortlists Adaptations Asbestos Ownership Energy

Components + Add

Search... CSV Excel

Reference	Description	Service Date	Expiry Date	In Compliance	Quantity / UOM	Actions
C1000000009	HMO License 3 Year		10/05/2027	Yes	N/A / N/A	Actions

An application for a HMO license should be submitted to the Licensing Section of the relevant local authority. Each local authority has its own procedure and guidance to follow for making a submission (see Appendix 1)

All local authorities have a portal to apply for or renew a license, to upload all required documents and make payment. Payment should be made (with permission from the Asset and Compliance Manager) using an Ark company credit card or faster payment form completed and sent to credit.cards@arkha.org.uk.

3.2 HMO Application Process

All applications correspondence should be sent to and from email address:

customer.services@arkha.org.uk.

The HSNO will:

- for each new license, prepare the required Occupancy Agreements for signature (Appendix 2); This will already be in place for any existing HMO's.
- add the appropriate share of the HMO licence cost to the service charge due from each occupant.
- Note the licence anniversary date and ensure that revised costs are considered at the appropriate time when reviewing service charges.

The ACCO has prime responsibility for making HMO applications on time. The CSA will provide support as necessary to ensure timelines are met. The ACCO and CSA will follow the standard process:

- Upon receipt of a valid HMO licence application, the property will be jointly inspected by the relevant local authority HMO Unit and the Scottish Fire and Rescue Service.
- The Statutory Public Notice (A4 size) must be completed and displayed on or near the living accommodation where it can be easily read by the passing public in the street for a period of 21 days starting on the day the application is lodged.
- Except for the City of Edinburgh Council, which has an annual renewal process, all other Local Authorities have a 3-year renewal cycle. For HMOs in the Aberdeen and Moray Council area, Ark is also required to register annually as a private landlord. The Neighbourhood & Partnership Manager for the North area will ensure that the Private Landlord Registration is completed when necessary. There is no charge for this registration. Where there is a query or a compliance failure during the application process, a Local Authority may issue a 1-year license to reflect their requirement for further compliance monitoring.
- Neighbours must be notified when the application is submitted, and a standard Notice is provided by each local authority. This is typically done by displaying a public notice outside the property. The notice must be displayed for a minimum of 21 days and should include details about the application and how neighbours can make representations or objections.
- Once granted the licence must be clearly displayed within the communal areas along with the name, address and telephone number of the licensee or property manager of the premises.

4.0 KPI Reporting

Arks' performance regarding HMO Compliance will be reported as required, through our established Performance Management Framework.

Measures will include:

- Any new HMO applications made;
- Number of HMO applications renewed;
- Number of HMO licenses in date;
- A report on HMO applications which failed any safety inspection carried out by the anniversary date and the action being taken to have the inspection carried out as soon as possible.
- Any HMO properties where an HMO license is no longer required.

5.0 Implementation and Review

5.1 Implementation

The Asset and Compliance Contracts Officer is responsible for ensuring that this procedure is implemented.

5.2 Review

The Asset and Compliance Manager will ensure that this procedure is reviewed at least every 3 years.

Appendix 1

Sample Documents Required

The following documents must be submitted within 28 days of the date on the HMO application form. Some local authorities require more documents however these are standard basic requirements:

- Single line drawing of the property (if this is the first application for an HMO licence, or any structural improvements have been done)
- Copy of Gas Safety Certificate (where applicable)
- Copy of PAT Testing Certificate
- Copy of Electrical Safety Certificate
- Copy of Building Insurance
- Copy of Tenancy Management Agreement (only required if original document has been amended)
- Copy of Emergency Lighting Service Certificate
- Fire Risk Assessment
- EPC Certificate

Appendix 2

Sample Edit Occupancy Agreement to be provided by HNSO.

OCCUPANCY AGREEMENT FOR SHARED HOUSING

Contents

1. Introduction 3
2. Use of the Property and the Common Parts 6
3. Respect for Others 11

- 4. Repairs, Maintenance, Improvements and Alterations 13
- 5. Ending the Tenancy 19
- 6. Information and Consultation 22
- 7. Complaints 23
- 8. General Provisions 24

We agree to allow you to rent a room at the Association’s property at *ADDRESS* on the terms and conditions in this Agreement. The property includes the fixtures and fittings contained within it, the use of the common facilities and parts and the means of access to it. It also includes any other facilities that we may specify in writing to you. It is sometimes referred to as the 'house' in this Agreement. The term 'common parts' is explained at paragraph 1.13 If you ask us, we will give you a more detailed description of the house and a plan detailing your rights relating to the common parts, and access to your house.

You may use the communal facilities at the property listed below: -

Lounge	Dining Room
Kitchen	Bath/Shower Room
Laundry Room	Toilets
Garden	<i>Change description as necessary</i>