

Frequently asked questions

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Applying for a licence

Where can I apply for a licence?

You can apply for a licence at <https://newcastle.metastreet.co.uk/> .

When do I need to apply for a licence?

Applications for a licence should be made by the 6th July 2020

Where can I get more information on licence requirements?

More information can be found at www.newcastle.gov.uk/propertylicensing

How much does a licence cost

A full breakdown of all fees and charges can be found here

<https://www.newcastle.gov.uk/sites/default/files/Fees%20and%20Charges%20February%202020.pdf>

The impact of Coronavirus on Additional and Selective Licensing

Does complying with licensing mean I need to ignore government guidance on social distancing?

Please ensure you, your staff, and your contractors comply with the current government guidance on social distancing. If this impacts your ability to comply with property licensing please contact us at propertylicensing@newcastle.gov.uk

Will there be a delay in licensing due to the issues surrounding coronavirus?

The new additional and selective licensing scheme has been legally designated in accordance with the Housing Act 2004. The Housing Act 2004 does not allow for the implementation date to be amended. As such the implementation date cannot be delayed.

However, we are aware that the coronavirus pandemic is having an impact on a landlord's ability to manage a privately rented property, and to apply for a property licence. We are therefore extending the date for compliance by 3 months until the 6th July 2020.

What impact does the extended date for compliance have?

The extended date for compliance means that you now have until the 6th July 2020 to make an application for a licence.

You will also have until the 6th July to bring your property up to the necessary standards. If you are struggling to get contractors to carry out the necessary works please contact propertylicensing@newcastle.gov.uk so we can work with you. It is not our intention to take action against any landlord or agent who is unable to comply as a result of coronavirus.

What if I cannot comply with the licensing conditions as a result of coronavirus

The impact of coronavirus will be taken into account as the scheme is implemented and enforced. If you are struggling to comply please contact us at propertylicensing@newcastle.gov.uk. It is not our intention to take action against a landlord or agent who is unable to comply as a result of coronavirus. Please let us know if this is the case so we can work with you.

Do I still need to complete an application for a licence in the current climate?

Yes, an application for a licence should still be made. You now have until the 6th July to submit an application. You can complete an online application form at <https://newcastle.metastreet.co.uk/>.

A number of documents should accompany your application. The majority of these documents are legally required and should already be in your possession. If for any reason you are unable to provide these documents, you should still make an application for a licence providing as much information and documentation as you can. Additional information can be provided at a later date.

If staff shortages as a result of coronavirus mean you are unable to submit applications for a licence please email propertylicensing@newcastle.gov.uk and we will work with you develop a plan for compliance.

I am unable to find contractors willing to enter my privately rented properties. Will legal action be taken against me if my property is not compliant?

You now have until the 6th July to bring your property up to the necessary standards. If you are struggling to find contractors to complete the works by this date please let us know.

The impact of coronavirus will be taken into account when we carry out compliance inspections.

Is there any relaxation of license conditions with regards to regular inspections of licensed properties?

Always follow government advice with regards to social distancing if carrying out a property inspection.

If you are unable to inspect your properties due to lock down, or because you or your tenants are self isolating, you can still make contact over the phone to check on the property and your tenants. Carry out the inspection as soon as possible, in line with government advice.

Landlord Bodies and Organisations have cancelled future meetings and training. Will the council be doing the same, and if so, is there any relaxation of the 5 hours CPD requirement?

We have postponed face-to-face landlord training. We are working to develop an online training video for the Property Licensing scheme.

Online training has always been taken into account when calculating a landlord or managing agents CPD. Please contact privaterentedservice@newcastle.gov.uk if you would like more information on online training.

The impact of Coronavirus on day to day property maintenance and management

How do I carry out repairs in properties where tenants are self-isolating?

Follow government advice when considering whether to enter a property you own or manage. This also applies to any contractors you may employ.

If you are unable to enter the property, consider

- Can any repairs wait until after the 7/14 days of self isolation / lock down?
- Can the tenants be guided over the phone to complete the works if it is a small and easy to rectify issue?
- If the issue of disrepair is urgent and cannot wait, consider if the tenant will require rehousing for the works to be completed. As a landlord you have a duty to provide alternative accommodation if major works are carried out. If you are unable to provide alternative accommodation, please contact psr@newcastle.gov.uk or 01912116102.

The government has advised

- Work carried out in people's homes, for example by tradespeople carrying out repairs and maintenance, can continue, provided that the tradesperson is well and has no symptoms.

- It will be important to ensure that Public Health England guidelines, including maintaining a two-metre distance from any household occupants, are followed to ensure everyone's safety.
- No work should be carried out in any household which is isolating or where an individual is being shielded, unless it is to remedy a direct risk to the safety of the household, such as emergency plumbing or repairs, and where the tradesperson is willing to do so. In such cases, Public Health England can provide advice to tradespeople and households.
- No work should be carried out by a tradesperson who has coronavirus symptoms, however mild.

We recommend keeping a log of all correspondence and communication you have with your tenants. It may also be beneficial to keep a plan of visits and inspections that will be required once restrictions have been lifted.

Day to day property maintenance and management

Is the council able to offer any support to us in the event that we have multiple members of staff unwell simultaneously?

We have already created an online landlord toolkit and landlord handbook which is available 24/7 to support landlords and offer guidance. Go to www.privaterentedservice.co.uk