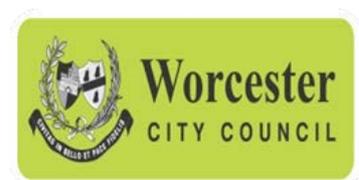




HMO TENANCY MANAGEMENT LOG BOOK.

Houses in Multiple Occupation.
Worcester City Council.
June 2015.

June 15 V0.1

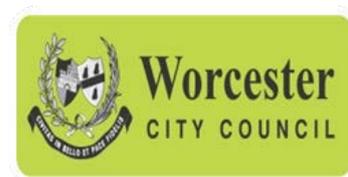


CONTENTS OF THE HMO TENANCY MANAGEMENT LOG BOOK

1	Introduction to the HMO Tenancy Management Log Book.	Anyone who lets property to others is under a general duty in law to provide accommodation that is fit for the purpose and safe, as well as properly managed at all times .This HMO Tenancy Management Log Book is designed to help you as a HMO Licensee understand your responsibilities relating to HMO property management.
2	HMO Tenancy Management Standards for Shared Accommodation.	These standards comprise of elements relating to property management, repairs and maintenance, contingency plans for emergency contact, arrangements for cleaning and maintenance of communal areas, inspection visits and antisocial behaviour.
3	HMO Tenant Property Information Pro Forma Logs.	Landlords / Agents need to ensure that all the pro forma logs are updated when appropriate and ensure that the HMO Tenancy Management Log book remains in the property is accessible to all tenants and visitors for the duration of the licence applied and thereafter during periods when the licence is renewed.
4	Landlord and Tenants Charter.	<p>This is a Charter to help landlords and tenants jointly take full responsibility for their rented property.</p> <ul style="list-style-type: none"> • Landlords shall agree to provide tenants (regardless of tenure type) with fit, safe and healthy homes • Tenants shall undertake to respect the landlord's property and ensure that all rent due to the landlords is promptly paid.

For further information

Please contact the Private Housing Team on **01905 722233** or email privatehousing@worcester.gov.uk or visit our website www.worcester.gov.uk



1. Introduction

INTRODUCTION TO THE HMO TENANCY MANAGEMENT LOG BOOK

Worcester City Council Standards, Conditions and Management & Regulations Housing Act 2004 - Part 2 – Houses in Multiple Occupation (HMO) Licence conditions

The Government has prescribed certain standards that must be met in Houses in Multiple Occupation (HMOs) that are licensable under Section 67 of the Housing Act 2004 . These prescribed standards are for deciding the suitability for occupation of an HMO by a particular maximum number of households or persons.

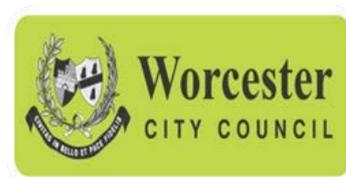
The Licensing and Management of Houses in Multiple Occupation and other Houses (Miscellaneous Provisions) (England) Regulations 2006 and The Licensing and Management of Houses in Multiple Occupation and other Houses (Additional Provisions) (England) Regulations 2007 apply.

A licence to operate an HMO at the property is granted subject to compliance with the following conditions.

Please refer to Worcester City Council HMO Standards, Conditions and Management & Regulations Housing Act 2004 - Part 2 – Houses in Multiple Occupation (HMO) Licence conditions: [Standards, Conditions and Management & HMO Licence Conditions](#)

A HMO Tenancy Management Log Book **must be kept and maintained at the property** by the licence holder. The HMO Tenancy Management Log book must contain up to date copies of the following information where available:

Document /Record in My HMO Management Log Book	Tick
Tenancy agreements (standard and not with personal details)	
Furniture safety documentation	
Tenants declarations in respect to fire precautions, refuse arrangements and anti social behaviour	
Gas safety certificate (if appropriate)	
Electrical Installation Safety Certificate (minor works certificates, periodic reports and new installations certificates)	
Documentation relating to the safety of electrical appliances provided by the licence holder (e.g. PAT testing)	
Fire alarm service records	
Fire alarm testing records - as specified in British Standards 5839 Part 1:2002	
Fire extinguisher service records	
Emergency lighting test certificates	
Role, responsibilities and competencies of any manager	
Energy Performance Certificate	
Tenants responsibilities for reporting repairs and contact details	



Fire Safety for HMO Legislation

Anyone who lets property to others is under a general duty in law to provide accommodation that is fit for the purpose and safe. **However, there is a body of legislation that relates specifically to fire safety in HMOs:**

- The **Housing Act 2004** contains the powers which enable Councils to take action where a range of housing hazards, including the risk of fire, occur. The Act also lays down the licensing requirements for larger HMOs. It also enables Councils to take control of HMOs where they seriously threaten the health, safety or well-being of occupiers or people in the locality.
- The **HMO Management Regulations** place duties on the manager of an HMO to keep the fabric, fixtures and fittings in good order, ensure that occupiers are protected from injury and supply and maintain gas, electricity and other services.
- The **Regulatory Reform (Fire Safety) Order 2005**, which requires any person with some level of control over an HMO to:
 - take reasonable steps to reduce the risk from fire;
 - make sure anyone in the property can safely escape if a fire occurs.

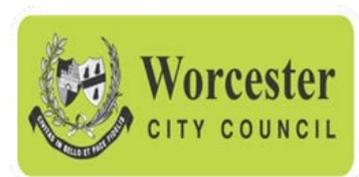
As an applicant for an HMO licence you should be aware that HMO premises may be inspected by the fire authority and; responsible persons are expected to carry out a fire risk assessment and therefore appropriate fire safety measures must be put in place.

Worcester City Council has provided applicants with an HMO Fire Safety Checklist. This checklist is intended to assist applicants in meeting the necessary fire safety requirements but does not constitute either a fire safety risk assessment or statutory compliance. You may require assistance from a suitably qualified contractor to carry out the risk assessment process and advice on fire safety matters. [\(Please see Proforma Log 4\)](#)

The HMO Fire Safety checklist is intended to assist you in meeting the necessary fire safety requirements but does not constitute either a fire safety risk assessment or statutory compliance.

Emergency Plan

Each licensable HMO property must have an Emergency Plan. The general Content of an Emergency Plan has been provided devised to provide emergency procedures for the protection of life within the HMO property. The plan covers general principles to remember during a fire drill, how to contact emergency services (important for overseas students), location of shut-off valves for gas, electrical, and water. The general content covers what tenants/employees and visitors should do on hearing the property alarm and how to safely evacuate the premises.



General Content of an Emergency Plan

1. What steps the landlord has taken to explain fire evacuation and detection procedures to a new tenant:

- a) What the fire alarm sounds like.
- b) Where the fire alarm points are.
- c) Where extinguisher and fire blankets are located.
- d) What the CO alarm sounds like.
- e) Where CO detectors are.
- f) How to recognise the fire alarm test circuits are active on the fire detection control panel.
- g) Where the recognised assembly point for the property is.

2. Advise tenants on the general principles to remember during a fire, such as:

- a) Leave the building as quickly as possible.
- b) Touch doors before opening them and don't open if they feel hot.
- c) Stay low or crawl to avoid inhalation.
- d) On hearing alarm, alert others.
- e) Do not stop to collect possessions and do not re-enter the building.
- f) Inform Hereford & Worcester Fire and Rescue Service of the number of occupants of the property and whether or not they are accounted for.

3. How to contact emergency services (particularly for foreign students/tenants).

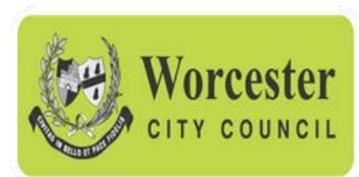
4. How to contact the landlord or their agent.

5. Instruct tenants on the safe use of all gas appliances.

6. Advise tenants of their obligation not to tamper with fire doors, self closing devices and fire detection systems.

7. The emergency telephone numbers for the public utilities (gas, electric, water) and where all shut-off valves are located.

8. An Emergency Plan must be kept in the HMO Tenancy Management Log Book folder located in the property should, this should also contain all current certificates (gas, electric, licence and licence conditions) together with the Fire Proforma Logs.

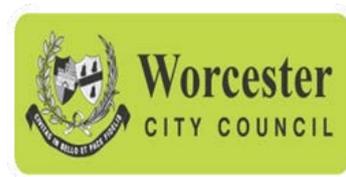


WORCESTER CITY COUNCIL HMO FIRE STANDARDS & CONDITIONS

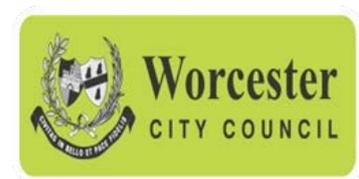
At the time of application, the licence holder shall produce to the Council, a copy of the current Fire Risk Assessment carried out as required by the Regulatory Reform (Fire Safety) Order 2005.

At a minimum, the Fire Risk Assessment should address the following areas.

- The licence holder must ensure that all furniture supplied by them in the house is compliant with the Furniture and Furnishings (Fire) (Safety) Regulations 1988 (as amended)
- A copy of the signed 'Statement of Compliance with the Furniture and Furnishings (Fire Safety) Regulations 1988' declaration as set out in the HMO licence application should also be kept in the Management Log Book held at the property.
- The licence holder must ensure that the property is provided with appropriate automatic fire safety detection system in accordance with British Standard 5839 Part 6:2004 and Part 1:2002. Any works (including testing and certification) to the fire alarm system should result in a suitable certificate which is to be kept with the HMO Tenancy Management Log Book held at the property. The Council may ask to see a copy of these documents at any time.
- The doors must comply with BS 476, FD 30 fire resisting standard, incorporating the following:
 - Three EN1935 CE marked minimum grade 11 hinges;
 - A maximum gap around the door and lining not to exceed 2mm
 - For gaps between 2 – 4mm maximum an intumescent strip and smoke seal is to be rebated into both edges and top, fitted either to the door or lining
 - 35 x 12.5mm door stops glued and screwed at 300mm centres;
 - The door must be provided with overhead door closers capable of closing the door onto the latch. The door closers must conform to BS EN 1154: 1997.
 - All door furniture must be metal;
- A conspicuous notice must be fitted to all fire resisting self closing doors to both sides at approximately eye level stating "Fire Door – Keep Shut"
- Any door providing a means of escape and which is required to be kept locked shall be fitted with a type of lock capable of being opened easily and quickly from within without the use of a key in an emergency i.e. Euro Cylinder. This is to include the exit door from the property.
- All properties of 3 stories or above must install an emergency lighting system to British Standard 5266 Part 1: 2005 NM/3. Other one or two storey HMOs need to refer to the LACORs guidance (insert link) or as identified by the risk assessment.



- Where an LD2 Grade D fire alarm and emergency lighting system has been installed, the licence holder must include the Fire Log in the Management Log Book. This fire alarm logbook will need to demonstrate that correct maintenance of the systems has been carried out. Correct maintenance will include periodic tests and checks, in accordance with British Standard 5839 Part 6:2004 and Part 1:2002. A Grade D system must be inspected on a six monthly basis. **(Please see Proforma Log 5a and 5b)**
- For each and all letting rooms or kitchens containing cooking facilities shall be provided with suitable fire blanket which comply with BS 7944:1999 or BS EN1869:1997. The blanket(s) should be provided in a wall-mounted quick release container, which should be positioned at eye level in an unobstructed location.
- For each and all letting rooms or kitchens containing cooking facilities provide and fix the appropriate number of fire extinguishers as stipulated by the Fire Risk Assessment. These should be to British Standard EN3, to be positioned at eye level in an unobstructed location.
- Provide extinguishers as identified and stipulated in the Fire Risk Assessment conducted for the premises.
- The licence holder must ensure that all fire fighting equipment installed in the house is serviced on at least an annual basis by a suitably qualified person, and ensure that the equipment is maintained at all times. The licence holder must make available a copy of any documents relating to this work to tenant(s) in the HMO Tenancy Management Log Book held at the property. **(Please see Proforma Log 5a – 5g)**
- All floors and walls on the protected fire escape routes and within all sleeping rooms must be constructed of minimum 30 minute fire resisting materials.
- Where a payment or credit meter controls the amount of electricity available to the occupants, a separate independent power supply circuit must be provided to the Fire Alarm system. This new supply to the Fire Alarm System must not rely on the credit controlled supply, and must not be interrupted at any time.
- All documents and fire safety certificates should kept up to date in the HMO Tenancy Management Log Book and be provided to the Council within seven days of any request to do so.



Guidance and templates for carrying out a Fire Risk Assessment

Guidance and templates for carrying out a Fire Risk Assessment can be found on the Hereford & Worcester Fire and Rescue Service website - www.hwfire.org.uk/safety-and-advice/documents-and-downloads.

Hereford & Worcester Fire and Rescue Service Headquarters
2 Kings Court
Charles Hastings Way
Worcester
WR5 1JR

General Enquires Telephone: 0845 122 4454

Website: www.hwfire.org.uk

***It should be noted that the Fire Service will not carry out Fire Safety Risk Assessments.**

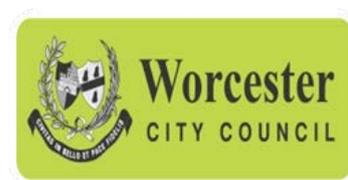
A failure to ensure appropriate measures are in place may mean enforcement action being taken by the Fire Authority against the duty holders (the license holder and the letting agent where they represent the license holder), or by the Fire Authority objecting to the granting of a licence.

Anyone in any doubt about their legal obligations should seek their own independent legal advice.

Smoke Alarms & Carbon Monoxide Poisoning Information

Private rented sector landlords will be required to have working smoke alarms on every floor of their property.

The licence holder shall ensure that there is at least one carbon monoxide detector, which complies with EN 50291-1:2010 and kite marked, and which has an audible alarm. This can be mains or battery powered and may be combined with a smoke detector unit. The detector must be placed in accordance with manufacturers instructions and should be located in any bedroom containing gas appliances. This detector must be tested at least once a year and the record of testing included with the management logbook held at the property. Alternatively the licence holder must demonstrate that all reasonable precautions to prevent the possibility of carbon monoxide poisoning in the accommodation have been taken.



What is carbon monoxide poisoning?

Carbon monoxide poisoning occurs when you breathe in even small amounts of the gas. When you breathe in carbon monoxide, it gets into your blood stream and prevents your red blood cells from carrying oxygen. Without oxygen, your body tissue and cells die. Levels that do not kill can cause serious harm to health when breathed in over a long period of time. Long term effects of carbon monoxide poisoning include paralysis and brain damage. Such long term effects occur because many people are unaware of unsafe gas appliances and subsequent gas leaks.

Carbon Monoxide Poisoning- What are the symptoms?

You can't see it, taste it or smell it but it can kill quickly and with no warning. Unsafe gas appliances produce a highly poisonous gas called carbon monoxide (CO). It can cause death as well as serious long term health problems such as brain damage.

Remember the six main symptoms to look out for:

- **Headaches**
- **Dizziness**
- **Nausea**
- **Breathlessness**
- **Collapse**
- **Loss of consciousness**

Being aware of the symptoms could save your life.

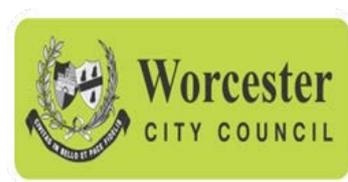
Carbon monoxide symptoms are similar to flu, food poisoning, viral infections and simply tiredness. That's why it's quite common for people to mistake this very dangerous poisoning for something else.

Other signs that could point to carbon monoxide poisoning:

- Your symptoms only occur when you are at home
- Your symptoms disappear or get better when you leave your let property and get worse when your return
- Others in the let property are experiencing symptoms (including any pets) and they appear at a similar time

What should I do if I experience any symptoms of carbon monoxide poisoning?

- Get fresh air immediately. Open doors and windows and turn off gas appliances and leave the property.
- See your doctor imminently or go to hospital and advise them that you suspect that you have carbon monoxide poisoning. They can do a blood or breath test to check your levels.
- If you think there is immediate danger, call the **Emergency Gas Service number on 0800 111 999 (This is a 24 hour emergency line)**.
- Report the outcome of any tests to the landlord or day to day manager who will need to arrange for a Gas Safe registered engineer to inspect all the gas appliances and flues.



How to check for carbon monoxide

Your home may show signs of carbon monoxide. Any one of the following could be a sign that there is carbon monoxide in your home.

- Check the flame on your cooker. It should be crisp and blue, not a lazy yellow or orange flame.
- Check to see if you have dark staining around appliances.
- Do pilot lights frequently blow out?
- Do you have increased condensation inside windows of the property?

If you have a faulty appliance in your home, it could lead to carbon monoxide poisoning. Inform your landlord and get any suspicious gas appliances checked to avoid carbon monoxide poisoning.

Major risk to tenants when sleeping

You are particularly at risk from carbon monoxide poisoning while sleeping, as you may not be aware of early carbon monoxide symptoms until it's too late. Hard wired Carbon Monoxide detectors must also be monitored by HMO tenants in accordance with manufacturer's instructions to ensure they are working effectively.

Tenants must immediately report any Carbon Monoxide detector defects/issues to the landlord or day to day agent.

If you think there is immediate danger, call the **Emergency Gas Service number on 0800 111 999 (This is a 24 hour emergency line)**.

(Please see Proforma Logs 5g Smoke Alarms plus 6 and 7 Carbon Monoxide Alarms)

Furniture Regulations, Flammability Regulations

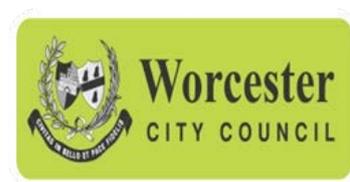
Furniture safety documentation must be kept on the HMO Tenancy Management Log Book (**Pro-forma Log 11**)

Relevant or Related Legislation:

[Furniture and Furnishings \(Fire\) \(Safety\) Regulations 1988 \(as amended in 1989 and 1993\)](#)

Current position:

The Department for Business, Innovation and Skills (BIS) is seeking to improve enforcement of the Regulations and is working with relevant bodies to achieve this.



Key Facts

Applies to domestic items of furniture only.

- Regulations do not apply to contract furniture or furnishings (e.g. hotels, restaurants etc.). Contact relevant supplier of material to ensure compliance for those purposes or the relevant trade association.
- Regulations cover the following items which contain upholstery: beds, headboards, mattresses, sofa-beds, nursery furniture, garden furniture which can be used indoors, furniture in new caravans, scatter cushions, seat pads and pillows and loose and stretch covers for furniture.
- The Regulations do not apply to sleeping bags, bed-clothes (including duvets), loose covers for mattresses, pillowcases, curtains and carpets. They may come under the General Product Safety Regulations.
- Those letting out properties or who are renting themselves, should contact their Local Trading Standards Department via their local Council for advice, as they take enforcement action.
- BIS does not hold information on types of fabric which are "safe" or "unsafe".

Frequently Asked Questions (FAQs)

Q1. To what types of furniture do the Regulations apply?

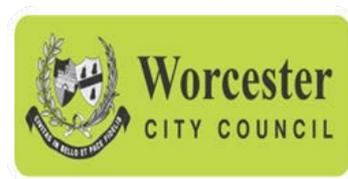
- Apply to domestic items of furniture only.
- Regulations do not apply to contract furniture or furnishings (e.g. hotels, pubs, restaurants etc.). Contact relevant supplier of material to ensure compliance for those purposes or the relevant trade association.

Q2. What fabrics are allowed in furniture manufacture?

It depends whether referring to the cover, filling or upholstery (i.e. combination of the cover fabric and filling material).

Any fabric supplied to provide or replace the permanent cover on furniture (except mattresses, bed-bases, pillows, cushions and baby nests) must either pass the appropriate match test (see Regulations) or if on a list of natural fabrics, can be offered in non-match resistant form provided that the furniture has or will contain a fire resistant interliner which itself passes the specified test. See Q4 for foam/non foam filling requirements.

There are 2 types of cigarette tests for upholstery. A full test is appropriate to visible parts of the upholstery. A modified cigarette test is appropriate to the non-visible parts of the upholstery.



Q3. What should consumers be looking for when buying furniture?

Consumers should be looking for furniture which is properly labelled as meeting the requirements of the Regulations.

All new furniture (except mattresses, bed-bases, pillows, scatter cushions, seat pads and loose and stretch covers for furniture) must carry a display label at the point of sale. It is the retailer's responsibility to ensure that furniture on display carries the correct label.

Furniture sold as a collection of items, such as three-piece suites must carry the appropriate display label on each individual item.

All new furniture (except mattresses and bed-bases) and loose and stretch covers for furniture must carry a permanent label. There are 2 versions - one long, the other short. It is primarily the responsibility of the first supplier (i.e. the manufacturer or importer) to ensure that the label gives the necessary information. However retailers also have a duty to ensure that the permanent label is on the goods when they supply them to consumers.

Q4. What filling or stuffing should be used for upholstered parts of furniture?

Any material that is included for the purpose of filling or stuffing the upholstered parts of the furniture must pass the appropriate tests (see p 20-30 of the Guidelines). This includes pads for insulating springs, tack rolls and piping cords which are contained within the cover fabric of the furniture.

- Foam fillings: i.e. polyurethane foam in slab or cushion form, or in crumb form and latex rubber form - must always be tested separately whether or not they are subsequently combined with other filling materials in the furniture.
- Non-foam fillings: there are two routes to compliance. Each filling may be tested singly or the fillings may be tested as a composite.

Q5. Does cane furniture need to comply?

Seating and back cushioning supplied with cane furniture must comply.

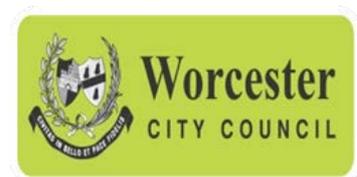
Q6. Does garden furniture need to comply?

The Regulations apply to outdoor furniture containing upholstery, which is also suitable for use in a dwelling. Therefore any upholstered garden furniture which is suitable for use in a conservatory of a dwelling, must meet the requirements for filling material and cover fabric.

Q7. What about furniture intended for export and old furniture?

The Regulations do not apply to exports of furniture.

The Regulations do not apply to furniture made before 1950 and to re-upholstery made before that date.



Q8. What if I want to let out a property or if I am renting one?

The Regulations apply to persons who hire out furniture in a course of business of theirs. This includes accommodation let in the course of business, such as holiday homes and residential furnished lettings (including houses, flats and bed-sits).

Further Enquiries

BIS cannot deal with individual enquiries, nor do we hold information on types of fabric which are "safe" or "unsafe". Please refer to the Guide to the Regulations or the legislation itself (Statutory Instrument No. 1324).

Those letting out properties or who are renting themselves, should contact their Local Trading Standards Department via their local Council for advice, as they take enforcement action.

2.

HMO Tenancy Management Standards for Shared Accommodation

Houses in Multiple Occupation.
Worcester City Council.
June 2015.

HMO TENANCY MANAGEMENT STANDARDS FOR SHARED ACCOMMODATION

1. To comply with HMO Licensing Conditions it is necessary to display the following within the licenced premises.

- The HMO Licence
- The HMO Licensing Conditions
- Building Insurance
- Property Owners Liability Insurance

These items along with the fire detection system check record are prone to being removed, therefore, to combat this matter, Worcester City Council advise landlords to provide a HMO Tenancy Management Log Book to store all these items in.

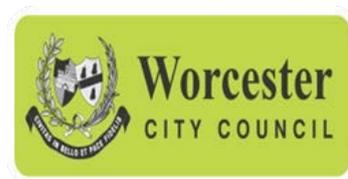
The HMO Tenancy Management Pack will be handed over by HMO Officers during the property inspection and it is the Licensee who is responsible to ensure it is kept within the licensed property.

2. A section of the HMO Tenancy Management Log Book should be available to hold a copy of the proforma logs /leases/licences/forms or tenancy agreement which the landlord has undertaken to use in the HMO property.

3. The HMO Tenancy Management Log Book should also hold copies of the following certificates:

- Gas Safety Certificate (required for properties with a gas supply)
- Electrical Safety Certificate
- Fire Alarm Test Certificate
- Fire Extinguishers Test Certificate (or proof of purchase if extinguishers are less than 12-months old)
- Emergency Lighting Certificate (required for HMOs with 3 or more storeys)
- Portable Appliance Testing (PAT) Certificate (required for appliances over 12 months old)
- Energy Performance Certificate (EPC) (required unless your property is exempt from the legal requirement)
- Floor plan
- Fire Risk Assessment
- Tenancy Agreements (where applicable – please see section above on Planning Permission)
- Fire Emergency Plan

***As replacement certificates / receipts are obtained these should be updated in the folder.**



4. Information for the tenant in relation to emergency contact telephone numbers including :

- The Licensee, Day to Day Manager or Agent will also be included within the
- HMO Tenancy Management Pack.
- A second contact, for when the main contact is on holiday or otherwise unavailable, must also be added.

This person must be able to authorise required repairs without having to refer to the main contact or Licensee.

Details of any insurance policies or repair contracts should also be added giving information on what is covered, the policy number and contact phone number. (Please see Proforma Log 2)

5. General property information should also be included. This will include:

- stopcock locations for gas and water
- the location of the electrical fuse box and mains switch
- the current suppliers for gas and electric along with contact details
- refuse collection days and arrangements
- arrangements for cleaning and maintenance of common areas.

This list is not exhaustive. (Please see Proforma Log 3)

6. Any further information which the Licensee, Day to Day Manager or Agent feels appropriate can also be added to this HMO Tenancy Management Log.

7. The HMO Tenancy Management Log Book should be kept in a drawer or cupboard where it is accessible to all tenants and any other person who would like to view the information e.g. Hereford & Worcester Fire and Rescue Service or Worcester City Council.

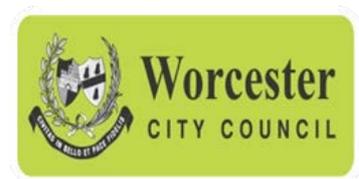
The information must be updated to ensure it remains relevant.

The required information listed above must be submitted with any new HMO application or HMO renewal form.

Management

8. The licensee is responsible for ensuring all licensing conditions are complied with. This responsibility can be passed in varying degree to a Day to Day Manager or professional Letting Agent but ultimately remains with the Licensee.

9. The responsibility for ensuring that weekly testing and recording of the fire



alarm and detection system is carried out, lies with the Licensee. (Please see Proforma Log 5d)

While the Licensee may delegate these weekly testing and recording to the tenants, he /she must ensure that the appointed agent personally carry out at least a monthly test, recording this in the Log and verify that the tenants have been carrying out weekly testing and recording.

The emergency lighting, where applicable, must be checked monthly by the Licensee or his agent. Failure to comply with these checks could lead to a prosecution against the Licensee. (Please see Proforma Log 5b)

Inspection visits

10. Full training conducted by the Licensee, Agent or Day to day Manager on the correct operation of the fire detection system must be given to any tenants who are to test the system.

Consideration must be given to sufficient tenants being trained so there will always be someone available and capable of testing the alarm each week. (Please see Proforma Log 5a and 5c).

11. The Licensee, Day to Day Manager or Agent must visit the property to ensure all conditions are being complied with. The frequency of these visits being commensurate with problems found. (Please see Proforma Log 8)

Tenant cooperation in meeting all household safety measures

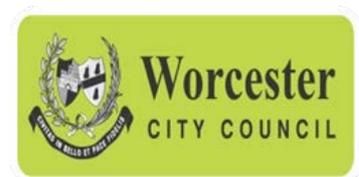
12. Tenants must co-operate in meeting all the household safety measures, regularly recording all the appropriate safety check results within the HMO Tenancy Management Log Book. Also, tenants must never interfere with any equipment, services or any household fire precaution devices.

Breaches of standards and physical conditions

13. Should any breach of standards or conditions be discovered and reported to Worcester City Council, enforcement officers will investigate and seek the full cooperation of the Licensee and where applicable the Day to Day Manager or Agent in the first instance.

14. Any breach of standards or conditions may lead to a refusal or revocation of a licence.

15. Worcester City Council may inspect the living accommodation (using Powers of entry – s239 of Part 7 of the Housing act 2004) to assess the state of the property and to ascertain whether there is any need to serve an HMO Amenity Notice. Such a notice would require the owner(s) to carry out work in order to make the living accommodation reasonably fit for occupation.



Anti-social behaviour

16. The licensee must ensure the tenants are aware of others living near the property and not allow their behaviour to impact on other people. This extends to people visiting the property as well as in and around its environs.

17. Should anti social behaviour be reported to the Licensee, they must make every effort to assist Worcester City Council and other relevant agencies resolve the issues, calling on Worcester City Council or other relevant agencies to assist when appropriate.

18. In extreme cases the Licensee must work with Worcester City Council's HMO Licensing, Community Safety, Worcester University and the Housing Advice Team staff closely, following advice supplied by them to bring the matter to a satisfactory conclusion. (Please see Proforma Log 10)

Tenancy / occupancy agreement / lease

19. Where the tenants are required to carry out functions on behalf of the Licensee, this should be added to the tenancy agreement so this forms part of the contract between the tenants and the Licensee e.g. weekly fire alarm tests and hard wired Carbon Monoxide detectors should also be monitored in accordance with manufacturers instructions to ensure they are working effectively.

Communal areas

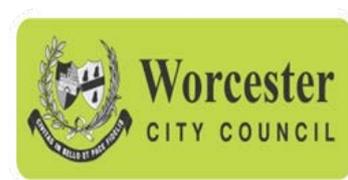
20. Stairs, hallways and gardens are required to be kept in a neat and tidy condition regardless of it being for sole use of the property or part of a common area.

21. Tenants may be required to carry out these tasks under terms of the lease. However where they fail to do so the responsibility reverts to the Licensee and they must ensure these responsibilities are being carried out.

Waste management

22. The Licensee must ensure the tenants are aware of their responsibilities in respect of presentation of waste. They must be informed where the waste must be presented and on which day. The bin(s) must be returned to the bin store, where applicable, as soon as possible after being emptied. Bags of waste should not be left outside the door of the property or on stair wells or landings in flatted properties as this could present a potential fire hazard. (Please see Proforma Log 3)

For further information please visit <http://www.worcester.gov.uk/household-waste>



HOUSING ACT 2004 – HOUSING HEALTH AND SAFETY RATING SYSTEM

What is the Housing Health and Safety Rating System?

Part 1 of the Housing Act 2004 introduces a method to determine if a property is suitable for the health and safety of the occupants. The system is a risk-based approach to assess potential risks to the health and safety of occupants in residential properties in England and Wales. It replaces the Housing Fitness Standard set out in Housing Act 1985 which dates back to 1919.

What are the hazards assessed by the Housing Health and Safety Rating System?

In total, the system incorporates 29 hazards for the inspector to consider which affect physiology, psychology, accidents and hygiene. The basic principle is that the property should be safe for occupation.

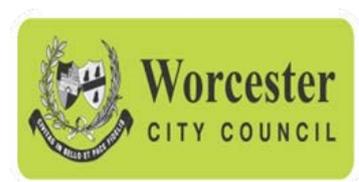
Housing Act 1985	Housing Act 2004
<p><u>Fitness for Habitation (Section 604)</u></p> <ul style="list-style-type: none"> • Structural Stability • Disrepair/repair • Dampness • Provision for lighting, heating and ventilation • Adequate supply of wholesome water • Satisfactory facilities for preparing and cooking food including a sink with a supply of satisfactory hot and cold water • Suitably located water closet for exclusive use of occupants • Suitably located fixed bath or shower and wash hand basin with supply of satisfactory hot and cold water • Effective system for drainage of foul, waste and surface water. <p>Overcrowding</p> <p>Fire Safety – only in houses in multiple occupation (HMOs)</p>	<p>a) Physiological Requirements Damp and mould growth Excess Cold Excess Heat Asbestos (and MMF) Biocides Carbon monoxide & Fuel combustion products Lead Radiation Uncombusted fuel gas Volatile Organic Compounds</p> <p>b) Psychological Requirements Crowding and space Entry by intruders Lighting Noise</p> <p>c) Protection Against Infection Domestic hygiene pests and refuse Food Safety Personal Hygiene Sanitation and Drainage Water Supply</p> <p>D) Protection Against Accidents Falls associated with baths, etc. Falls on level surfaces Falls on stairs, etc. Falls between levels, e.g. windows Electrical hazards Fire Flames, hot surfaces, etc. Collision and Entrapment Explosions Position and operability of amenities Structural collapse and falling elements</p>

3.

HMO Tenancy Management Log Book Proforma Logs

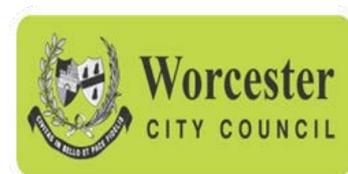
Houses in Multiple Occupation.
Worcester City Council.
June 2015.

June 15 V0.1



The current HMO Tenancy Management Log Book has 15 proforma documents and they cover the following tenancy management criteria.

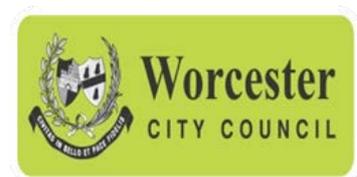
Proforma Log 1	USEFUL PHONE NUMBERS
Proforma Log 2	HMO PROPERTY CONTRACTS/INSURANCE
Proforma Log 3	GENERAL PROPERTY INFORMATION
Proforma Log 4	HMO FIRE SAFETY CHECKLIST
Proforma Log 5	FIRE ALARM SYSTEMS - RECORD OF TESTS
Proforma Log 5a	FIRE ALARM SYSTEM (AND EMERGENCY LIGHTING IF 3 STOREY AND ABOVE HMOs) OPERATION TRAINING RECORD
Proforma Log 5b	EMERGENCY LIGHTING SYSTEMS (IF 3 STOREY AND ABOVE HMO) –RECORD OF TESTS
Proforma Log 5c	FIRE INSTRUCTIONS AND DRILLS
Proforma Log 5d	FIRE ALARM SYSTEM – RECORD OF TESTS
Proforma Log 5e	FIRE EXTINGUISHERS – RECORD OF TESTS & INSPECTIONS
Proforma Log 5f	ANNUAL MAINTENANCE RECORD OF AUTOMATIC LIFE SAFETY FIRE SUSPENSION SYSTEM
Proforma Log 5g	SMOKE ALARM TEST – AT THE START OF EACH NEW TENANCY
Proforma Log 6	CARBON MONOXIDE HARDWIRED DEVICE INSTRUCTION
Proforma Log 7	CARBON MONOXIDE HARDWIRED DEVICE TESTS
Proforma Log 8	HMO LICENSEE/AGENT–PROPERTYCONDITION VISIT& SAFETY INPECTION
Proforma Log 9	HMO PROPERTY STANDARDS OFFICER– PROPERTY CONDITION VISIT & SAFETY INPECTION
Proforma Log 10	ANTI SOCIAL BEHAVIOUR – TERMS AND RESPONSIBILITIES
Proforma Log 11	STATEMENT OF COMPLIANCE WITH THE FURNITURE AND FURNISHINGS (FIRE SAFETY) REGULATIONS 1988



USEFUL PHONE NUMBERS - Pro forma Log 1

In the event of any changes to the emergency contacts list the licence holder/agent must amend the list with immediate effect informing Private Sector HMO Licensing and the current tenants of any alterations

EMERGENCY		
Police	999 - In an emergency 112 - the alternative emergency number 18000 - If you're making a call from a text phone	
Fire	999	
Ambulance	999	
Electric	0800 328 1111 Central Networks - Midlands	
Gas	0800 111 999 (This is a 24 hour emergency line). If you smell gas, think you have a gas leak , or are worried that fumes containing carbon monoxide are escaping from a gas appliance, please call the free Gas Emergency Services emergency line immediately.	
Water	0800 783 4444 –Severn Trent Emergencies (24hrs)	
Non –emergency		
West Mercia Police Non emergency number	101 – is now the number to call the Police for a non emergency matter 18001 + number for non- emergency calls if you are using a text phone	
NHS 111 Service	For medical emergencies contact your own GP practice during the day or the NHS 111 service (111) 24 hours a day, 365 days a year. In potentially life-threatening situations, go to the Accident and Emergency department at Worcestershire Royal Hospital	
Strategic & Private Sector Housing Team	01905 722589 privatehousing@worcester.gov.uk	
Community Safety Partnership	01905 722321 Community Safety Manager 01905 722065 Detached Team Manager	
Worcestershire Regulatory Services	01905 822799	
Waste management	http://www.worcester.gov.uk/recycling-waste	
TENANT EMERGENCY LANDLORD/AGENT CONTACT	NAME	NUMBER
Main contact		
Second Contact name		



GENERAL PROPERTY INFORMATION –Proforma 3

To find out who the electrical or gas supplier is for the property see below. For your electrical supplier, simply call West Midlands local distribution company 01384 343. For your gas supplier, simply call the Meter Point Administration Service on 0870 608 1524.

The number of tenants this Property is Licensed for :

--

GENERAL INFORMATION	Utility	Location
*Location of stopcock	Water	
*Location of stopcock	Gas	
*Location of fuse board	Electric	
* In an emergency, tenants must contact the relevant utility company / supplier for advice and assistance e.g. Transco for gas emergencies.		
Current supplier	Company	Company Phone Number
Electric		
Gas		
Oil		
Other /		

WASTE MANAGEMENT The bin(s) must be returned to the bin store, where applicable, as soon as possible after being emptied. Bags of waste should not be left outside the door of the property or on stair wells or landings in flatted properties as this could present a potential fire hazard.

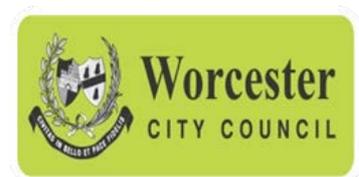
Put BLACK bin out	Day	Time	Put GREEN bin out	Day	Time

FIRE SAFETY

Where a token or key meter is fitted, this must be kept in credit at all times to ensure the correct operation of the fire detection system.

The property is liable to be inspected at any time by Officers from Hereford and Worcester Fire Rescue Service. Should they find there is no credit in the meter the property will be served with a closure notice and you will not be able to enter the property until this is lifted.

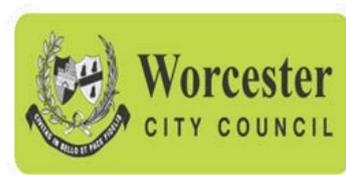
It is the landlord's responsibility to ensure this is being complied with during their inspection visits. **Liquid Petroleum Gas (LPG) is not permitted in the premises under any circumstances**



HMO FIRE SAFETY CHECKLIST –Proforma Log 4

Worcester City Council Advice Note –continued		YES	NO
Do you have a copy of the Emergency Plan for your premises?			
Have you carried out a Fire Risk Assessment for your premises?			
If you are represented by an agent, have they carried out a Fire Risk Assessment for your premises and recorded significant findings			
Escape Routes	Are there an adequate number of escape routes taking into consideration the height of the premises? **		
	Are there bedrooms in a basement where there is only one means of escape? **		
	Are escape routes protected with fire resisting construction and fire doors?		
	Are all your escape routes clear of obstruction?		
	Are all fire exit signs and notices clearly visible?		
Fire Doors and Exits	Do your emergency exit doors open from the inside without use of a key?		
	Are self-closing fire doors kept closed and the self-closers working?		
	Where fitted, are hold open devices or swing free arms working?		
	Are fire doors fitted with intumescent strips and cold smoke seals?		
Firefighting Equipment (Extinguishers)	Is the firefighting equipment adequate for the risk in your premises (number, type, location)?		
	Is fire fighting equipment maintained annually and recorded on the test labels and in your HMO Tenancy Management Pack Proforma Log Book?		
Automatic Fire Detection	Are there hard wired smoke and heat detectors in the premises?		
	Can the system be heard throughout your premises particularly by sleeping tenants?		
	Is the system tested weekly and the results recorded in your HMO Tenancy Management Pack Proforma Log Book?		
	Is the system maintained annually by a competent person and recorded in your HMO Tenancy Management Pack Proforma Log Book?		
Emergency Lighting	Are there emergency lighting units provided in escape routes?		
	Is the system tested and the results of tests recorded in your HMO Tenancy Management Pack Proforma Log Book?		
Emergency Fire Action Plan	Is the emergency fire action plan adequate for your premises?		
	Action Plan Are fire routine notices clearly visible and accurate?		
General	Have you reviewed your Fire Safety Risk Assessment in the last year?		
	Is your Log Book up to date and test certificates available for audit?		

*As you will have an HMO licence, or will have applied for one, you are legally bound to record the fire risk assessment significant findings such as the risks found, the fire safety measures taken and any person or group of persons especially at risk. This should be available for audit on request by an enforcement officer authorised by Hereford and Worcester Fire and Rescue Service.

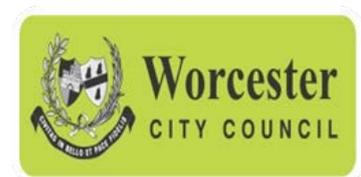


FIRE ALARM SYSTEMS - RECORD OF TESTS – Proforma 5

It is important that any testing of the fire alarm should not result in a false signal of a fire.

When /Who	Equipment	Note
Start of any new tenancy Licensee/Agent to tenant	Fire Alarm Emergency Lighting(for 3 storey and above HMOs only) Automatic Door Releases Connected to the Fire Alarm System Fire Extinguishers	Fire Alarm System (and Emergency Lighting Operation for 3 storey HMO and above only) Training. All tenants / persons in the premises must receive instruction and training to ensure they understand the fire precautions and the action to be taken in the event of fire. Initially, each tenant/member of staff should receive a personal copy of prepared written instructions and thereafter be given further training to ensure compliance.
Start of new tenancy Ongoing training Licensee/Agent to tenant	All fire and emergency lighting equipment Emergency Plan	Fire instructions and drills and Emergency Plan. All tenants / persons in the premises must receive instruction and training to ensure they understand the fire precautions and the action to be taken in the event of fire. Initially, each tenant/member of staff should receive a personal copy of prepared written instructions and thereafter be given further training to ensure compliance.
Weekly test by the user	Fire Alarm	Carry out Fire Alarm a test in conjunction with the Automatic Door Releases Connected to the Fire Alarm System and examination to ensure that the system is capable of operating under alarm conditions, namely: - Operate trigger device (manual call point or detector) using a different point or detector for each successive test in accordance with British Standards 5839
Weekly test by user	Automatic Door Releases Connected to the Fire Alarm System	Carry out Automatic Door Release Connected to Fire System test in conjunction with the fire alarm test, check that all doors are being released and closing on to the door rebates.
Annual test By competent person	Fire Alarm	Annual test of Fire Alarm System should be carried out by a competent person, e.g. a fire alarm engineer. NOTE: Requirements for these inspections and test will depend upon the type and design of the system.
Start of new tenancy	Smoke Alarm Carbon Monoxide Alarms	Testing of smoke and carbon monoxide alarms should be tested at the start of any new tenancy. Any Carbon monoxide hardwired property device needs to be tested on a weekly basis by the licensee / agent or tenants. Tenants/agents should receive a personal copy of prepared written instructions in order to carry out the appropriate tests.

NOTE: All checks, tests and maintenance including faults and remedial action taken, should be recorded. The date on which each fault is rectified should also be recorded.



FIRE INSTRUCTIONS AND DRILLS – Proforma Log 5c

All tenants / persons in the premises must receive instruction and training to ensure they understand the fire precautions and the action to be taken in the event of fire.

Instruction should be given in respect of the action, purpose etc.

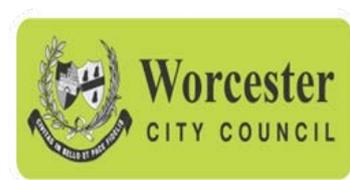
- (1) Discovering a fire
- (2) Hearing the fire alarm
- (3) The assembly point
- (4) Calling the fire and rescue service
- (5) Making safe power supplies etc.
- (6) Use of fire alarms and fire extinguishers
- (7) The means of escape

Initially, each tenant/member of staff should receive a personal copy of prepared written instructions and thereafter be given further training to ensure compliance.

Records of such tenant instruction /training must be entered in the Log Book/record sheet.

Record of when instruction /drill given Proforma Log 5b

Persons Receiving Instruction / Drill	Date of Instruction	Fire Drill Evacuation Time	Nature of Instruction Drill	Signature of Instructor etc.



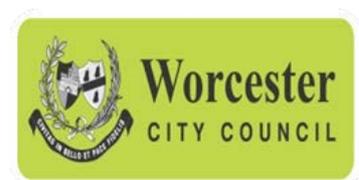
**ANNUAL MAINTENANCE RECORD OF
 AUTOMATIC LIFE SAFETY FIRE SUSPENSION SYSTEM – Proforma Journal 5f**
To be inspected by a qualified sprinkler engineer

NOTE: For a suppression system such as sprinklers to be effective it is essential that there is an appropriate water supply. Therefore landlords / agents need to check and report any failure of the property water pressure to Severn Trent Water.

It is recognised that pressures will vary during the day, over the year and perhaps in future years. Therefore it is imperative that the system is designed on the basis of what the minimum pressure and flow is likely to be.

A new Fire risk assessment is required when there are any material changes of circumstance.

EQUIPMENT	YEAR	DATE	COMMENT	SIGNATURE
Maintenance Record of Automatic Life Safety Fire Suppression System (Sprinkler suppression system)	Year 1 Maintenance			
	Year 2 Maintenance			
	Year 3 Maintenance			
	Year 4 Maintenance			
	Year 5 Maintenance			



The licence holder and his nominated managing agent must recognise the importance of tackling antisocial behaviour in order to ensure that communities are safe and that areas do not decline because of a failure to act. The licence holder and/or their nominated agent must have the facilities to receive and respond to initial complaints about their tenants' behaviour.

The licence holder and/or his nominated managing agent are required to undertake an incremental process of investigation of any complaints, which have been made either directly to them, or via the council, regarding their tenants. This process of investigation may involve one or more of the following.

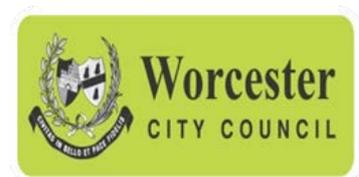
- Appropriate response to a complaint from a member of the community, neighbour or another person, regarding the conduct of the license holders' tenant and/or the behaviour of their children or visitors.
- Sending of appropriate and proportionate warning letter(s).
- Invoking appropriate tenancy agreement sanctions where necessary
- Conducting a tenancy warning interview.
- The licence holder must reasonably co-operate with the Council over any action being taken in respect of anti-social behaviour and must invoke appropriate tenancy agreement sanctions where necessary.
- Attendance at a case conference or any other appropriate multi agency meeting arranged by the council or other relevant agency.
- Engagement with the council, the police or any other agency involved in the case. This may involve providing supporting information or evidence where an appropriate authority seeks a legal remedy to the antisocial behaviour.
- Serving of a relevant notice to seek possession where all other interventions have failed and that all parties agree that this would be the most appropriate course of action.

This proforma must be issued to all existing tenants and to any new tenant upon the commencement of the tenancy to make them aware of their responsibility and in order to comply with licence condition number 13.

1. You are responsible for the behaviour of every person (including children) living in or visiting your home including surrounding land, in communal areas (stairs, lifts, landings, entrance halls, paving, shared gardens, parking areas) and in the locality of your home.

2. You (or anyone living with you, or visiting your home) must not cause a nuisance, annoyance or disturbance to any other person. Examples of nuisance, annoyance or disturbance include:

- loud music
- arguing and door slamming
- dog barking and fouling
- offensive drunkenness



- selling drugs or drug abuse
- fly tipping
- playing ball games close to someone else's home.

3. You (or anyone living with you, or visiting your home) must not harass any other person in the locality of your home or surrounding area. Examples of harassment include:

- racist behaviour or language
- using or threatening to use violence
- using abusive or insulting words or behaviour
- damaging or threatening to damage another person's home or possessions writing threatening, abusive or insulting graffiti
- doing anything that interferes with the peace, comfort or convenience of others.

4. You (or anyone living with you, or visiting your home) must not use your home or any communal area for any illegal activity such as selling drugs.

5. You (or anyone living with you, or visiting your home) must not damage, deface, or put graffiti on property belonging to the landlord. You would have to pay for any repair or replacement. The costs may be charged on top of your rent.

6. You (or anyone living with you, or visiting your home) must not interfere with security and fire safety equipment in communal block. Doors should not be jammed open and strangers should not be let in without identification.

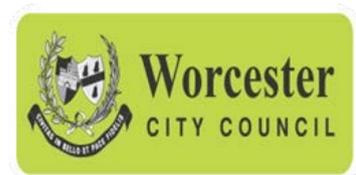
7. You must co-operate with the council and your neighbours to keep any communal areas clean, tidy and clear of obstruction, including rear alleyways.

8. You (or anyone living with you) must not run a business from your home without the landlords' permission in writing. We will not normally refuse permission unless the business would cause a nuisance or might damage the property.

9. You (or anyone living with you) must not run a business from your home without the landlords' permission in writing. We will not normally refuse permission unless the business would cause a nuisance or might damage the property.

10. Caravans or motor homes must not be parked on the garden, driveway or paved area around your home or on any communal parking vehicle anywhere on your property except on 'hard standing' (a driveway or paved area intended for parking).

Caravans or motor homes must not be parked on the garden, driveway or paved area around your home or on any communal parking areas without the landlord's agreement in writing.



11. You (or anyone living with you, or visiting your home) must not park anywhere that would obstruct emergency services.

12. You (or anyone living with you, or visiting your home) must not carry out major car repairs on the land around your home or on the road.

13. You (or anyone living with you) must not put up structures such as sheds, garages or pigeon lofts anywhere on your property without the landlords' agreement in writing.

14. You must make sure your garden is tidy. Lawns must be cut and hedges trimmed

15. You (or anyone living with you, or visiting your home) must not keep or use bottled gas, paraffin, petrol or any other dangerous material in your home or in communal areas.

Declaration

I declare that I have read/had read to me the terms and responsibilities in this proforma and that I understand and agree to adhere to these terms and responsibilities.

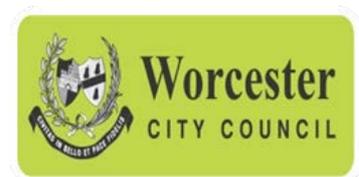
Tenant's signature		Date	
Landlord's signature		Date	

**STATEMENT OF COMPLIANCE WITH THE FURNITURE AND FURNISINGS
(FIRE SAFETY REGULATIONS 1988)**

Please tick as appropriate:

<p>I have read the information on the furniture and furnishings (fire safety) regulations 1988 contained in the application pack and confirm that to the best of my knowledge, all relevant furniture ,furnishings and other goods supplied my rented accommodation fully comply with this legislation.</p>	
<p>OR</p>	
<p>My properties are let unfurnished and I therefore consider that the legislation is nit applicable. However should supply furniture, furnishings or other goods in the future, I undertake to ensure that all relevant items comply.</p>	

<p>Name</p>	
<p>Position</p>	
<p>Date</p>	
<p>Signed</p>	



4.

HMO Tenancy Management Log Book.

Landlord & Tenant Charter.

Houses in Multiple Occupation.
Worcester City Council.
June 2015.

Introduction

This is a Charter to help landlords and tenants jointly take full responsibility for their rented property. Landlords shall agree to provide tenants (regardless of tenure type) with fit, safe and healthy homes, whilst tenants shall undertake to respect the landlord's property and ensure that all rent due to the landlords is promptly paid.

The Charter confers certain rights to landlord and tenant:

The landlord has:

- The right to prompt payment of any initial deposit, and rent.
- The right to have his property and possessions respected.
- The right to have his property kept clean and in good order.
- The right to expect reasonable behaviour by the tenant and visitors to the property.
- The right to be informed by the housing benefit department of any variation of housing benefit/local housing allowance (only applicable if housing benefit is paid directly to the landlord).
- The right to receive prompt reporting of repairs and access by arrangement.
- The right to quiet enjoyment of the property.

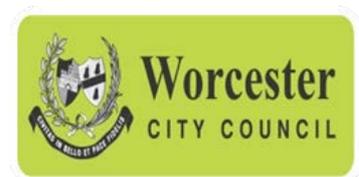
The tenant has:

- The right to seek independent housing advice.
- The right to privacy and self determination.
- The right to be consulted and informed about matters affecting his occupancy.
- The right to enjoy well maintained, repaired housing.
- The right to be represented.
- The right to feel secure in his house.
- The right to afford to stay in the property.

For the purpose of this Charter the rights conferred upon the landlord by the existing tenant(s) shall be applicable to future tenants who shall be expected to sign the Charter.

Any disputes arising between landlord and tenant in connection with the rights conferred under the Charter shall be settled directly by the parties involved. Worcester City Council will aim to assist wherever possible, however it must be noted that Worcester City Council accepts no liability under the Charter for any dispute and accepts no responsibility to resolve it.

Worcester CAB & Worcester Housing and Benefits Advice Centre (WHABAC) can work with landlords and tenants to resolve disputes and mediate between parties. Gateway Assessment drop-in service at The Hopmarket, Worcester on: Monday, Tuesday, Wednesday and Friday: 9.30 a.m. to 4.00 p.m. Please visit for more information <http://www.cabwhabac.org.uk/>



The Charter (Tenant)

As a signatory to this Charter, I, as tenant of the property
..... promise to:

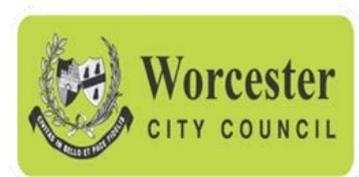
- Pay any initial deposit promptly.
- Let the landlord know if I intend to leave the property.
- Pay my rent on time and to inform the landlord / agent in advance in the event of payment difficulties.
- Ensure that my visitors and I behave properly with due considerations for neighbours.
- Report repairs promptly and allow reasonable access for inspection and repairs.
- Take care of the property and any furniture and equipment and make payment (if required) for items damaged by unreasonable behaviour.
- Keep the property in a clean and tidy condition and dispose of rubbish in the correct manner.
- Not misuse fire detection and protection equipment (where installed)
- Return the keys to the property by the agreed date and vacation and to permit inspection of the property prior to vacation.

I understand the housing benefit department of Worcester City Council can inform the landlord of any variation of housing benefit /local housing allowance payment (only applicable if housing benefit/local housing allowance is paid directly to the landlord)

I understand and acknowledge that Worcester City Council has no direct involvement in any dispute between myself and my landlord.

Signature of each tenant having a Tenancy Agreement:

Name	Signature	Date



The Charter (Landlord)

As a signatory to this Charter, I, as landlord of the propertyagree to give the tenant(s) the following rights:

1. The Rights to Privacy and Self Determination

I agree that tenants shall:

- Have access to the property and their room at all times
- Receive their own mail directly and without interference
- Be able to receive visitors in their own home
- Not have encountered uninvited visitors without prior permission except in emergencies
- Be provided with a rent book and supplied with a full rent breakdown
- Be assured that any records kept by me are confidential

2. The Rights to Privacy and Self Determination

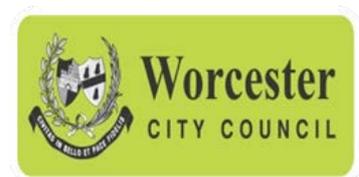
As the landlord I shall:

- Provide each tenant with a tenancy/licence agreement that fully and simply explains the rules controlling the property.
- Ensure that if the property is a shared house (House in Multiple Occupation), each tenant taking up the tenancy will be provided with information on:
 - What to do in the event of a fire
 - Arrangements for laundry, heating meals, telephones etc.
 - Where to get help e.g. local authorities/support agencies
 - Ensure they are informed regarding, and that their permission is obtained in advance, if visitors, workers etc. need entry to the property

3. The Tenants Rights to Enjoy Well-Maintained, Repaired Housing

As the landlord I shall

- Ensure that the Management of Houses In Multiple Occupation (England) Regulations 2006 are observed if the property is let to more than one household (shared accommodation).
- Provide a contact telephone number for "out of hours" emergencies
- Ensure that all appliances are adequately and properly maintained and serviced annually (e.g. Corgi inspections of gas appliances)
- Ensure that any furniture provided conforms to the Furniture and Furnishing (Fire Safety) Regulations 1998
- Have in place an effective strategy for the regular replacement, refurbishment and redecoration of the property, its furniture and fittings.
- In furnished accommodation, provide suitable and sufficient furnishing in good condition to meet the basic needs of the tenant(s)
- Ensure that all rooms have the provision for some form of adequate heating and where possible, that tenants shall have control over the heating.



- Ensure that where token/coin meters exist, they are set at no more than the statutory rate
- Provide as a minimum a double electric socket per habitable room.
- Ensure that the property is inspected prior to it being occupied (re-occupied) and ensure that it is clean and not in need of decoration, and that appliances and amenities are safe and in working order.
- Provide a correct inventory of the appliances provided within the property which also highlights any defects to the condition of the accommodation.

4. The Tenants Right to be Represented

As the landlord I will:

- Allow relevant agencies access to the property upon request by the tenant and work with such agencies in their efforts to support the tenant if necessary.
- Allow external representation in any complaint/grievance procedure.

5. The Tenants Right to Feel Secure

As the landlord I will:

- Take every reasonable safeguard to ensure that continuance of the tenancy so long as the tenant has acted in a responsible manner during the course of the tenancy.

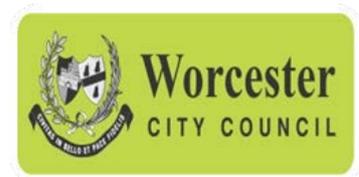
6. The Tenants Right to Afford to Stay in the Property

As the landlord I shall:

- Charge a rent that is reasonable and does not create financial hardship upon the tenant
- Charges for any services I provide that are ineligible for Housing Benefit at the level of standard deduction included in the Housing Benefit Regulations if appropriate.
- I will pay any deposit into one of the government deposit protection schemes; there are four insurance-backed tenancy deposit protection schemes. (For More information about tenancy deposit protection and the authorised scheme administrators is available on the GOV.UK website)
- To ensure that in the provision and letting of houses or associated services, no person or group of persons applying will be treated less favourably than any other person or group because of their race, colour, ethnic or national origin, gender, disability, appearance, marital status, sexual orientation or social status.

I understand and acknowledge that Worcester City Council has no direct involvement in any dispute between myself and any tenant.

Name	Signature	Date



Charter Supplementary Information

The Charter does not supersede or over-rule any of any relevant legislation regarding renting in the private sector.

For further information about the contents of this Charter please contact:

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Strategy & Private Sector Housing Team.
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