

# Royal Borough of Greenwich Schedule of HMO Licence Conditions

THE LICENCE HOLDER MUST COMPLY WITH THE FOLLOWING CONDITIONS.

## 1. Display of licence and emergency contact documents in the house

The licence holder shall:

1.1 Ensure that a copy of the licence and all conditions are displayed in a conspicuous place in a communal area within the HMO.

1.2 Provide and fix a notice containing the name, address and telephone number of the person managing the house in a position readily visible to all occupants. The notice shall be in clear legible lettering and not easily defaced or damaged and shall be securely fixed in position.

1.3 The licence holder shall provide every occupier of the HMO with written arrangements for responding to emergencies outside normal business hours. These will include the name, address, email address and out of hours telephone number for the licence holder's appointed local out of hours contact, who will respond quickly to emergency situations, and arrange for a contractor or other suitable person to attend the property within 24 hours of notification. A copy of these details shall be forwarded to the Royal Borough of Greenwich on demand.

### *Notification of changes*

Email: [Private-Rented-Property-Licensing@royalgreenwich.gov.uk](mailto:Private-Rented-Property-Licensing@royalgreenwich.gov.uk)

## 2. Change of licence holder's address

2.1 The licence holder must notify the Royal Borough of Greenwich within 21 days of any changes to the ownership and management of the property, including:

- change of address or contact details for the licence holder or manager
- change of manager or managing agent

- appointing a new manager who is not named on the licence

## 2.2 Changes and alterations to the property

2.3 The licence holder must notify the Royal Borough of Greenwich in writing before making any changes to the construction, layout, amenity provision, fire precautions or occupancy of the HMO.

## 3. General maintenance of the property

The licence holder must:

3.1 Ensure that at all times the property is maintained in good repair and safe condition.

## 4. Gas safety

### 4.1 Gas appliances

If gas is supplied to the house, the licence holder must:

4.2 Ensure that the gas installation and appliances are serviced annually by a Gas Safe registered contractor

4.3 Produce to the Royal Borough of Greenwich annually for their inspection a gas safety certificate obtained in respect of the house within the last 12 months

4.4 Produce to the Royal Borough of Greenwich within 14 days on demand a copy of the latest gas safety certificate

### 4.5 Carbon monoxide

The licence holder must ensure that:

4.6 A carbon monoxide alarm is installed in any room in the house which is used wholly or partly as living accommodation and contains a fixed combustion appliance, including gas boilers or a solid fuel burning appliance, other than a gas cooker.

4.7 Any carbon monoxide alarm supplied and installed in the HMO property conforms with Part 1: BS EN 50291

4.8 A declaration of the positioning and proper working order of such alarms must be supplied to the Local Authority within 14 days on demand.

4.9 Any carbon monoxide detector (alarm) is kept in proper working order.

Note: 'living accommodation' includes a hall or landing. A bathroom or lavatory is to be treated as a room used as living accommodation.

## 5. Furniture and soft furnishings

The licence holder must:

5.1 Keep all furniture made available for the occupiers in the house in a safe condition.

5.2 Supply the Royal Borough of Greenwich, within 14 days on demand, with a declaration as to the safety of such furniture.

## 6. Supply of water, gas and electricity

6.1 The licence holder shall not unreasonably cause the supply of water, gas (where provided) and electricity to the house to be interrupted, where these supplies are under the licence holder's control.

6.2 Gas and electricity must not be supplied via any form of prepayment meter.

## 7. Electrical installation and appliances

### 7.1 Electrical appliance safety (Portable Appliance Testing)

The licence holder must:

7.1.1 Keep all electrical appliances in the house that have been made available by the licence holder in a safe condition.

7.1.2 Supply the Royal Borough of Greenwich within 14 days on demand, a declaration as to the safety of such appliances.

### 7.2 Electrical installation safety

The licence holder must:

7.2.1 Keep every electrical installation in the house in proper working order and safe for continued use.

7.2.2 Supply the Royal Borough of Greenwich, within 14 days on demand, a declaration as to the safety of such installations.

7.2.3 Ensure that all electrical installations are checked at least every 5 years by a properly qualified person.

7.2.4 Obtain a copy of the inspection and test report and supply a copy of the report to each existing tenant within 28 days of the inspection and test.

### 7.3 Electrical works

7.3.1 All electrical works must be completed by an electrician registered with the Government's Competent Person Electrical Register working to the British Standard for electrical safety (BS 7671).

7.3.2 On completion of the works, the registered electrician will issue a BS7671 certificate to confirm that their work has been designed, inspected and tested in line with the BS7671 electrical safety standard.

7.3.3 For notifiable work, the registered electrician will provide a Building Regulations Compliance Certificate to confirm compliance with Building Regulations.

7.3.4 A copy of the BS7671 Certificate (and Compliance Certificates where relevant) must be sent to Royal Borough of Greenwich Residential Services on demand.

7.3.5 Details of the Government's competent person electrical scheme and a search facility to find a competent, registered electrician can be found at:

<https://www.electricalcompetentperson.co.uk/>

## 8. Access to utility meters

8.1 The licence holder shall ensure that at all times the occupiers can safely and conveniently access their utility meters so that they can take readings when needed.

## 9. Energy performance

9.1 The licence holder shall ensure that the flat or house has a valid Energy Performance Certificate (EPC).

## 10. Tenancy arrangements

### 10.1 Statement of terms for tenants occupying the house

10.1.1 The licence holder must supply to the occupiers of the house a written statement of the terms under which they occupy it and forward a copy of this document to the Royal Borough of Greenwich within 14 days on demand.

### 10.2 Antisocial behaviour (ASB) and nuisance

10.2.1 The licence holder shall take reasonable and practicable steps to prevent or reduce antisocial behaviour by persons occupying or visiting the HMO and to this end shall:

- diligently investigate any allegations of ASB or nuisance arising in the HMO immediately they are received and to identify the person/s responsible for it
- where necessary, liaise with the owners or occupiers of neighbouring properties that are or may be affected by the ASB or nuisance
- within 7 days, write to any occupiers suspected of causing the disturbance informing them of the allegations, advising them to cease and making clear the possible consequences under the tenancy agreement of their failure to comply
- thereafter, monitor the property for any recurrence of the ASB or nuisance
- report any allegations or evidence of serious wrongdoing to the police
- liaise with and work alongside the police or local authority with a view to investigating or managing the ASB or nuisance, or protecting occupiers that are at risk of being harmed
- keep notes and any correspondence relating to the complaint for the term of the HMO licence. Copies of such correspondence to be provided to the Royal Borough of Greenwich within 14 days on demand
- where appropriate, seek legal advice and act promptly to caution or evict tenants responsible for ASB

Note: Antisocial behaviour is defined by S57(5) of the Housing Act 2004 as:

Conduct on the part of occupiers of, or visitors to, residential premises —

- a) which causes or is likely to cause a nuisance or annoyance to persons residing, visiting or otherwise engaged in lawful activities in the vicinity of such premises, or
- b) which involves or is likely to involve the use of such premises for illegal purposes.

It includes nuisance behaviour such as shouting or loud music or leaving litter or rubbish. It can also include more serious incidents like violence and criminal behaviour, domestic abuse, the supply and use of controlled drugs from the property and intimidation or racial harassment.

## 11. Provision of refuse receptacles and waste collection

11.1 The licence holder shall provide suitable and sufficient receptacles both within and outside the property (as necessary) to allow for the safe and containable storage of refuse and recycling until it is collected.

11.2 The licence holder must conform to the requirements of the Royal Borough of Greenwich's Waste and Recycling Service:  
<https://www.royalgreenwich.gov.uk/recycling-and-rubbish/recycling-and-reducing-your-waste> .

11.3 The Royal Borough of Greenwich will provide advice and assistance to landlords upon request.

11.4 The licence holder shall ensure that any unwanted items of bulky household furniture (such as mattresses, bed bases, fridges etc) are immediately disposed of in a responsible manner using a licenced waste carrier or the Royal Borough of Greenwich's chargeable bulky waste collection service.

## 12. Fire safety

### 12.1 Inform us if there is a fire in the property

12.1.1 The licence holder must inform the Royal Borough of Greenwich by telephone: 020 8921 8152, or email: [Private-](#)

[RentedProperty-Licensing@royalgreenwich.gov.uk](mailto:RentedProperty-Licensing@royalgreenwich.gov.uk) within 72 hours of becoming aware of the occurrence of a fire within the house.

## 12.2 General fire precautions

The licence holder must ensure that:

12.2.1 All appropriate fire precautions are provided, including fire detection and protection for the means of escape, commensurate with the layout of the property, its construction and the number of occupiers or potential occupiers who might reasonably be expected to live in the HMO.

Guidance on suitable fire precautions in residential properties can be found in the LACORS Fire Safety Guide, at:

<https://www.cieh.org/media/1244/guidance-on-fire-safety-provisions-for-certain-types-of-existing-housing.pdf>

12.2.2 All means of escape from fire in the HMO are safe, are suitably protected from the ingress of smoke and flames, are kept free from obstruction and are maintained in good order and repair.

## 12.3 Fire detection

The licence holder shall ensure that:

12.3.1 Smoke alarms are installed on each storey of the house on which there is a room used wholly or partly as living accommodation in the HMO. A bathroom or lavatory is treated as a room used as living accommodation

12.3.2 A heat detector or alarm is installed in each kitchen area

12.3.3 A declaration as to the positioning of smoke and heat alarms must be supplied to the Royal Borough of Greenwich within 14 days on demand

12.3.4 All alarms are kept in proper working order. A declaration as to the proper working order of such alarms must be supplied to the Royal Borough of Greenwich within 14 days on demand

12.3.5 Fire precautions and equipment are tested regularly and maintained in proper working order. Records of such maintenance and testing certificates to be kept and produced to the Royal Borough of Greenwich within 14 days on demand.

Note: This requirement will be satisfied where certification of the fire detection and alarm system has been given as recommended in BS 5839 part 6 2019.

## 13. Pest control

The licence holder shall ensure that any complaints of pest infestation are thoroughly investigated within 14 days, and timely action is taken to ensure that:

13.1 The extent of the infestation and any access points into the building are understood, via a pest survey, where necessary.

13.2 The infestation is eradicated and does not spread within the HMO or to neighbouring accommodation.

13.3 The property is appropriately proofed against the ingress of pests.

13.4 Records shall be kept of such treatment programmes and these must be provided to the Royal Borough of Greenwich within 14 days on demand.

Note: more information about the management of pests can be found at: <https://www.royalgreenwich.gov.uk/community-safety-environment/report-nuisance/pest-problem>

## Important note

A copy of this licence must be displayed in a prominent and accessible position within the above property at all times.

This licence is non-transferable and does not guarantee that the property has been inspected and approved as being of an acceptable standard. If you have any queries or complaints about the standard of the property, contact the Royal Borough of Greenwich by email: [private-rented-property-licensing@royalgreenwich.gov.uk](mailto:private-rented-property-licensing@royalgreenwich.gov.uk)

Failure to comply with any licence condition may result in a civil penalty of up to £30,000 or prosecution, leading to criminal conviction and an unlimited fine and other penalties, such as loss of the licence.