

LICENSING CONDITIONS

Minimum Licensing Standards for Houses in Multiple Occupation

In accordance with Section 65, Part 2 of the Housing Act 2004, these are the Authority's Standards for deciding the suitability for occupation of a House in Multiple Occupation (HMO).

The licence holder/manager is required to comply with these Standards together with the Housing Health and Safety Rating System (HHSRS) Operating Guidance, the Management of Houses in Multiple Occupation (Wales) Regulations 2006, the Licensing and Management of Houses in Multiple Occupation (Additional Provisions) (Wales) Regulations 2007 and the Housing (Wales) Act 2014 (Rent Smart Wales).

Certain HMOs will require planning consent depending on the number of residents and the nature of the works carried out to convert the property. You are therefore advised to contact the Authority's Planning Department prior to carrying out any improvement works to meet these Standards.

If the property is deemed unsuitable for the number of occupiers occupying the property at the time of the licence application, the Authority may require work to be carried out to comply with the Standards and/or impose restrictions or prohibition on the use or occupation of particular parts of the HMO. In all cases, properties will be required to meet minimum levels of safety and repair and comply with Building Regulations.

If you are in any doubt about any of these Standards, please contact the Public Protection (Environmental Health) Department of the Authority for clarification.

1) SPACE STANDARDS

These Standards detail three types of premises, namely bedsit rooms, self-contained flats and shared accommodation.

Reductions to the specified standard may be treated as meeting the standard where the Authority considers the room adequately meets the occupier's needs, that the reduction in size is not more than 5% of the full floor standard.

The location/absence of internal obstructions such as chimney breasts will be a key factor in deciding whether a room of lower floor area is acceptable.

Any room less than 4.64 m² cannot be used as sleeping accommodation and the licence holder will be required to notify the local authority of any room in the HMO with a floor space of less than 4.64m².

When determining the area of the room, any part of the room where the height of the ceiling is less than 1.5 meters will not be taken into account.

The obligate sharing of rooms by persons of the opposite sex over the age of 10 and who do not live as partners shall not be permitted.

Bedsits	
One person units of accommodation with kitchen, bedroom and living room with some sharing of facilities	
One room units	14 m ²
Two or more person units of accommodation - Living together as a single household (No habitable room shall be occupied by more than two persons, irrespective of age)	
One room units	20 m ²

Shared Houses		
One person room	Each bedroom/living	10 m ²
	Where there is a shared living room	6.51 m ²
Two-person room	Each bedroom/living room	15 m ²
	Where there is a shared living room	10.22m ²
Common Rooms		
Kitchens	Used by 1-5 persons	7 m ²
	Used by 6-10 persons	2 x 7m ² kitchens with one set of facilities in each or; 1 x 7m ² plus 1.0 m ² per additional person sharing with 2 sets of facilities up to max of 10m ²
	Used 11-15 persons	3 x 7m ² kitchens or 1 x 7m ² kitchen and 1 x 10m ² with 2 sets of facilities

Living rooms and dining rooms	Used by 1-5 persons	1 person 11m ² 2 Person 12m ² 3 Person 13m ² 4 Person 14m ² 5 Person 15m ²
	Used by 6-10 people	6 persons 16m ² plus 1 m ² per additional person

Self-Contained Flats	
Two or more room units with cooking, living, WC/Bath and sleeping facilities.	
Bedrooms	Space provision
One person	6.51m ²
Two persons	10.22m ²
Child under the age of 10	4.64 m ²
One room units with cooking, living, WC/Bath and sleeping facilities.	
Bedroom	Space Provision
One Person	14 m ² plus suitable sized WC/Bath/Shower room
Two Persons	20 m ² plus suitable sized WC/Bath/Shower room
Other rooms including rooms within accommodation that have combined use.	
Lounge	1 person 11m ² 2 Person 12m ² 3 Person 13m ² 4 Person 14m ² 5 Person 15m ²
Kitchen	1 - 3 Person 5m ² 4-5 Persons 7m
Combined Living Room/Kitchen or living room/bedroom Single person	not less than 11.5m ²
Combined Living Room/Kitchen or living room/bedroom Maximum two person	Not less than 14m ²

Bathrooms and Separate Water Closet (WC) Compartment Standards

- All bathrooms and separate WC compartments should be of an adequate size and layout. There must be sufficient functional space for the occupier to use the facilities provided.

2) NATURAL LIGHTING

All habitable rooms shall have an adequate level of natural lighting provided via a clear glazed window or windows and/or doors. The glazed area is to be equivalent to at least 1/10th of the floor area and to extend normally to a point 1.75m above floor level.

Basement rooms used as habitable rooms, kitchens, bathrooms and WC compartments should comply with above. Where this is not practicable, adequate artificial lighting shall be provided in accordance with Section 3 – Artificial Lighting.

All glazing to windows in bathrooms and WC compartments shall be of obscured glass.

All staircases, landings and passages shall be provided with an area of clear glazing in a window. Where this is not practicable, adequate artificial lighting shall be provided in accordance with Section 3.0 – Artificial Lighting.

3) ARTIFICIAL LIGHTING

All rooms and circulation areas within the property shall be adequately lighted by electricity.

Time switches will only be allowed to common landings, passages and staircases and should stay on for an adequate time to allow a person to climb the stairs, etc., and enter a room. There should be sufficient switches to operate the artificial lighting on each landing corridor or passage and each switch should allow adequate lengths of corridors, passages and stairways to be illuminated at the same time.

All lighting to the common parts must be provided, maintained and paid for by the landlord (or their agent). The supply shall be via a landlord's supply and not a card meter.

4) VENTILATION

All habitable rooms, kitchens, bathrooms and WC compartments require suitable and adequate floor to ceiling height to allow proper circulation of air and shall have a minimum floor to ceiling height of 2.14m, except in the case of existing underground and attic rooms, which shall have a minimum height of 2.14m over an area of the floor equal to not less than three-quarters of the area of the room, measured on a plane 1.5m above the floor.

All habitable rooms shall be ventilated directly to the external air by a window which has an openable area not less than 1/20th of the floor area of the room. Neither an openable door giving access directly to the external air, nor a louvered opening in such a door will be acceptable for the purpose of this requirement.

All kitchens, bathrooms and WC compartments shall comply with above, but where this is not practicable, suitably sited mechanical ventilation providing a minimum of three air changes per hour shall be provided. Such an installation shall be fitted with an overrun device for a minimum of 15 minutes and be operated from the lighting circuit of the room. For kitchens, mechanical ventilation providing one air change per hour will be deemed sufficient.

Basement rooms used as habitable rooms should be provided with natural ventilation direct to the external air. In addition, there should generally be an unobstructed space immediately outside the window opening which extends the entire width of the window or more and has a depth of not less than 0.6m measured from the external wall or not less than 0.3m in the case of a bay window with side lights.

Suitable and sufficient permanent means of ventilation shall be provided and maintained in any room in which there is a gas heating appliance.

A suitable permanent means of ventilation in the form of a flue, airbrick, hit and miss ventilator or louvered window shall be provided in all kitchens, dining/kitchens, bathrooms, WC compartments and any other room containing either cooking and/or washing facilities

5) WATER SUPPLY

Each separate occupancy shall be provided with an adequate supply of hot and cold running water suitable for drinking and food preparation purposes.

The cold water supply to wash hand basins should normally be supplied from the rising main, or by such other means as are acceptable to the Water Authority.

The hot water supply must be of sufficient capacity, temperature and flow for any wash hand basin, bath or shower and be available at all times.

Hot water may be provided by any of the following methods:-

- a) Piped from storage and boiler, e.g. condensing boiler
- b) Immersion heater
- c) Fixed gas appliance, e.g. multipoint or combination boiler
- d) Instantaneous heaters (only to wash hand basins and electric showers) having a minimum rating of 6KW and 9KW respectively.

The cold and hot water supplies are to be sited over a sink or wash-hand basin.

A turn off valve should be provided in the rising main for each letting.

The water pressure to all fittings shall comply with the minimum requirements laid down by the relevant Water Authority at all times.

All water supplies shall, where necessary, be protected from frost damage.

6) PERSONAL WASHING FACILITIES

Each occupancy shall be provided with its own bath or shower in a separate room. Where this is not practicable, a readily accessible bath, of minimum dimensions 1700mm x 760mm, in a bathroom, or a shower of minimum dimensions 800mm x 800mm, in a suitable shower room with adequate drying and changing space shall be provided not more than one floor in distance from any user in the following ratios -

1 - 4 persons	At least 1 bathroom and 1 WC (the bathroom and WC may be combined). A wash hand basin is required in the bathroom and in separate WC if provided)
5 persons	1 bathroom AND 1 separate WC with WHB (but the WC and wash hand basin can be contained within a second bathroom).
6 – 10 persons	2 bathrooms AND 2 separate WCs with wash hand basins (but one of the WCs can be contained within one of the bathrooms).
11-15 persons	3 bathrooms AND 3 separate WCs with wash hand basins (but two of the WCs can be contained within 2 of the bathrooms).

A two course tiled splash back to the bath and wash hand basin are to be provided. All joints should have an adequate waterproof seal. Any shower cubicles provided should have fully tiled walls or be complete self-standing cubicles.

Baths and showers shall not be provided in kitchens and external WCs shall not be considered.

All bathrooms, shower rooms and separate WC compartments must be suitably and adequately heated and ventilated.

The walls and floor of any bathroom, shower room or separate WC compartments should be reasonably smooth, non-absorbent and capable of being easily cleaned.

A privacy lock must be provided to all bathrooms, shower rooms and separate WC compartments.

7) DRAINAGE

The HMO shall be provided with an effective system, both above and below ground for the drainage of foul, waste and surface water.

8) FACILITIES FOR STORAGE, PREPARATION AND COOKING OF FOOD AND FOR THE DISPOSAL OF WATER

Each household shall have a kitchen for its own exclusive use. Where this is not practicable, a shared kitchen may be provided.

The design and layout of the shared kitchen and of the facilities provided must permit the safe storage and preparation of food and hot drinks and make it relatively easy to maintain clean and hygienic conditions.

Whether for the occupier's exclusive use or if it is shared, the kitchen must be equipped with the following, which must be fit for purpose and supplied in a sufficient quantity for the number of those sharing the facilities:-

Facility	Standard Required	Up to and including 5 Persons	6 – 10 Persons
Worktop or table for the preparation of food	Worktop or table should be securely fixed, of an impervious material and capable of being readily cleansed and maintained in a hygienic condition.	1000mm (length) x 600mm (depth)	Additional 600mm length per user
A sink with an adequate supply of cold and constant hot water supplied to each sink	A metal or ceramic sink which is fixed on a stable base, impervious and of minimum dimension 500mm x 600mm with a drainer. The sink should be provided with an adequate and wholesome (potable) supply of cold water and an adequate supply of constant hot water which is connected to the drainage system via a suitable trap	One sink unit with draining board	Two sink units (or double bowl sink with drainer)
Installation or equipment for the cooking of food in shared kitchens	A cooker with three or four rings or hot plates together with grill and a full sized oven	One full size cooker	Two full size cookers

Cupboards for the storage of food or kitchen and cooking utensils	Single cupboard (wall or floor mounted) of minimum capacity 0.16m ³ . This excludes the space in a base unit below the sink)	500mm wall or floor unit per person	Capacity to be increased proportionately for each additional occupant
In shared kitchens, refrigerator with an adequate freezer compartment (or, where the freezer compartment is not adequate, provide a suitable separate freezer) The cold water supply to wash hand basins must be potable (drinking water quality).	A refrigerator with a minimum capacity of 0.15m ³	One standard sized combined refrigerator / freezer	Two standard sized combined refrigerator / freezer
Electrical sockets	Power socket outlets above the work surface height in addition to any sockets serving major electrical appliances. They must be adjacent to the work surface and at a suitable safe distance of minimum 300mm, from any sink/wash basin.	2 double sockets	4 double sockets

Kitchen floors must be water resistant, impervious and easily cleansable. Kitchen walls adjacent to cookers, sinks and food preparation areas should be provided with impervious splash backs, and all joints shall be adequately sealed.

9) **ENERGY EFFICIENCY**

The requirements of The Energy Efficiency (Private Rented Property) (England and Wales) Regulations 2015 must be met.

- Properties with an energy performance rating of F or G should not be let for private rental
- A landlord who rents a property with an EPC rating below an E will be required to undertake work to improve its energy performance. (Unless an exemption has been granted)

The licence holder/manager must provide a copy of the most recent Energy Performance Certificate for the HMO, including the recommendation report with suggestions on how to reduce energy use and carbon dioxide emissions.

For further information on Energy Efficiency see:

[https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/824037/Domestic Private Rented Property Minimum Standard - Landlord Guidance.pdf](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/824037/Domestic_Private_Rented_Property_Minimum_Standard_-_Landlord_Guidance.pdf)

10) SPACE HEATING

Each unit of living accommodation in a HMO must be equipped with an adequate means of space heating. Heating must be safely and properly installed and maintained, and be provided with controls to allow the occupants to regulate the temperature.

The heating should be appropriate to the design, layout and construction, such that the whole of the dwelling can be adequately and efficiently heated.

Heating should be provided in every habitable room and bathroom. All appliances should be of a sufficient output so as to adequately heat the rooms they serve. The recommended room temperatures are 19 degrees centigrade generally, in all habitable rooms and bathrooms, regardless of the weather conditions.

The heating may be by means of:-

- a) Central heating; OR
- b) Gas heaters which are connected to a suitable flue and terminal outlet; OR
- c) Oil heaters which are connected to a suitable flue and terminal outlet, OR
- d) Electrical heaters which must be a fixed installation and if new or replacement, must be Lot 20 compliant , OR
- e) Solid fuel in the form of an authorized smokeless fuel or alternatively solid fuel burnt in a smokeless appliance. If solid fuel is used, proper fuel storage facilities shall be provided outside the building in a readily accessible position for each unit of accommodation.

All heating appliances shall be fixed and positioned so as to direct heat towards the centre of the room.

The use of portable paraffin or oil filled heaters and liquefied petroleum gas heaters (LPG Bottled Gas heaters) shall not be acceptable under any circumstances, whether provided by the landlord or tenant.

11) ELECTRICITY SUPPLY

The minimum requirement for the provision of electrical socket outlets in the shall be as follows:-

Kitchen / kitchen areas – see kitchen facilities

Location	Minimum number of sockets required
Living Room	Three double sockets
Bedroom	Single bedroom - Two double sockets Double Bedroom – Three Double sockets
Bedroom/Living Room (bedsit)	Three Double sockets (in addition to kitchen provision)

In addition to the above, all habitable rooms which are provided with a fixed electrical heating appliance shall be provided with a dedicated socket outlet with a suitable fuse rating.

All electrical sockets shall be located in positions which permit their safe, convenient and proper use at all times, having regard to likely room layout. They shall not be positioned where vulnerable to damage, likely to be obstructed or where the resulting appliance cables are likely to pose a safety hazard.

Earth Bonding (kitchens / kitchen areas / bathrooms)

Where there is an increased risk of electric shock due to likely contact between substantial areas of the body and earth potential, these locations should be earth bonded in accordance with the current wiring Regulations.

12) STORAGE & DISPOSAL OF REFUSE

Cleanliness

The Authority requires that refuse is not allowed to accumulate in either individual rooms or common parts of the HMO, including the outside areas within the curtilage of the entire property.

Waste Receptacles

The Local Authority will only service waste containers that are provided by Denbighshire County Council. The licence holder / manager must provide a full set of Authorised containers for each address, on a scale adequate to the requirements of

the occupiers, to a maximum capacity permitted by the Local Authority (The Local Authority will confirm this).

It is the responsibility of the licence holder / manager to ensure that Council owned containers are present and serviceable at the beginning of each tenancy in the property.

Additional containers may be provided by the licence holder / manager at their discretion and emptied at their own expense through a commercial arrangement with the Council or private registered waste carrier.

All containers should be situated on an external hard standing area with suitable and convenient access by occupants for cleansing of the area and removal/ presentation of containers for collection (Where a kerbside presentation point is designated). The waste storage area must be within the curtilage of the property. Waste containers must not be stored on the public highway at any time.

If there is no adequate space to store refuse within the boundaries of the property from week to week and no way of providing extra space, the licence holder / manager shall be required to make arrangements for additional collections at their own expense.

Where there is adequate space, individual waste containers for separate tenancies are required, as opposed to the sharing of containers. The licence holder/manager should take all reasonable steps to ensure that tenants only use containers allocated to them. This may include providing lockable containers (unlocked on collection day for access by waste collection operatives).

Designated Collection points

Waste receptacles must be placed out at the designated collection point on the waste collection day and taken back onto the property as soon as possible after collection. Where tenants share communal waste containers, it is the responsibility of the licence holder / manager to agree (and enforce) with their tenants how their waste containers are presented and return to the curtilage of the property; where the tenants have their own dedicated bins, it is their responsibility.

In order to reduce the amount of waste escaping into the locality, and to reduce contamination of recycling bins/ fly tipping, the Council will agree to the collection of waste containers from the external storage area of the property wherever practicable and where access is granted by the licence holder / manager.

Where access to the external waste container storage area is agreed, the council require the following:

- Uninhibited access to all waste containers to be emptied
- Waste to be fully contained within the bin and not overfilled (bin lids should be able to fully close).

Information to HMO occupants

The occupants must be informed in writing at the beginning of their tenancy on which days refuse and recycling collections take place. Occupants must also be notified where their designated waste collection point is. This information should be provided in their tenancy information pack/agreements. This information should also be permanently displayed in a prominent position within the HMO (Foamex durable signage (A3 size) available free of charge from the Council's Waste and Recycling Service.

13) MEANS OF ESCAPE IN EVENT OF A FIRE/FIRE SAFETY STANDARDS

The property must be provided with an adequate means of escape from fire, together with adequate automatic fire detection and other fire precaution measures in accordance with the HHSRS Operating Guidance and the Local Government Regulation publication: Local Authorities Coordinators of Regulatory Services (LACORS) Housing - Fire Safety Guide.

The licence holder/manager must ensure that a fire risk assessment is carried out. This is a legal requirement, enforced by the Fire Authority, under the Regulatory Reform (Fire Safety) Order 2005.

14) TESTING OF FIRE ALARMS AND EMERGENCY LIGHTING

The licence holder/manager must provide a logbook of the testing of the fire alarm and emergency lighting for inspection by the Authority. The logbook will need to demonstrate that correct maintenance of the systems have been carried out which Fire Alarm maintenance should now be carried out every 6 months and certificates provided, in accordance with British Standard 5839 Part 6 and 1.

The Licence Holder/manager must ensure that inspection and servicing of the emergency lighting system, where fitted, should be carried out in at least 12 monthly intervals by a competent person (a person with relevant current training and experience, and with access to the requisite tools, equipment and information, and capable of carrying out the defined task) and a log kept of the inspection/servicing details.

15) ANTI-SOCIAL BEHAVIOUR

The licence holder / manager shall take all reasonable and practicable steps to prevent or reduce anti-social behaviour by occupiers of or visitors to the property. This shall include:

- a) Setting out in writing to each occupier what is meant by anti-social behaviour;
- b) Explaining the impact of anti-social behaviour on others in the area;

- c) Recording details of all complaints received directly in respect of anti-social behaviour;
- d) Invoking appropriate tenancy sanctions where necessary.

The licence holder / manager shall ensure that the property is inspected on a regular basis to assess if there is evidence of anti-social behaviour; this should be at least quarterly, but more frequently if anti-social behaviour has been established. Records should be kept of such inspections and any action taken.

The licence holder / manager will provide the names of the current occupiers to the Council on demand and will co-operate with the Council in order to eradicate problems relating to noise or anti-social behaviour.

The licence holder / manager will, on request, demonstrate that they have taken reasonable and practicable steps to manage the problem including evidence of verbal or written warnings that they have issued in connection with the problem.

Where the licence holder / manager has reason to believe that criminal activity is taking place at the property, they must ensure that the appropriate authorities are informed.

16) GAS SAFETY

If gas is supplied to the property, the licence holder/manager must provide the Authority with a copy of the current gas safety certificate(s) for the common parts and all rented parts of the property. The certificate(s) should state that the full gas installation covering the supply pipes, flues and gas appliances are safe for operation.

The annual inspection should be carried out by a Gas Safe registered engineer.

The licence holder/manager will ensure that a gas safety certificate of not more than twelve months old is produced to the Authority within seven days of a request being made.

The gas safety certificate(s) must be retained for at least two years following its issue.

A working carbon monoxide (CO) alarm must be fitted to any room that is used wholly or partly as living accommodation and also contains any appliance which burns, or is capable of burning, solid fuel, mains gas or LPG (liquid petroleum gas) fuel.

17) ELECTRICAL SAFETY

All electrical appliances made available by the licence holder/manager must be in a safe condition.

The licence holder/manager must provide the Authority with a copy of a periodic inspection report based in line with British Standard 7671 which is used when carrying

out routine periodic inspection and testing of existing electrical installations. The report must cover the entire installation.

The inspection must be carried out and certified by a qualified electrical engineer, which can include the Electrical Contractors Association (ECA), the National Inspection Council for Electrical Installation and Contracting (NICEIC), National Association of Professional Inspectors & Testers (NAPIT) or the Institute of Electrical Engineers (MIEE) to show that the installation is safe and satisfactory and has been commissioned within the last five years or as recommended by the engineer.

As a minimum requirement, the licence holder/manager must carry out all work required to rectify recommendations by the inspection report classified as C1 – 'Danger Present' and C2 – 'Potentially Dangerous'.

18) FURNISHINGS

All upholstered furniture, whether new or second-hand, supplied by the landlord to tenants as part of their tenancy agreement for agreements must comply with the safety requirements of the Furniture and Furnishings (Fire)(Safety) Regulations 1988 (as amended) there are some exemptions.

Responsibility to comply with the Regulations rests with the licence holder/manager.

A fact sheet on your responsibility can be obtained from the Housing Enforcement Section Public Protection (Environmental Health) Department of the Authority or the Trading Standards Section.

19) PROPERTY SECURITY

In order to assist crime prevention, the following security measures should be provided to the HMO:

- The main entrance door of the premises should be fitted with a surface or flush mounted night latch lock release mechanism (e.g. Yale lock), or for a higher standard an electromagnetic lock.
- Other external doors and frames should be fitted with secure locking systems.
- Ground floor windows and other accessible windows should be fitted with security locks.
- The licence holder / manager shall ensure that the system and locks are maintained in good repair and working order at all times.
- Glass situated close to the entrance door locking mechanism should be Georgian wired, toughened or laminated glass.
- All entrances to the property should be well lit, especially ground floor/basement rooms and external staircases.

20) REQUIREMENT TO KEEP RECORDS

The licence holder/manager should keep up to date copies of the following:

- a) Copy of HMO Standards;
- b) Gas safety certificate(s);
- c) Fire alarm inspection/emergency lighting certificate(s);
- d) Fire Risk Assessment;
- e) Fire alarm and emergency lighting logbook;
- f) Electrical system periodic inspection certificates;
- g) Documentation relating to the safety of electrical appliances provided by the licence holder (including PAT testing);
- h) Energy Performance Certificates;
- i) Anti-social behaviour procedures and records of complaints received;
- j) Records of periodic inspections carried out

A copy of the above records should be made available to the Local Authority within seven days of such a request being made.

21) DISPLAY OF LICENCE AND RELEVANT INFORMATION

A copy of the licence shall be clearly displayed in a prominent position in the communal hallway of the property.

A notice containing the contact details of the licence holder and/or manager which includes an emergency contact number must be displayed in the communal hallway of the property. Ensure that any necessary amendments are made to this notice.

Other relevant information which must be displayed include:

- Building floorplans
- Copies of Anti-Social Behavior Procedure
- Dates of refuse and recycling collections

The above should be ideally protected with a perspex cover or similar material.

22) ASBESTOS

Any asbestos in the property must be adequately protected against damage and dispersal of fibres into the air. Particular care must be taken when contractors are on site as their work may disturb asbestos. Please ensure that all works regarding asbestos conform to the requirements of the Control of Asbestos Regulations 2012.

23) EQUALITY

The licence holder / manager has legal responsibility under the Equality Act 2010 to take reasonable steps to ensure that people within the protected characteristics (which are age; disability; gender-reassignment; marriage and civil partnership; pregnancy and maternity; race; religion or belief; sex; and sexual orientation) are not discriminated against directly or indirectly.

Licence holders / managers must demonstrate their knowledge of equality responsibilities. This can be achieved through attending Council run or equivalent training events on Equality. Regular attendance of the Landlord Roadshows also satisfies this requirement if equality issues are discussed during the meetings.

The Equality Act 2010

This firstly extends the pre-existing duty of landlords and property managers to make 'reasonable adjustments' if disabled tenants or other occupiers of their premises would otherwise be placed at a substantial disadvantage. The duty applies irrespective of the type of property involved.

Under the extended duties landlords and managers must:

- a) Change processes that create a substantial disadvantage - for example, by requiring information to be given to disabled tenants in a different, more accessible format.
- b) Change physical features – for example, by altering access.
- c) Provide auxiliary aid – for example, by installing a hearing loop for tenants who are hard of hearing.
- d) Failure to comply is discrimination – and the landlord or manager is not allowed to charge the disabled tenant.

Second, a new rule introduced by the Act says that disabled tenants (or other occupiers) of premises that are their "only or main home" can ask their landlord or property manager to take reasonable steps to change physical features of common areas that mean the tenant suffers a disadvantage. For example, a disabled tenant might ask that a stair lift be installed if they live on the first or a higher floor, and the premises have stairs but no lift. The right applies only to residential or mixed-use properties.

The landlord or property manager needs to decide if the steps proposed are reasonable. The landlord or property manager must consult with everyone he or she thinks may be affected by the changes, which usually means every other tenant or occupier in the building.

24) GENERAL

The number of persons and households residing at the property shall not exceed the maximum number stated on the licence.

The use and level of occupancy of each room shall not be changed without the approval of the Authority.

Any material change of circumstances in respect of the licence holder, manager or anyone else involved with the property or its management must be notified to the Authority within seven days of such a change occurring.

The licence holder/manager must ensure that the exterior of a property is kept in such a condition so as not to distract from the amenity or appearance of the locality of which it is situated.

25) FURTHER INFORMATION

If you require any further information or wish to view this document in another language or format, please contact:-

**Public Protection (HMO Licensing)
Denbighshire County Council,
PO Box 62,
Ruthin, Denbighshire, LL15 9AZ**

**Telephone: 01824 706389
E-mail: envhealth@denbighshire.gov.uk**

Website: www.denbighshire.gov.uk