



Frequently Asked Questions

How do I apply for an HMO Licence?

You need to register and then apply online using the HMO Licensing portal www.boston.gov.uk/hmolicensingportal

Download the application form and complete it electronically. Your application, along with the relevant documentation required must then be uploaded onto the portal. We suggest that you either save or scan all the documents you will need to upload into an easily accessible place on your computer before you start the online application process. Please make sure all the documents are clear and legible.

How much does an HMO Licence cost?

The Fee for an HMO Licence is £1004.80 and is for a five year licence.

In order for the Council to be able to accord to the requirements of the European Services Directive, the fee can be paid in two parts, the Part 1 fee of £507.70 must be paid at the point of application for it to be valid, and the Part 2 fee of £497.10 paid prior to the issue of a licence.

In the event the Council refuse an application, the Part 2 payment will not be levied. No refunds will be given for either Part of the payment once received. A full breakdown of the costs can be found in Appendix B of the https://www.boston.gov.uk/media/21304/Private-Sector-Housing-Policy-Framework/pdf/Boston_BC_Private_Sector_Housing_Policy_Framework_-_Version_1.2_-_081222.pdf?m=638109471949730000

Can I pay the licence in instalments?

The licence fee can only be paid in full or by the two stage payments as detailed above. See below for details of how to make the second payment.

When should I apply for an HMO licence?

Since 1st October 2018, all properties occupied by 5 or more tenants must have a HMO licence, regardless of how many storeys the property has. You should submit a licence application immediately. **It is a criminal offence to operate a licensable HMO without a valid licence.**

What happens if I do not apply for a HMO licence?

Failure to have applied for or to hold a valid HMO licence by 1st October 2018 is a criminal offence. Failing to comply with the law may result in the issue of a Civil Penalty by the Council or prosecution by the Council. Civil penalties are limited to **£30,000 per offence** and HMO prosecutions carry unlimited fines.

What happens when I submit an application?

The application will not be valid until all the supporting documentation is submitted by the applicant. We will notify you if there are any documents missing. On receipt of a valid application we will process the form and then arrange for an officer to inspect the property to be licensed. The length of time between the application received and inspection will depend on the number of applications received at the time of your application.

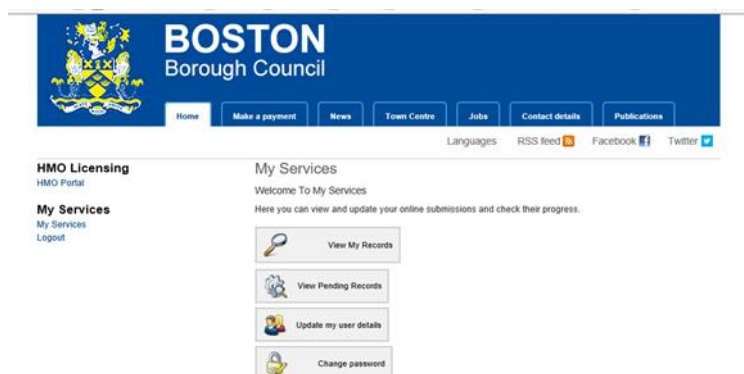
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Which documents do I need to submit?

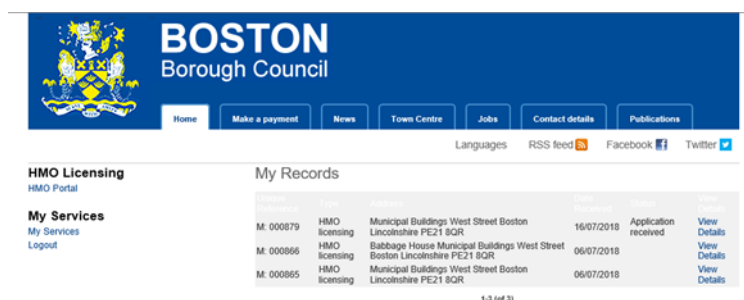
- The completed application form
- Floor plans with measurements
- Evidence of residential addresses and ID
- Building Regulations completion certificate and planning consents
- Current fire alarm test certificate
- Current emergency lighting system test certificate - *if such a system is installed*
- Service contract for alarm and fire systems
- Current Landlords Gas Safety certificate - *if gas is in use at the premise*
- Most recent periodic test certificate for electrical installation
- Most recent PAT test certificate - *if any electrical appliances are provided*
- Fire risk assessment if applicable - *if applicable*
- Basic Disclosure certificate

You will need to upload the documents on the HMO Portal

Once you are logged in you will see to the left hand side “My Services”



Once you click on it you will see “View My Records” click on it and you will see your records select the correct address you want to add documents to and “View details”



Then you can upload documents, use the drop down arrow to select the appropriate document and then browse to find, and then upload.

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You need to ensure you upload your completed application document and any supporting documents related to this application. Any previously uploaded are shown above.

File types accepted are .jpg, .jpeg, .png, .bmp, .tif, .pdf. Each file size must not exceed 50Mb.

To upload a file select the document type from the drop down list, click Browse, select your file and then click on the Upload button. Repeat this for as many files as you wish to upload.

A green tick shows the file upload is successful.

How should I submit floor plans of the property?

If you have up-to-date plans of the property to be licensed, you may submit these with your application provided they are clear and legible and contain all the information required.

Alternatively you will need to provide drawn Floor plans. To assist you, Sketch Plan pages are available to download from the HMO licencing portal webpage:

www.boston.gov.uk/hmolicensingportal

On Page 16 of the HMO Application form there is an example of a Floor plan showing the type of detail required and the standard abbreviations that should be used

How recent should the Basic Disclosure certificate have been issued?

The certificate should be dated no more than one month prior to making an HMO Licence application.

On this basis, the Council would not recommend that a landlord holds off making their HMO Licence application online until the last minute simply because they have made, but are awaiting supply of their Basic Disclosure certificate.

Practically, landlords seeking to licence a single HMO may be well advised to make their online application to the Disclosure and Barring Service (DBS) immediately prior to making their online application for an HMO Licence. This way the Basic Disclosure certificate will always be dated after the application date.

There is a link to the DBS on the HMO licencing portal webpage:

www.boston.gov.uk/hmolicensingportal



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How will I know how my application is progressing?

Sign onto the HMO portal and access My Services then View My Records. Select the address of the property you are enquiring about. The status will show either:

- Application received
This indicates that you have submitted an application with a payment, however the documents will not have been checked and verified by the licensing team at this stage
- Application incomplete
This indicates that your application is incomplete and that you will have been emailed to submit missing documentation
- Application being processed
We will have received sufficient information to begin processing your application and a site visit to the property to be licensed will be the next step
- Draft licence issued
The property will have met the requirements and a draft licence will be sent to all interested parties for a period of consultation
- Licence issued

What if I forget my password?

Go to the HMO portal log-in page and click on 'Forgotten your Password?' at the bottom of the page, then follow the instructions.

What if I am locked out of my account?

Please email HMOlicensing@boston.gov.uk with your registration details and request that we unlock your account, you will then need to reset your password.

What if I have paid twice for the same application?

Please email HMOlicensing@boston.gov.uk. We will investigate and reimburse you if the application fee is duplicated.

What if I have difficulties uploading documents?

Each document can be no larger than 50mb in size. If you are experiencing difficulties uploading your documents, please check the size of your document to ensure it is within this limit.

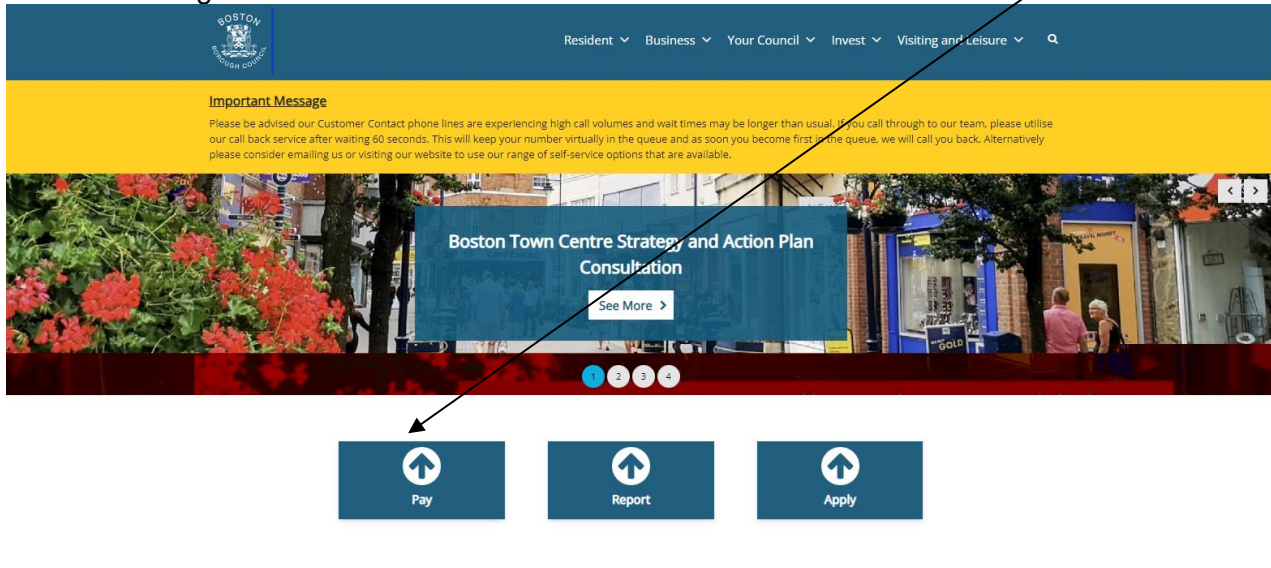
If you are still having difficulties following this check, please email HMOlicensing@boston.gov.uk

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How do I make the second payment?

The licence fee will be required to be paid in full prior to the licence being issued. You will be notified when you receive the draft HMO Licence how much you will be required to pay. The second payment must be made online through our website www.boston.gov.uk on the “Pay” tab, it cannot be made through the HMO Portal.



At the bottom of the screen that opens click on “Online Council payments

On the next page select “Other payments” from the items list

Online Payments

Welcome to the Boston Council 24 hour secure Internet payments service. You may make a variety of payments using this secure site with most major credit or debit cards.

What may I pay?

You may pay for any of the accounts shown below by clicking on the selected item.

Additional services will be added as we continue to develop this facility.

Please select from the following list:

- [Business Rates](#)
- [Council Tax](#)
- [All other Council Invoices](#)
- [Benefit Overpayments](#)
- [Other Payments](#)

then “H.M.O. Licensing”, in the second drop down box select “HMO Licence 2nd payment” and then make the payment using a credit or debit card.

Please select from the following list:

Items

- [Business Rates](#)
- [Council Tax](#)
- [All other Council Invoices](#)
- [Benefit Overpayments](#)
- [Other Payments](#)
- H.M.O. Licensing
- H.M.O.Licence 2nd Payment