

34<sup>th</sup> edition June 2017

## Welcome to this Year's Summer Networking & Live BBQ Event on 7 July 2017

### Inside this issue

- >> *Foreword by Dave Princep*
- >> *Tessa-Lawyer- Home Business in rented property*
- >> *Letter from DCLG re-ACM Cladding Test*
- >> *5 Top Tips for managing Rent Arrears*
- >> *Tom -A Sorry Landlord Insurance Tale-Landlordzone*
- >> *Housing & Planning Act- RRO & New Fixed Penalty Notice – by David Smith Solicitor*
- >> *Fire Safety in Residential Properties*
- >> *What is an HMO?*



# Welcome to the latest edition the PReSs

Looking back over the last year it is difficult to comprehend how much the political landscape has changed. Just over a year ago, Sadiq Khan was elected London mayor and although the mayor's direct impact on the private rented sector is limited, he has certainly indicated that he would welcome more control and further roll outs of licensing.

It is the national theatre that the biggest changes have occurred. Last year the Government were legislating right, left and centre in order to control the illegal element in the sector – repeatedly referred to as “rogue” landlords, which in my opinion is a wholly inadequate description of these criminals. Many of the changes merely made it more difficult, expensive and time consuming for good landlords to operate, whilst the criminals continue to ignore both the new and the old rules.

The Brexit referendum in theory should have very little impact on the rented sector as almost all rented sector law is home grown with the exception of Energy Performance Certificates (EPC) and whilst the latest administrations have shown reduced interest in Climate Change and green issue, it's unlikely though that they will abandon the EPC.

With the legislation banning poor energy efficient premises being rented out due to become law in only 9 months' time, it is becoming clear that the Government have little idea of how the law will work or what exceptions there will be if the work to increase the energy rating is disproportionately expensive. We will also have to wait to see if the proposed changes as to how solid wall premises are rated for EPCs and the changes as to when a new gas safety certificate will run from become law this year, as proposed.

As mentioned previously one anticipated benefit for the PRS would be that the politicians would be overwhelmed by the complexity of Brexit, leaving little time for further (badly targeted) regulation. However, that may not now be a correct assumption. The Tory's attempt to increase their majority has clearly backfired with Labour making a surprise comeback partly due to an increase in the number of the young voting for the first time.

Political pundits have expounded that the young were drawn to Labour because of its attempt to deal with issues, which affect them. One of their key areas was housing with a proposal for a minimum of 3-year tenancy plus rent increase controls. The pundits have pointed out that the Tories BREXIT ignored the young, but with another election very likely, in the near future the PRS may well become subject to populist policies around rent control and security of tenure. The previous round of legislation having not yet bedded in, so the prospect of further ad hoc control could be worrying.

We live in interesting times and we will have to wait to see if UK Ltd and the PRS come out of this uncertainty period better or worse off.

I look forward to meeting those of you who were prompt in applying for tickets to this year's Summer Networking Event on 7<sup>th</sup> July.

Hope you enjoy this edition

Dave Princep (Chair of LLAS & UKLAP)

# Still worried about Section 24?

As a Landlord facing the removal of financing costs as a legitimate business expense, apart from putting up rents and compounding the tax problem, you have four options: -

## Option 1 - Sell Up

Take the CGT hit and mortgage penalties, and either spend the lot or invest the money elsewhere.

## Option 2 - Do Nothing

Accept the changes and put up with less cash in your pocket.

## Option 3 - Incorporate

Jump on the band wagon and incorporate, ending your section 24 concerns, but opening up further difficulties as laid out in our guide: [It4I.uk/UKLAP](http://It4I.uk/UKLAP)

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call 0203 463 8641

# Specialist landlord & tenant lawyer -Tessa Shepperson answers landlords' FAQ. In this issue: Home Businesses in Rented Property

In the past it was standard advice to landlords to refuse consent to ANY business use of rented property. However there has now been a change in the law which changes things.

This change has been brought about by sections 35 and 36 of the Small Business Enterprise and Employment Act 2015 which provides for 'home businesses' to be run from people's rented homes without their tenancies falling with the Landlord & Tenant Act 1954.

This is important because the LTA has a different set of rules for tenancies, which fall within its ambit. In particular landlords are unable to use section 21 (because section 21 is only available for tenancies governed by the Housing Act 1988) meaning it could be more difficult to evict tenants.

However now this is less of a problem. Which is good. Many businesses are run from home without any impact on neighbours. Clearly this is something that should be possible under a normal residential tenancy.

## Practical questions

However if your tenant comes to you, explains that they want to run a low impact business from home and asks your permission, and you are happy with that - how should you deal with this?

The notes to the Government's model tenancy agreement says

*The landlord's consent to a home business must be provided either through the terms of the tenancy agreement or by the landlord's subsequent consent or agreement to such a home business.*

So if you agree to the business use at the start of the tenancy, you can amend the tenancy. If you agree to the tenants starting a business after they have moved in, you need to have a written agreement which amends the terms of the tenancy agreement.

The agreement should set out the specific business for which permission is being granted permission, limit the agreement to this business use and set out conditions. These should include:

- A prohibition on anything which would bring the tenancy under the provisions of the LTA, and
- Requirements that any business must
- Not cause any nuisance to neighbours, or
- Additional wear and tear on the property, and
- Be carried out in a proper and legal manner

The agreement should state that it is amending the terms of the tenancy agreement and then, after signature, be kept with it (with tenants being advised to do likewise with their copy).

NB I have drafted such a form for use of Landlords who are members of my Landlord Law service.

Tessa Shepperson of [www.landlordlaw.co.uk](http://www.landlordlaw.co.uk)

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# A Networking Event with a Difference



The LLAS & UKLAP invites you to the Summer BBQ & Networking event this July in London. The Must-Attend Summer Event is will be taking place at:

**Taj Hotel, St James' Court, 51  
Buckingham Gate, London,  
SW1E 6AF**

**Friday 7<sup>th</sup> July 2017  
From: 12:00pm to 6pm**

Set in the heart of Westminster, near Whitehall, Big Ben and House of Parliament, St. James Courtyard is one of the Capital's most idyllic spaces, set around a historic cherub-ordained Victorian Fountain and ideal for LLAS/UKLAP BBQ networking event.

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David d'Orton-Gibson – MD for TFP  
**Understanding PRS Law and Legal Update**



Tony Gimple  
Founder & MD  
Less Tax for Landlords -  
Running your property portfolio as a tax-efficient professional



Dave Princep  
PRS Housing Consultant  
**Welcome & Brexit "What does it mean for the UK's Private Rented Property Market?"**



Peter Littlewood  
SLA Director -  
**Master of Ceremony & PRS Quiz master**



Marie Parris,  
Property Consultant & CEO of George Ellis Property Services  
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Department for  
Communities and  
Local Government

**Melanie Dawes CB**  
Permanent Secretary

**Department for Communities and Local  
Government**  
2 Marsham Street  
London SW1P 4DF

20 June 2017

This letter is intended for owners, landlords and managers of private residential blocks in England. Representative bodies for the private residential sector have kindly agreed to disseminate this letter to their members, and we are grateful for their assistance.

Following the horrific fire at Grenfell Tower in North Kensington last week, we want to ensure you are aware of help that is available in checking your buildings.

There has been much public concern and comment about potential flaws in the cladding that was on Grenfell Tower. While the exact reasons for the speed of the spread of fire have yet to be determined, we have concluded that there are additional tests that can be undertaken with regard to the cladding. We have asked local authorities and social housing providers to identify whether any panels used in new build or refurbishment of their own housing stock are a particular type of cladding made of Aluminium Composite Material (ACM). These checks will be relevant to privately owned and managed residential buildings too, so please can you consider carrying out these checks on your buildings.

More details on how to identify this cladding are in Annex A attached. It is important to stress that ACM cladding is not of itself dangerous, but it is important that the right type is used. If you identify that cladding on any of your buildings is made of ACM, then a sample can be tested. This testing facility is also being made available to blocks that are privately owned, and your local authority may already have been in touch to make you aware of this. The procedures for taking up this offer of testing, which will be paid for by DCLG, are set out in the annex. We are prioritising buildings over six storeys or 18 metres high. The offer is for the initial testing only and the cost of any remedial action will be the responsibility of the owner of the building. The information from the checks will be available to DCLG from BRE. Please contact us at [PRShousingchecks@communities.gsi.gov.uk](mailto:PRShousingchecks@communities.gsi.gov.uk) if you have any queries

Where the entire block is not owned and managed by the same party, please ensure that only one sample is provided and that any necessary permissions are obtained for taking and sending off the sample. We would not expect individual leaseholders within a building to send off samples for testing.

As well as this work it is of course important that owners / landlords have robust fire assessments for their properties.

Thank you for your cooperation in this important work

**MELANIE DAWES**



## **Annex A – Protocol for Sampling of Aluminium Composite Material Cladding**

### **Identification of Aluminium Composite Material Cladding**

Aluminium Composite Material (ACM) is a type of flat panel that consists of two thin aluminium sheets bonded to a non-aluminium core, typically between 3 and 7mm thick. The panels can have a painted or metallic finish (eg copper or zinc effects). It can be differentiated from solid aluminium sheet by looking at a cut edge whereby the lamination is visible. It may be necessary to cut a hole in a panel if a cut edge is not readily accessible.

On buildings with a floor over 18m above ground level, where ACM panels are identified, it is necessary to establish whether the panels are of a type that complies with the Building Regulations guidance ie the core material should be a material of limited combustibility or Class A2.1

### **Testing of ACM**

To allow for the identification of core materials, we are putting in place Government-funded testing capacity that will allow a small sample of the cladding to be tested and its type identified. If you wish to take up this offer, then you will need to submit samples for testing.

Where the surveyor undertaking assessment of a composite panel determines that it is necessary for cladding to be subjected to laboratory screening they should follow this procedure:

1. Cut out two samples of at least 250x250mm in size from each location sampled. Take photographs as necessary to identify the location of the sample. You should take samples from above and below 18m above ground level as appropriate and check different multiple panels where you have concern that material specification varies.

2. Using an indelible ink pen, note the building name / number, postcode and a unique identifier (i.e. name of building owner followed by unique sample number e.g. ABC/001) traceable to the specific location within the building of each sample. Add a direct dial telephone or mobile contact number to be used in the event that there are any queries on the sample.

3. You must make good by closing the hole using a non-combustible sheet such as steel fixed with self-tapping screws or rivets.

4. Complete the data return form attached to this letter and include a hard copy of it with the sample. You should provide as much information as is readily available, but not if this will delay submission of samples for testing.

5. Place one of the samples from each location in a padded envelope with a copy of the data return form (attached below). Clearly mark the envelope URGENT – CLADDING TEST SAMPLE.

6. Send the test samples by recorded delivery or courier to:

**BRE Bucknalls Lane Garston Watford Herts, WD25 9XX**

**For any testing related queries please email [material.screening@bre.co.uk](mailto:material.screening@bre.co.uk)**

7. Retain the second sample from each location for your own records or for testing in the event that samples are lost or misplaced in transit

## 5 Top Tips for Managing Rent Arrears

Once a tenant falls into arrears it immediately impacts on a business. Landlords have mortgage payments to make, insurance premiums to pay and maintenance costs to cover all of which are heavily reliant on the income from rent.

**With this in mind, here are our five top tips when it comes to dealing with Rent Arrears:**

### 1) Prevention is better than cure!

A robust tenant referencing system is the first step to preventing arrears. By doing your homework prior to making a decision on whether to let to a prospective tenant, it increases your chances of finding a tenant who will pay their rent on time and the credit history to give you the confidence that they are reliable.

### 2) Act fast

It is much quicker and easier to nip arrears in the bud before they get out of hand. Therefore, we recommend that you should contact the tenant as soon as a payment is missed. Initially, keep this friendly and informal, but by acting swiftly, you will show the tenant that you are on top of the situation. Often the tenant will pay up soon after this.

### 3) Pre-action protocols

There are various procedures you should follow in order to avoid going to court; which will save time and money. You should aim to give your tenant every chance to rectify the situation, which would be preferable for all concerned. You can arrange a payment plan with the tenant, request that housing benefit (if applicable) is paid directly to you, contact the guarantor if there is one in place. But regular and official contact is key, letters stating how much they owe and warning court action is often enough to ensure the arrears will be settled without the need for legal action.

### 4) Possession

If the situation does not improve, gaining possession of your property is the next port of call to avoid the debt growing. Our recommendation is to use a section 21 on accelerated possession to enable you to get new tenants in more quickly. However, this option is only available if the fixed term has ended. Alternatively, if the tenancy is still in the fixed term and the rent arrears are greater than two months, you may choose to use a section 8.

### 5) Legal action

If you have sought possession on a section 8 there is the option to claim arrears at the hearing. However, if not, you will need to use the County Court Small Claims route. You are advised to use the online process, Money Claim Online. It is important to identify whether it will be worth your while, as it is a costly and time-consuming process and there is no guarantee that you will get your money.

For further info <https://news.rla.org.uk/rent-arrears-management-top-tips/>

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# Lettings fee ban will let tenants recover unlawful charges

Legislation to ban tenant fees was introduced in the Queen's Speech, and may go even further by allowing tenants to recover unlawful charges. Tenants may be allowed to recover unlawful charges as part of legislation outlined on the lettings fee ban.

The Queen's Speech on 21<sup>st</sup> June 2017 outlined a Draft Tenants' Fees Bill Ban to, as expected, stop lettings agents charging tenants.

Still to be debated during the parliamentary term. The Draft Tenant Fees Bill pledges : to ban landlords and agents charging "letting fees" or any payments as a condition of tenancy other than rent, a capped refundable security deposit at no more than one month's rent, a capped refundable holding deposit at no more than one week's rent and tenant default fees.

It is not clear if this will be applied retrospectively or after legislation is introduced. For further info, visit [www.gov.uk](http://www.gov.uk)

## London Borough of Redbridge New Selective Licensing Scheme

Redbridge Council is introducing a new selective licensing scheme to help improve standards and reduce anti-social behaviour associated with the Borough's privately rented properties. The new selective licensing scheme will apply to two wards (Valentines and Clementswood). Please find the designation notices attached.

The selective licensing scheme will **come into force from 13 July 2017** and will run for five years.

To obtain a licence, landlords or managing agents will be required to pay a licence fee of £500 for each rented property and meet certain conditions related to the way the property is managed. Failure to obtain a licence may result in prosecution and an unlimited fine.

The £500 fee is for the five- year license and applicants who sign up between 13 June and 13 September 2017 will be eligible to receive a 50 per cent reduction. If landlords do not come forward to apply voluntarily we will issue a one year license.

### Types of license

#### Selective license:

If you are a landlord of a property that is rented by a single family household or shared by two unrelated tenants. To be implemented in Clementswood and Valentines wards from 13 July 2017. The application fee is £500 and applicants who sign up between 13 June and 13 September 2017 will be eligible for a 50 per cent reduction.

#### Additional licence:

If you are a landlord and operate a house in occupation that is shared by three or more tenants living in two or more separate households in all wards in the Borough. This excludes houses in multiple occupation that require a mandatory licence.

#### Mandatory licence:

If you are a landlord of a house in multiple occupation that is three or more storeys, shared by five or more people living in two or more separate households in all wards in the Borough.

Further information is available at [www.redbridge.gov.uk/housing/tenants-living-in-privately-rented-housing-and-their-landlords/licences-to-rent-out-properties/](http://www.redbridge.gov.uk/housing/tenants-living-in-privately-rented-housing-and-their-landlords/licences-to-rent-out-properties/)



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TNACELETS was established in 2015, and later, registered as Ltd Company with overwhelming response from our clients. This venture started by myself Twinkle Adiacha as a vision to start a little portfolio of managing properties around London, however not realizing the market and within 7 months that my portfolio would turn to 15 properties.

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**020 7974 4158**  
[camden.gov.uk/camdenlettings](http://camden.gov.uk/camdenlettings)

Camden Lettings	Cash Incentive	Rent Guarantee Service
Fully vetted prospective tenants. Checks includes immigration status, housing & credit history	Yes	Yes
All tenants attend tenancy training & receive 3 months support at the start of the tenancy	Yes	Yes
Rent paid directly to you the landlord	Yes	Yes
Choice of tenants so that you can decide who is most suited for your property	Yes	Yes
Tenancy Support Service, offering FREE specialist support and expert advice for landlords and tenants*	Yes	Yes
Generous Cash Incentive Payments	Yes	No
Guaranteed Rent up to 6 Months in advance	No	Yes
Free London Landlord Accreditation Scheme (LLAS) voucher worth £100	Yes	Yes
Fees payable	No	No

\*T's & C's apply

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## A Sorry Landlord Insurance tale...

Something every landlord dreads to even think about; the possibility that their property investment should go up in flames, either through their tenant's negligence, or as a result of some unforeseen incident, such as an electrical fault.

This worry should be tempered by the fact that you always have adequate insurance in place and you have a reputable insurer. You have valued the property to the full replacement cost of the building, not just the market value, or the price you paid, and if it's a commercial letting you may even have loss of rent cover as well, which would mean a minor inconvenience to the landlord, albeit a major one for a business tenant.

However, as reported by *Sunday Times Money*, inevitably the unthinkable does sometimes happen. It happened to an unfortunate retired couple, owners of a village inn, the John O'Gaunt Inn in Stockbridge, Hampshire. Nigel and Isabel White were devastated when their then tenanted pub was gutted by fire. The couple had bought the pub in 2006 for around £600,000, with the help of a mortgage from Santander. Nigel White worked in the oil industry at the time, while Isabel, in her 60s, was the landlady. Business started to slow down by 2011, so they decided to take early retirement and let the pub to Ms. Laura Davis on a monthly rent of £1,666

Following the fire, the repair bill reached £70,000, with another £10,000 needed to be spent to complete the work, before it re-opened for trading. But to their horror, the couple saw the full amount of the insurance pay-out go direct to their tenant (the lease holder) who promptly disappeared with the loot! Their big mistake was to allow the tenant to take out insurance on the building and not include the landlords' names on the policy. Relying on tenants to insure a building is never a good idea. The couple had to scramble around to raise the cash for repairs, using their savings to refurbish the John O'Gaunt, as well as borrowing from family members, and coming out of retirement to pay the bills.

Nigel, who is 62, had said:

"This has been a nightmare for us. We have wasted so much time, money and energy trying to get it sorted, and we are still not finished. We made the mistake of trusting the tenant to abide by the terms of the lease and we now find ourselves in this impossible position." Ms Davis, 27, had signed a lease, which made it clear she was responsible for buying the buildings insurance but had to include the Whites' names on the policy. In fact, Davis had not done this and the Whites found out when it was too late: when the building caught fire in May 2015.

The tenant had bought the insurance cover with insurers Commercial Express, but naming herself as the sole policyholder. That meant any pay out would be made to her and her alone. The Whites had tried hard to contact Davis, but she stopped responding to their calls after receiving full and final settlement from the insurer in September 2015.

The Whites' sad tale is perhaps a warning to all those who move into letting property for the first time, whether this be residential or commercial property, that they should do their homework. It is vital that landlords read and understand the lease and the insurance policy before entering into any agreements. The simple mistake the Whites made was allowing the tenant to handle the insurance of the building. If the tenant fails to take out the insurance, under values the replacement cost, or as in this case, fails to include the landlords on the policy, then the landlord is stymied in the event of a claim.

With all rental property, landlords should *always* arrange the buildings insurance themselves with a reputable insurer, claiming the premium cost from the tenant by way of annual service charges, where the lease allows this – all commercial leases should. You will find a comprehensive list of property insurers here [www.landlordzone.co.uk/directory/suppliers-directory/insurance](http://www.landlordzone.co.uk/directory/suppliers-directory/insurance)

After the fire the Whites went direct to Commercial Express but the insurer told them that they would deal only with the policyholder.

The Whites had spent £3,800 with solicitors making several attempts to stop the insurance pay out being made to Davis, but to no avail – the insurers ended up paying Miss Davis the sum of £67,412.67 in full and final settlement of the buildings element of her policy claim on September 25, 2015.

An email from the insurers said to Ms Davis: “Your insurers advise that the landlord’s name is not noted on the policy as an interested party. Therefore, in the first instance, I will be dealing solely with you (plus your advisers) in respect of the buildings claim.”

The law firm representing Commercial Express said: “We understand that the lease required that the pub be insured in the joint names of Miss Davis and your clients and that by taking out the policy in her sole name, Miss Davis breached the terms of the lease. This is an issue which should be resolved between Miss Davis and your clients and does not concern our clients.”

**Tom Entwistle is Editor of LandlordZONE® and an experience commercial and residential landlord himself**

The advertisement features a purple signpost with a key and puzzle pieces, a red circular callout, a stack of banknotes, and a QR code, all set against a blue and green background.

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# An Overview of Universal Credit's Alternative Payment Arrangement by Caridon Landlord Solutions

A complete overhaul of the UK's social security system was always going to present challenges for all the key players, including claimants. Back in 2010, when the Government announced its plans to replace six means-tested benefits with a single Universal Credit (UC).

Many were sceptical it could work and even more so when you consider the rather ambitious timetable set by the Government and DWP. The programme of change started in Ashton-Under-Lyne in April, 2013 with not one person turning up to claim due to the "Gateways" or barriers to entry created by the DWP. More than three years later UC is in every Jobcentre in Great Britain; over 900,000 claims have been processed with 450,000 recipients. Over the next 2 years, the Digital or Full Service will be operating in most if not all parts of GB.

According to new research, one of the main groups suffering are private landlords and oftentimes the problems being encountered are not caused by claimants. In fact, most can be related to the DWP's remote and completely ambivalent approach.

## Example

Caridon Landlord Solutions is a dedicated service provider specialising in Universal Credit and Housing and Benefit advice to landlords, letting agents and housing Associations. We provide an invaluable support network and access to expert guidance on a range of Tenancy issues.

Caridon Landlord Solutions received a phone call from a Great Yarmouth landlord. He advised that he had a tenant whom he knew, before signing the lease, would have to necessarily have to claim Universal Credit. Although very wary, from what he had already heard from neighbouring landlords, he decided to give the new system a chance.

At the time of the tenant signing the Tenancy Agreement, the landlord completed the Alternative Payment Arrangements also known as an APA, which is a request for the Housing Cost Element which replaces Housing Benefit to be paid the Landlord. The APA request was posted to DWP's Mail Opening Unit (MOU) in Bolton. After six weeks the landlord noticed he had not received a payment. He contacted UC and they refused to discuss the APA. Not knowing what to do he contacted Caridon Landlord Solutions (CLS).

We immediately contacted Universal Credit and were advised that they were not aware that an APA was in place and that they had paid the tenant, however subsequent payments would be made to the Landlord.

A week later we again contacted UC to see whether the APA was now in place and whether the landlord would receive the money. We were advised that this information could not be provided until 7 days before the next payment was due to be made, which was incorrect information. After overcoming that obstacle, the advisor confirmed that the APA was now in place and that the next payment would go to the landlord and confirmed the landlord's details.

To our disbelief UC had actually set up the APA in the tenant's previous landlord's details and the payment therefore would not be going to our landlord! We challenged this decision in writing tirelessly this prevented the payment going to the previous landlord and ensured payment was redirected in accordance with our landlord's wishes.

Luckily, in this case, the tenant had paid our landlord client the first payment in full. However this is not always the case. In fact, we often pursue compensation in situations where the tenant accepts, cashes and misuses the payments, even though they are designed to meet their rent liability. Thankfully, we did not need to in this case. Our landlord client can also sleep at night knowing future payments will be heading his way. He also knows where to come to for help if he ever experiences similar problems with any of his other portfolio of UC tenants.

**Article by Sherrelle Collman- Caridon Property Services**

# Medway Landlord Forum

**Date:** Thursday 19 October 2017

**Venue:** Gun Wharf, Dock Road, Chatham, ME5 0HZ

**Time:** First session 1pm - 4pm, registration from 12.30pm

**Time:** Second session 5.30pm - 8.30pm, registration from 5pm

For further info & to book a place, please email Lenka Trent at [lenka.trent@medway.gov.uk](mailto:lenka.trent@medway.gov.uk)

## LB of Tower Hamlets Landlord Forum Dates

5pm on Wednesday 5 July 2017

10am-2pm on Wednesday 8 November 2017

## The LB of Haringey would like to invite you to join them at their next Landlord Forum

**On:** Wednesday 5<sup>th</sup> of July 2017

**Time:** 6pm - 8pm (Registration and refreshments from 5pm)

**At:** The Council Chamber, Civic Centre, Wood Green, High Road, London, N22 8LE

## Brent Landlord ordered to pay fines totalling more than £500,000 over the past 18 months

The local council says thanks to its 'zero-tolerance' approach to 'criminal landlords'.

Brent Council started clamping down on rogue landlords and ramped up its enforcement activity at the start of last year, with an average of two to five prosecutions now taking place in Brent every month.

A total of 44 prosecutions in 2016/2017 led to 89 convictions related to landlord licensing and housing management charges.

In addition, around 600 raids are carried out by the council's enforcement team in Brent a year

Spencer Randolph, head of private housing services in Brent, said: "The half a million pound landmark sends a clear message to landlords in Brent: if you don't have the correct license, you will face hefty fines and a criminal record in court.

"We are especially targeting our enforcement activity on Houses in Multiple Occupation (HMO), so if you're a landlord letting a property to three or more people and they are not all related you need to get the property licenced quickly before you feel the full force of the law."

He continued: "Our aim is to improve the living standards for tenants in Brent who are renting private accommodation and this means taking a zero-tolerance approach to rogue landlords who ignore the laws.

"No renter in Brent should be forced to put up with cramped, hazardous and unhygienic conditions. Residents who report their landlords can do so anonymously."

<http://news.houseladder.co.uk/news/landlords-fork-out-over-500000-in-fines-due-to-councils-zero-tolerance-approach/>

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# Housing & Planning Act

On 6 April 2017, provisions of the Housing and Planning Act that directly affect landlords came into force under a recent commencement order, [click here](#). These only apply in England, as most of the Act has no application in Wales.

**The two key areas that came into effect in April are:**

1. The widening of Rent Repayment Orders (RROs); and
2. New fixed penalty notices.

## Rent Repayment Orders

The Rent Repayment Order (RRO) has been around for some time in relation to the failure to licence a property under an HMO or selective licensing scheme created under the Housing Act 2004. They allow a local authority who is paying housing benefits or a tenant to apply to the First Tier Tribunal (FTT) to recover up to 12 months of benefit payments or rent respectively from the landlord. While a local authority can seek an RRO without securing a criminal conviction first the tenant is more limited and can only act on the back of a criminal conviction or an RRO obtained by a local authority.

The new regime widens the grounds on which an RRO can be obtained and also makes the process of getting one far easier. An RRO can now be sought for a broader range of offences under the Housing Act 2004. This means not just failing to license but also breach of an improvement notice and breach of a prohibition order. It is also possible to seek an RRO where the landlord has committed an offence of harassment, unlawful eviction or violent re-entry. Later this year a breach of a banning order will be added to this list.

In addition, both local authorities and tenants can seek an RRO directly without the need for any form of prosecution first. However, if there has been a prosecution or the local authority has issued a penalty notice for the same matter then the discretion of the FTT is very limited and they are expected to order the entire sum claimed, potentially all the rent for the last twelve months. Where no prosecution or penalty notice has been issued then the FTT has a discretion and should order the amount they consider reasonable in the circumstances. In the past, this has led to the FTT deducting the landlord's expenses (mortgage, insurance etc.) from the sum awarded. Whether they will adopt the same approach under the new regime remains to be seen.

A further regulation has been made to specify how local authorities must deal with money recovered from RROs, [click here](#). They are permitted to use any money recovered toward enforcement costs associated with private rented sector work. Spare funds after that go to the Treasury.

The new provisions also place a local authority under a duty to consider seeking an RRO where they can and is also empowered to assist tenants in applying for an RRO, either by providing advice or even by conducting proceedings.

## New Fixed Penalty Notices

The new financial penalty regime also comes into force on 6 April. This allows local authorities to choose, instead of prosecution, to levy a financial penalty of up to £30,000 in respect of any offence under the Housing Act 2004 (e.g. no licence, breach of licence condition, breach of HHSRS enforcement notice etc.). Again, breach of a banning order will be added later.

The penalties are for each offence committed and so a landlord with no licence, no electrical testing certificate, and a dirty bathroom (a licensing offence and two offences of breaching the HMO Management Regulations) making a total of three offences could find themselves facing a fine of anything up to £90,000. However, the local authority is not supposed to issue the maximum fine in each case and the forthcoming guidance from the government is intended to assist in setting an appropriate penalty for each matter.

With a financial penalty has 28 days to make representations to the local authority after which the local authority will consider these and issue a final decision notice. After the final decision, the landlord can, within 28 days, appeal to the FTT.

As with RROs a local authority may retain any money recovered from financial penalties to meet any cost and expense relating to enforcement in the private rented sector with any residue being passed to HM Treasury.

## Landlords

Landlords should be aware of their obligations under the Housing Act 2004. Lots of properties are HMOs without needing to be licensed and the new penalty regime enables local authorities to enforce against these more effectively. It is likely that many local authorities will invest increasing time and effort into enforcement. As an upside, this may make local authorities re-consider the value of licensing schemes as the new abilities to seek financial penalties may be more effective in tackling bad landlords. It should also be noted that tenants will be motivated to carry out their own investigations and enforcement action with the possible reward of recovering their rent.

## Local Authorities

Local authorities need to develop clear enforcement policies in relation to when they will use financial penalties as opposed to prosecution and how they will decide on the appropriate fine level. Similar policies will be needed in relation to RROs and what level of support is to be given to tenants. At the same time, local authorities will need to be clear on how much they are spending on private sector enforcement and therefore how much RRO and financial penalty monies they are entitled to retain.

## Conclusions

The Housing and Planning Act changes are likely to revolutionise enforcement in the private rented sector. Landlords will need to ensure that they are scrupulous in complying with their obligations. Local authorities will need to develop detailed policies and a clear strategy in relation to their objectives in relation to the private rented sector and how they will achieve them.

Written by [David Smith](#) the Policy Director for the RLA and a Partner at Anthony Gold Solicitors.

<https://news.rla.org.uk/author/davidsmithrla/>

<http://www.legislation.gov.uk/uksi/2017/367/made>



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## Fire Safety in Residential Properties

**Fire safety advice for landlords, managing agents, private dwellings, blocks of flats and owners of houses in multiple occupation.**

- 1.** Just like employers, landlords have certain legal obligations when it comes to fire safety and protection of their properties and the safety of people who reside in their premises. However, it is not as simple as ensuring there is a couple of fire extinguishers to hand – fire safety largely depends on the potential risks and the different types of buildings can cause confusion. For example, a building that is used for a single tenancy will differ to one which is shared across commercial and residential lettings.

Legislation requires that landlords carry out fire risk assessments in all areas of their properties. This process will identify any fire hazards and who is at risk and decide if anything needs to be done to remove or reduce that risk.

As from 1 October 2015 Private sector landlords have been required to have at least one smoke alarm installed on every storey of their properties and a carbon monoxide alarm in any room containing a solid fuel burning appliance (e.g. a coal fire, wood burning stove). After that, the landlord must make sure the alarms are in working order at the start of each new tenancy.

NB- There are responsibilities on premises that have no landlord- e.g. 4 flats with common area, lease or freehold. The flat owners are jointly 'responsible persons' and need to ensure legislative requirements are met and maintained.

## 2. What Legislation applies to you?

Fire safety within the home is an extremely important issue, especially in mixed-use premises and where unrelated occupiers, who live independently from one another, share common areas of the same building. This area of law is covered by the [Housing Act 2004](#) and the [Smoke and Carbon Monoxide Alarm \(England\) Regulations 2015](#), inside the dwelling. And for the common areas, the [Regulatory Reform \(Fire Safety\) Order \(2005\)](#). DSFRS would encourage all those with an interest in these types of premises to read the [Local Authorities Coordinators of Regulatory Services \(LACORS\)](#) guidance link to ensure they are aware of their responsibilities to carry out a fire risk assessment, and make sure their property has adequate and appropriate fire safety

## 3. All landlords have legal obligations as regards fire safety

At the very least you should ensure that there is an adequate means of escape in case of fire, and landlords of shared and Houses in Multiple Occupation (HMO) properties will have additional obligations, both under the Regulatory Reform (Fire Safety) Order (2005), Smoke and Carbon Monoxide Alarm (England) Regulations 2015 and the Housing Act 2004. Legislation creates a legal entity known as the "responsible person". So if you are the owner, manager, agent or even own a flat within a block 'you will need to check' if YOU are the responsible person. If a person has a contractual or tenancy obligation for the maintenance, repair of safety of a premises they can be regarded as a person in control of the premises and therefore acquire responsibility relating to the extent of their control.

## 4. You must carry out a Fire Risk

**Assessment for each property you rent out** No particular system or method of fire risk assessment is mandatory; instead the Fire Safety Order concentrates on achieving satisfactory outcomes. The objective is to identify and evaluate all fire risks to which 'relevant people' are exposed and create a 'suitable and sufficient' fire risk assessment. Whilst the legislation does not define suitable and sufficient it is generally considered that a risk assessment should follow the five step approach as detailed below. Relevant people are those who are legally allowed on the premises, e.g. staff, visitors, residents, contractors etc. **The overall aim of a fire risk assessment is to reduce the likelihood of fire, limit the spread of fire, and ensure that people know about a fire and can escape.**

A fire risk assessment should systematically identify all fire related hazards within the premises and evaluate how those hazards may adversely affect the building and its occupants. It should identify the level of risk that those hazards may present and identify suitable control measures for any significant findings. It is often best done by a fire safety professional, particularly if you have HMO properties or a large portfolio. For further guidance, there are some examples of [Fire risk assessments and blank templates on the internet](#).

## 5. What does a Fire Risk Assessment Contain?

If you are the responsible person (Owner-occupier or agent), you must make sure you carry out a fire-risk assessment, although you can secure a competent person to do this on your behalf. However, you will still be responsible, in law, for meeting the requirements of the legislation.

There are 5 steps to completing a fire risk assessment; you can also seek guidance from the government's booklet, [a short guide to making your premises safe from fire and Fire safety risk assessment \(sleeping accommodation\)](#)

### 1. Identify fire hazards

- Source of ignition.
- Sources of fuel; and
- Sources of oxygen

2. **Identify people at risk**
  - People in and around the premises; and
  - People who are especially at risk.
3. **Evaluate, remove or reduce, and protect from risk**
  - Evaluate the risk of a fire starting.
  - Evaluate the risk to people from a fire.
  - Remove or reduce fire hazards.
  - Remove or reduce the risk to people from fire.
  - Protect people by introducing fire precautions.
4. **Record, plan, inform, instruct and train**
  - Record any major findings and action.
  - Discuss and work with other responsible people.
  - Prepare an emergency plan.
  - Inform and instruct relevant people.
  - Provide training.
5. **Review**
  - Review your fire risk assessment regularly.
  - Make changes where necessary

## 6 **Keep your residents and visitors informed**

Place signs detailing actions to be taken in the event of a fire, make sure your residents and visitors know how to react and where their nearest fire assembly point is located making sure that all residents are able to understand any instruction provided e.g. A landlord renting out their entire building to non-English speaking residents, but all instructions and signs were in English.



Consider placing fire action signs on the inside of individual resident's front doors as well as corridors (on every level), entrance doors and common areas. You may also consider holding residents meeting to discuss fire safety issues as well as other items and concerns, you may wish to write to each individual resident to inform them formally of the fire safety measures that are in place and ask them to take note of the fire signs around your premises.



## 7. **Ensuring compliance**

To assist with enforcement the Fire and Rescue Authority (FRA) discharges its responsibility to enforce the requirements of the Regulatory Reform (Fire Safety) Order (2005) by appointing inspecting officers who undertake work on behalf of the Fire Authority. Such inspectors are given certain powers, such as:

- To enter any premises, which he has reason to believe it, is necessary for him to enter to enforce the Fire Safety Order at any reasonable time.
- To make enquires to ascertain whether the provisions of the Fire Safety Order have been complied with and identify the responsible person.
- To require the production of any records, which are, required to be kept by virtue of the Fire Safety Order so that they can inspect them, and if necessary take copies.
- Require any person with responsibility in relation to any premises to give them such facilities and assistance as to enable the inspector to exercise their powers
- To take samples of any article or substance found in any premises to ascertain their fire resistance or flammability.

- If articles or substances are found which appear to have caused, or likely to cause danger to the safety of relevant persons, to cause it to be dismantled or subjected to any process or test. Inspectors will carry and produce if required, evidence of their authority to exercise their powers under the Fire Safety Order.

## **8. Non-compliance**

There are a number of possible courses of action that can be taken by the Fire and Rescue Authority if a premises is found to be noncompliant with the Fire Safety Order, these are

- Advice letter
- Minor deficiencies letter
- Action plan

### **Alterations Notice**

The alterations notice is a tool that can be used by the Fire and Rescue Authority to pro-actively control or influence the management of fire risk within such high risk premises. If the Authority is of the opinion that the premises constitutes such a risk to relevant persons, or that it may constitute such a risk if any changes are made, it can serve an alterations notice on the responsible person, giving the reasons why. The effect of such a Notice is to require the responsible person to notify the Fire and Rescue Authority of any proposed changes to the premises before proceeding. The terms of the notice may vary, but could include requirements to send details of their fire safety assessments.

### **Enforcement Notice**

When there are significant failures to comply with the requirements of the Fire Safety Order in premises the Fire and Rescue Authority has the power to issue an Enforcement Notice on the responsible person or person in control of the premises. It is good practice that consultation takes place between the Fire and Rescue Authority's inspecting officers and the intended recipient so that the most practical and efficient Notice can be drafted. This is especially important as the person upon whom the Enforcement Notice is served can appeal against the Notice. Any appeal will suspend the Notice until such time as the court decides whether to uphold it, change it or cancel it.

### **The Enforcement Notice**

- Will state the reasons why the Notice has been issued.
- Will specify which provisions of the Fire Safety Order have not been complied with.
- Will require that person to take steps to remedy the situation within a given time period.

May include considerations as to how to remedy such failures, giving choices and options between different ways to remedy the contraventions. Recognising that there are other enforcing authorities of other legislation and regulation who may have an interest in the premises, the Fire Safety Order requires the Fire and Rescue Authority consult with the relevant authorities before issuing any Enforcement Notice. The aim of this requirement is to try to avoid any conflict of interests and requirements between authorities, it is hoped that this consultation period will stop the responsible person receiving conflicting, multiple or duplicated requirements from different enforcing authorities.

### **Prohibition Notice**

Prohibition Notices are reserved for those circumstances (serious and imminent danger to life) where the risk to relevant persons is so severe that the use of the premises must be restricted or stopped immediately. Such situations are often referred to as 'dangerous conditions'. It is impossible to list all the different types or combinations of dangerous conditions that can be encountered, but they will all have one thing in common, namely that if the premises are used then people's lives are, or will be at high risk.

Examples of situations and circumstances that could give rise to dangerous conditions include:

- Premises totally unsuitable for use to which it is being put.
- Overcrowding of premises so that means of escape is compromised or ineffective.
- Blocked, obstructed, restricted or complex escape routes.
- Missing or defective fire warning and/or detection system.
- Excessive travel distances.
- Missing or defective structural fire resistance
- Excessively high risk of fire breaking out or spreading.



This list is by no means conclusive. It must be emphasised that firefighters are 'the eyes and ears' of the Fire and Rescue Authority and are frequently best placed to identify and report dangerous conditions

### **The Prohibition Notice:**

- Will state the Fire and Rescue Authority's opinion that the use of all or part of the premises should be prohibited
- Will specify the reasons why.
- Direct that the use to which the Notice relates is prohibited or restricted as specified in the Notice.
- May include directions as to the measures that will have to be taken to remedy the situation, giving alternative options and choice as appropriate.

A Prohibition Notice takes effect immediately it is served. Appeal against the Notice can be made, but the Notice continues in effect whilst any appeal process takes place.

## **9. Offences**

Not every breach of the Fire Safety Order automatically constitutes an offence. Depending on the circumstances and certain legal technicalities and protocols, a failure to comply with the Fire Safety Order is a criminal offence, and therefore dealt with in the criminal courts. Many of the offences are 'either way' offences, that is they can be dealt with summarily in the Magistrates Court, or can be heard (or sentenced) in the Crown Court. The principle and probably most common offences are a failure to comply with the main requirements of the Fire Safety Order.

Namely:

- Duty to take general fire precautions.
- Fire risk assessment.
- Principles of prevention.
- Fire safety arrangements.
- Elimination or reduction of risk from dangerous substances.
- Fire-fighting and fire detection.
- Emergency routes and exits.
- Procedures for serious and imminent danger.
- Maintenance.
- Safety assistance.
- Provision of information for employees.

### **Provisions of information to employers and the self-employed.**

- Training.
- Co-operation and co-ordination.

In all the above cases it is necessary to establish that the failure has caused relevant persons to be at risk of death or serious injury in case of fire. If this cannot be proven to the courts satisfaction then no offence has been committed.

### **Other 'either way' offences include:**

- Failure to comply with an Alterations Notice.
- Failure to comply with an Enforcement Notice.
- Failure to comply with a Prohibition Notice.

As of April 2015 a Magistrate can impose unlimited fines for each offence. If the matter is referred to a Crown Court they can impose an unlimited fine and/or imprisonment for a term not exceeding two years for each guilty offence. Other offences are only dealt with summarily in the Magistrates Court and will attract a lesser sentence.

### **These include:**

- Intentionally obstructing an inspector exercising their powers.
- Failure to comply with general duties of employees at work and placing one or more relevant persons at risk of death or serious injury in case of fire.
- Giving false information or making false records or entries into books, notices or documents.
- Pretend, with intent to deceive, to be an inspector.

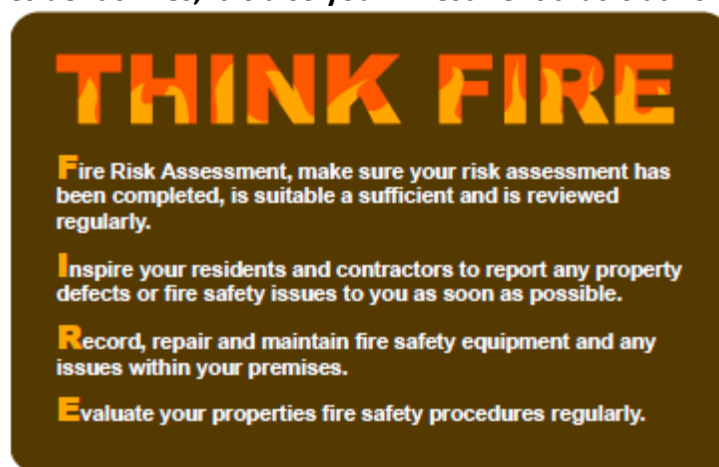
## 10. Considerations

- You should fit smoke detectors to all properties. All alarms that are fitted should be regularly maintained and tested to ensure they are working (this includes on a battery backup power supply for mains powered systems).
- Ensure that all outside doors can be easily opened at all times from the inside. If you fit a mortice lock, make sure you install one with a thumb turn which can open from the inside. Having a spare key by the door is less satisfactory as it can get lost.
- Consider introducing a no smoking policy in the property, provide wall-mounted ashtrays to the external part of the building away from external doors and windows and encourage residents to use this as a smoking area.
- Carry out regular electrical installation safety checks, if your property has an alarm system and or emergency lighting installed into the common areas, these will need to be maintained and logged in a maintenance book by a competent engineer.
- Make sure ALL passages and corridors (escape routes) are kept clear, i.e. do not have anything, which can burn or clutter the escape route for residents leaving the premises in the event of a fire.
- All doors that lead out onto the escape route (i.e. a front door of a flat in a block) is required to be a 30 minute fire door (FD30)

Seek Advice from your local Fire and Rescue Service, although the fire service are unable to complete a fire risk assessment for you, they will be able to offer guidance and best practice advice on how to meet the requirements of the relevant Fire Safety legislation. Alternatively, you may consider employing the services of a competent fire safety professional to carry out an assessment and provide a report; this should be carried out before taking on any residents, and preferably before starting any building work

Premises security with regards to arson, make sure all outdoor bin areas are tidy and free from combustible materials, if possible, lock bin areas and supply keys to all residents.

**Remember as well as your resident's lives, it is also your investment that is at risk**



## 11. Landlords of private single properties (dwellings)

Did you know that people who live in rented or shared accommodation are seven times more likely to have a fire? If you rent private accommodation, you as a landlord will have to meet certain safety obligations under law. This includes making sure all gas and electrical appliances you provide are safe to use and in good working order. The most important action a landlord can take is to ensure you provide a working smoke detection. Private sector landlords from 1 October 2015 are required to have at least one smoke alarm installed on every storey of their properties and a carbon monoxide alarm in any room containing a solid fuel burning appliance (e.g. a coal fire, wood burning stove). After that, the landlord must make sure the alarms are in working order at the start of each new tenancy.

- Gas appliances must be checked by a registered Gas Safe engineer every year
- Electrical appliances must carry the British Safety Standard sign.
- You must ensure furnishings you provide in your property are fire resistant and meet safety regulations.
- You must produce safety certificates to your residents, so they can see that gas and electrical appliances have been checked
- Under the 2004 Housing Act, a landlord must ensure there are adequate escape routes in the property.

## 12. Landlords who own/manage blocks of flats

Given that most fires occur in domestic dwellings, it was recognised that a block of flats as a building containing many such dwellings – has the potential for a higher risk to people should a fire break out. Accordingly, the fire safety standards that were developed to address this risk sought to afford the same level of safety found in houses to those living in blocks of flats. Additional information for fire safety in flats can be viewed by following this link [Fire safety in purpose-built blocks of flats](#).

Legislation requires that landlords carry out fire risk assessments in all common areas of properties. This process will identify any fire hazards and who is at risk and decide if anything can be done to minimise or remove that risk. At the very least you should ensure that there is an adequate means of escape in case of fire, and landlords of shared and Houses in Multiple Occupation (HMO) properties will have additional obligations, both under the Regulatory Reform (Fire Safety) Order (2005) and the Housing Act 2004. Just like employers, landlords have certain obligations when it comes to fire safety and protection in their properties. However, it is not as simple as ensuring there is a couple of fire extinguishers to hand – fire safety largely depends on the potential risks and the different types of buildings can cause confusion. For example, a building that is used for a single tenancy will differ to one, which is shared across commercial and residential lettings.

Fire safety within the home is an extremely important issue, especially in mixed use premises and where unrelated occupiers, who live independently from one another, share common areas of the same building. This area of law is covered by both the Housing Act 2004 and for the common areas, the Regulatory Reform (Fire Safety) Order (2005). DSFRS would encourage all those with an interest in these types of premises to read the Local Authorities Coordinators of Regulatory Services (LACORS) guidance link to ensure they are aware of their responsibilities to carry out a fire risk assessment, and make sure their property has adequate and appropriate fire safety.

### Considerations

- **You should fit smoke detectors to all properties.** All alarms that are fitted should be regularly maintained and tested to ensure they are working (this includes on a battery backup power supply for mains powered systems).
- **Ensure that all outside doors can be easily opened at all times from the inside.** If you fit a mortice lock, make sure you install one with a thumb turn which, can open from the inside. Having a spare key by the door is less satisfactory as it can get lost.
- **Consider introducing a smoking policy in the property,** provide wall-mounted ashtrays to the external part of the building away from external doors and windows and encourage residents to use this as a smoking area.
- **Carry out regular electrical installation safety checks,** if your property has an alarm system and or emergency lighting installed into the common areas, these will need to be maintained and logged in a maintenance book by a competent engineer.
- **Make sure ALL passages and corridors (escape routes) are kept clear,** i.e. do not have anything which can burn or clutter the escape route for residents leaving the premises in the event of a fire.
- **All doors that lead out onto the escape route** (i.e. a front door in a block of flats) is required to be a 30 minute fire door (FD30)
- **Seek Advice from your local Fire and Rescue Service,** although the fire service are unable to complete a fire risk assessment for you, they will be able to offer guidance and best practice advice on how to meet the requirements of the Fire Safety Order or you may consider employing the services of a competent fire safety professional to carry out an assessment and provide a report, this should be carried out before taking on any residents, and preferably before starting any building work
- **Premises security with regards to arson,** make sure all outdoor bin areas are tidy and free from combustible materials, if possible, lock bin areas and supply keys to all residents.

**Remember as well as your resident's lives, it is also your investment that is at risk**

For more info, visit [www.gov.uk](http://www.gov.uk)

# What is an HMO

## (Houses in Multiple Occupation)

A house in multiple occupation (HMO) is defined as a property occupied by three or more persons (including children) who form more than one household. This includes buildings converted into self-contained flats (which do not meet the standards of the 1991 Building Regulations).

A household may be a single person or several members of the same family. For example:

- a) A house occupied by a brother, sister and one other unrelated occupant would form two households;
- b) Three unrelated persons would form three households.

The tenancy agreement is not relevant in determining if a house is an HMO. Nor is the size of the property (e.g. the

**Properties that require an HMO license. There are two types of HMO license:**

### **Mandatory license**

This applies to large HMOs that are three or more storeys in height occupied by five or more unrelated people who share facilities (e.g. kitchen, bathroom or toilet). It also includes a property with flats, which do not have all amenities behind their own lockable front door.

When counting the number of floors, you must count all storeys in residential occupation, even if they are self-contained. This includes basements, loft conversions and attics if they can be occupied or are used in connection with the occupation of the HMO. Also any floors used by a resident landlord and their family, and any business premises or storage space on the ground floor or other floor.

This is a national scheme introduced on 1 April 2006 under the Housing Act 2004.

### **Additional license**

This includes all other HMOs (including flats in multiple occupation) occupied by three or more persons who form more than one household. The number of storeys is not important. This includes buildings converted into self-contained flats, those that do not meet the standards of the Building Regulations 1991 (or later) and 50 percent or more of the property is rented. Further information can be found under s257 of the Housing Act 2004. [www.gov.uk](http://www.gov.uk)

## Useful links

LLAS – [www.londonlandlords.org.uk](http://www.londonlandlords.org.uk)

UKLAP- [www.uklap.org.uk](http://www.uklap.org.uk)

RLA – [www.rla.org.uk](http://www.rla.org.uk)

SLA – [www.southernlandlords.org](http://www.southernlandlords.org)

Landlord Law – [www.landlordlaw.co.uk](http://www.landlordlaw.co.uk)

TDP (The Deposit Protection Service) –  
[www.depositprotection.com](http://www.depositprotection.com)

Landlordzone – [www.landlordzone.co.uk](http://www.landlordzone.co.uk)

Accreditation Network UK (ANUK) – [www.anuk.org.uk](http://www.anuk.org.uk)

Landlord's useful links and information –  
[www.landlords-uk.net](http://www.landlords-uk.net)

Fire Protection Centre – [www.fireprotectioncentre.com](http://www.fireprotectioncentre.com)

Direct Gov UK: Advice for tenants and landlords –  
[www.direct.gov.uk](http://www.direct.gov.uk)

Gas Safe Register – [www.gassaferegister.co.uk](http://www.gassaferegister.co.uk)

National Inspection Council for Electrical  
Installation Consulting (N.I.C.E.I.C) – [www.niceic.org.uk](http://www.niceic.org.uk)

Online Planning and Building Regulations  
Resource – [www.planningportal.gov.uk](http://www.planningportal.gov.uk)

The Residential Property Tribunal (RPTS) –  
[www.rpts.gov.uk](http://www.rpts.gov.uk)

Health and Safety Executive – [www.hse.gov.uk](http://www.hse.gov.uk)

HM Revenue & Customs – [www.hmrc.gov.uk](http://www.hmrc.gov.uk)

The Court services – [www.hmcourts-service.gov.uk](http://www.hmcourts-service.gov.uk)

The Office of Fair Trading – [www.offt.gov.uk](http://www.offt.gov.uk)

The Department of Business Innovation & Skills –  
[www.berr.gov.uk](http://www.berr.gov.uk)

## Online CPD Courses

Legionella, HHSRS  
Repairing obligations,  
Tenancy Deposits etc.  
Book online at  
[www.londonlandlords.org.uk](http://www.londonlandlords.org.uk)