

## Online Licensing portal user guide.

The Luton logo consists of the word "Luton" in a white, bold, sans-serif font, centered within a dark purple square. A thin white horizontal line is positioned directly beneath the text.

**Luton**

This basic guide should enable you to make an application for either a Selective/Additional or mandatory license, vary a current HMO licence or apply to terminate a current license. You will also be able to make payments towards licenses, however this guide will only cover the aspect of applying for a license.

To apply please visit this link:

<https://m.luton.gov.uk/Page/Show/Housing/Other%20housing%20information/hmo/Pages/I-am-a-Landlord-what-should-I-know-about-Houses-in-Multiple-Occupation.aspx>

Click the green box 'Apply now' button and this will take you to the Metastreet application portal.

At this initial stage you will need your email address and personal information and register with the metastreet portal.

Once registered you can submit multiple applications from the same portal and do not need to register multiple times for each property. All your applications made will be covered in the centralised location.

The screenshot shows the Luton Licensing for rented property website. The header includes the Luton logo and navigation links for Home and Login. The main content area is split into two columns: 'Login' and 'Create an account'. The 'Login' section has input fields for 'Email address' and 'Password', a 'Log in' button, and a link for 'Forgotten your password?'. The 'Create an account' section has a 'Create an account' button and explanatory text. The footer contains a Sitemap link, 'Built by Metastreet Limited', copyright information for Luton Borough Council, and a Privacy Policy link.

**Luton** Licensing for rented property  
Home Login

**Login**  
Email address  
  
Password  
  
[Forgotten your password?](#)  
**Log in**


**Create an account**  
If you're not already registered, you can create a new account.  
You'll need an account to complete a property licence application and to track the status of your application.  
**Create an account**

[Sitemap](#) Built by [Metastreet Limited](#) © Luton Borough Council [Privacy Policy](#)

Once logged in to the portal you will see this page:

**Licensing for rented property**

Apply for and manage property licences for rented properties

 You may need a licence for a property you rent out privately. If you don't hold a valid licence you could face an unlimited fine.

**[Apply for a new property licence](#)**  
Fill out an application form to apply for a new property licence. The property to be licensed must be reasonably suitable for occupation.

**[Renew your property licence](#)**  
Renew an existing licence which is about to expire.

**[Manage an existing application](#)**  
Continue with an application for a new licence or a licence renewal that you have already started. View your previous applications.

**[Respond to a request](#)**  
Respond to a request from the Council. This includes comments on draft licences and other notices including licence variations, refusal or cancellations (revocations).

**[Make a one-off payment](#)**  
Pay any one-off charges owed to the Council in relation to your property.

**[Submit a variation request](#)**  
If you have made changes to your property, you will need to update your current property licence.

Selecting 'Apply for a new property licence' will allow you apply for either a Mandatory License, Selective License or Additional License' The initial questions that are asked are the same for all three license applications.

Read the text and once done select 'apply for a new license' If you are unsure on what license you should be applying for there is a link which you can click which will lead you to a help page (shown by blue arrow at the bottom of the page)

## Apply for a new property licence

Please have the following available before you start:

- room sizes and property facilities
- details about the property structure and safety equipment
- name and addresses of persons and organisations with an interest in the property
- payment card details
- licence holder date of birth
- certificates e.g gas safety, electrical etc
- You can save your progress and return to your application at anytime by clicking on '[Manage existing application](#)' on the home page.

### Non-UK Licence holders

An application for a property licence with a non-UK based licence holder may only be considered valid if there is a managing agent based in the UK who agrees to be bound by the conditions and obligations imposed by the licence by signing a declaration to confirm this. Each application is individually assessed and acceptance of non-UK based licence holders is at the discretion of the council. Applications from limited companies will only be accepted from companies with a UK registered office (the licence will be in the company name).

For more details please read our [licensing guide](#).

[Start now](#) >

Now enter the property postcode of the address you wish to license

**Luton** Licensing for rented property  
Home Account details Logout

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Question 1 of 6  
**Create a new licence application**

**Address of the property to be licensed**

Postcode

[Continue](#)

Sitemag Built by Metastreet Limited © Luton Borough Council

Once the post code for the address to be licensed has been entered it will give you a list of the properties to select from the drop down list. You can then select the appropriate address from the list. If the address is not available you are able to enter this manually by selecting '***I can't find the address in the list***'.

*Note: This will then create a ticket which will be sent to the metastreet team who will then need to create this address before you can proceed past this stage.*

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Question 1 of 6

### Create a new licence application

Address

[I can't find the address in the list](#)

Continue

You will be required to select your interest in the property you are applying to license

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Question 2 of 6

### Create a new licence application

What is your role in relation to the property?

- Freeholder
- Leaseholder
- Managing agent
- Mortgage provider
- Other

Continue

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Question 3 of 6

### Create a new licence application

Are you an organisation?

- Yes  
 No

[Continue](#)

*Note: It will populate the name of the person of whom is registered on the portal.*

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Question 4 of 6

### Create a new licence application

Your name(s)

Title (optional)

First name(s)

**Adil**

Surname

**Dahmani**

Organisation name (optional)

[Continue](#)

Note: If applying as an individual you will need to input your registered home address, if applying as a business you will need to enter the address registered on companies' house.

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Question 5 of 6

### Create a new licence application

#### Your address

We need this in case we need to contact you with matters related to your licence. Your contact details will be kept private and confidential.

Postcode

[Continue](#)

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Question 6 of 6

### Create a new licence application

#### Your contact details

We need this in case we need to contact you with matters related to your licence. Your contact details will be kept private and confidential.

Phone number

01582 546000

Email address

By providing these contact details you agree to be contacted by the Council on matters relating to property licensing.

[Finish](#)

**Note: Question 6, the email address will automatically populate the registered email address used to register on the portal.**

You will then be brought to this screen below where you must complete each section.

**Luton**      Licensing for rented property  
Home   Account details   Logout

[Home](#) > [Licence applications](#)

### Apply for a licence

Licence application reference:  
Address:

- 1. Add personal information**
  - [Interested parties](#)
  - [Fit and proper test](#)
- 2. Prepare application**
  - [Enter the details of the property to be licensed](#)
  - [Describe the rooms of the property to be licensed](#)
  - [Health and safety](#)
  - [Upload documents related to the property](#)
- 3. Apply**
  - [Read and sign declaration](#)
  - [Submit and pay \(all other sections must be complete\)](#)

**Note: All of the actions required above are the same for all types of licenses and this includes Mandatory, Additional and Selective Licensing but further on in the application process you will be able to select what type of license you are applying for.**

**Interested parties:** Here you will need to add each person/organisation that holds a legal interest in the property. If at the start of the application you have input yourself as one of the interested parties i.e. Freeholder, Leaseholder, Managing Agent or Mortgage provider it will populate this first. You must include all parties of whom have a legal interest in the property. If you do not select one of the sections below, you will be required to tick to confirm there is no interest from this party in the next section before moving on. Once all interested parties are added you will be required to confirm the summary page information is correct before moving onto the next stage.

## Interested parties

In this section you will add details about ALL of the parties who have an interest in the property, and choose a licence holder.



**You must include information on all parties with an interest in the property, including but not limited to:**

- Freeholder
- Leaseholder
- Managing agent
- Mortgage provider

**Interested party name and type**

+ Add another interested party

Depending what interested parties are input in the previous section, this will generate a list of these parties in which you should select who the proposed license holder should be. If it is an individual, details of that person's date of birth will be required, but this is not required if it is an organisation.

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### Confirmation 2 of 3

Who is the proposed licence holder?


[Continue](#)

**Fit and proper persons test: You will need to answer the questions 1-9 accordingly.**

[Home](#) > [Licence applications](#) :

## Complete the fit and proper test

If the Licence Holder and, where applicable the manager of the house has previously held or currently holds other properties subject to licensing (this includes properties outside the borough), you must email a list of these properties to [HMO.Hotline@luton.gov.uk](mailto:HMO.Hotline@luton.gov.uk).

 **The full property address including postcode of each licensed dwelling must be supplied.**

### Before you start

If you would like more information, or help filling out this form, please check our [Property licensing guide](#) .

**Start now** >

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Question 1 of 9

### Complete the fit and proper test

Has the License Holder and, where applicable the manager of the house, or anyone associated with them committed any of the following offences?

- Fraud
- Dishonesty
- Violence
- Drugs
- Sexual Offences Act 2003 (Schedule 2)

Yes

No

[Save and go to next question](#)

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Question 2 of 9

## Complete the fit and proper test

Has the License Holder and, where applicable the manager of the house, or anyone associated with them been found by a court or tribunal to have been involved with any unlawful discrimination on grounds of Sex; Colour; Race; Disability; Ethnic or National Origins?

 Yes No[Save and go to next question](#)[◀ Back](#)

Question 3 of 9

## Complete the fit and proper test

Has the License Holder and, where applicable the manager of the house, or anyone associated with them had a judgement made against them by a court or tribunal relating to Housing, Public Health, Environmental Health or Landlord and Tenant Law?

 Yes No[Save and go to next question](#)

[◀ Back](#)

Question 4 of 9

### Complete the fit and proper test

Does the proposed licence holder or manager have experience of managing rented property?

- Yes
- No

Save and go to next question

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Question 5 of 9

### Complete the fit and proper test

Is the proposed licence holder an accredited landlord?

- Yes
- No

▶ [What is an accredited landlord?](#)

Save and go to next question

**Note: if yes is selected at this point, we will ask for evidence of the accreditation to be uploaded at a later stage of the application process with all the other property certificates. The Fee will be reduced once accreditation has been verified by an officer at the processing stage.**

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Question 6 of 9

### Complete the fit and proper test

Is the property visited to check its condition and for any antisocial activities of the tenants?

Yes

No

[Save and go to next question](#)

---

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Question 7 of 9

### Complete the fit and proper test

Are there funds to deal with uninsured damage/insurance and maintenance to the property?

Yes

No

[Save and go to next question](#)

[Save progress and return to the task list](#)

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Question 7 of 9

### Complete the fit and proper test

Are there funds to deal with uninsured damage/insurance and maintenance to the property?

Yes

No

[Save and go to next question](#)

[◀ Back](#)

Question 8 of 9

### Complete the fit and proper test

Have you or anyone associated with you within the last 5 years, been in control of a property that was subject to a Management Order?

- Yes
- No

[Save and go to next question](#)

[Save progress and return to the task list](#)

[◀ Back](#)

Question 9 of 9

## Complete the fit and proper test

Have you or anyone associated with you within the last 5 years, been in control of a property that has been refused a licence or breached conditions of a licence?

 Yes No[Finish](#)

---

[Save progress and return to the task list](#)

**At the end of the series of questions, you will then be required to check the summary page and confirm the answered questions are correct before you are able to progress further.**

## Section 2: Prepare application

[Home](#) > [Licence applications](#)

## Enter the details of the property to be licensed

If you would like more information, or help filling out this form, please check our [Property licensing guide](#).

[Start now](#) >

[Back to task list](#)

**At this point you will then be asked what license you are applying for.**

**In this section we are completing an application for Selective Licensing but depending on what you select will determine what type of questions are asked going forward.**

Question 1 of 7

## Enter the details of the property to be licensed

What type of licence are you applying for?

- Mandatory HMO licence
- Additional HMO licence
- Selective licence

▶ [Licence type definition](#)

How many people currently live in the property?

How many households currently live in the property?

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Question 2 of 7

## Enter the details of the property to be licensed

How is the property used?

- House in multiple occupation
- Flat in multiple occupation
- House rented to single household
- Flat rented to single household

[Save and go to next question](#)

[◀ Back](#)

Question 3 of 7

## Enter the details of the property to be licensed

How many storeys does the building have?

How many storeys does the property have?

On what storey(s) are they situated?  
e.g. ground floor, first floor and second floor

[Save and go to next question](#)

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Question 4 of 7

### Enter the details of the property to be licensed

How many separate lettings are there?

[Save and go to next question](#)

---

[Save progress and return to the task list](#)

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Question 5 of 7

## Enter the details of the property to be licensed

How many habitable rooms are there?

A habitable room is any room in a property apart from a kitchen or bathroom.

[Save and go to next question](#)

---

[Save progress and return to the task list](#)

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Question 6 of 7

### Enter the details of the property to be licensed

What is the approximate year that the property was originally constructed?

- Pre 1919
- 1919 - 1944
- 1945 - 1964
- 1965 - 1980
- 1981 - 1991
- Post 1991

[Save and go to next question](#)

[◀ Back](#)

Question 7 of 7

## Enter the details of the property to be licensed

Are there any external structures, outbuildings or sheds used as part of the living accommodation?

Yes

No

[Finish](#)

**At the end of this series of questions you will be asked to confirm the summary of answered questions. Once confirmed you can move onto the next stage.**

---

Describe the rooms of the property to be licensed

**Luton**

**Licensing for rented property**

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[Home](#) > [Licence applications](#) >

## Rooms in the property

+ Add a room

[Save progress and return to the task list](#)

**Luton**

**Licensing for rented property**

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[Home](#) > [Licence applications](#) >

> [Rooms in the property](#)

## Add a room

In this section you must add details about ALL of the rooms in your property.

You will need the room size in square metres (m<sup>2</sup>).

Room size (m<sup>2</sup>) = Length (metres) x Width (metres)

**Start now** >

[Save progress and return to the task list](#)

## Rooms in the property

### Room type

- Bedroom
- Living room / Communal space
- Kitchen / Open plan kitchen
- Bathroom / Shower room / Separate toilet

[Add a room](#)

[Save progress and return to the task list](#)

**You then need to add each bedroom, living room/communal space/kitchen/bathroom according the layout of the property.**

**On the example used below a bedroom has been added:**

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Question 1 of 5

### Add a room

Where is the bedroom located?

Detail where in the property the room is located e.g. ground storey rear.

[Save and go to next question](#)

[Save progress and return to the task list](#)

**(Example on how to label the rooms)**

[◀ Back](#)

Question 2 of 5

### Add a room

What size is the room?

Please enter the room size in number of square metres (eg: for a room of 12.5 m<sup>2</sup>, enter 12.5).

m<sup>2</sup>

[Save and go to next question](#)

---

[Save progress and return to the task list](#)

[◀ Back](#)

Question 3 of 5

### Add a room

Is the room shared or exclusive?

Shared

Exclusive

▶ [What is the difference between Shared and Exclusive?](#)

[Save and go to next question](#)

---

[Save progress and return to the task list](#)

[◀ Back](#)

Question 4 of 5

### Add a room

Does the bedroom have bathroom facilities?

Yes

No

[Save and go to next question](#)

[Save progress and return to the task list](#)

[◀ Back](#)

Question 5 of 5

### Add a room

Does the bedroom have kitchen facilities?

Yes

No

[Finish](#)

[Save progress and return to the task list](#)

## Room details

Where is the bedroom located?

---

What size is the room?

---

Is the room shared or exclusive?

---

Does the bedroom have bathroom facilities?

---

Does the bedroom have kitchen facilities?

[Save progress and return to the rooms list](#)

After each room has been added you will then be required to confirm the summary page.

### Health and Safety:

## Health and safety

Does the property have fire doors fitted to the kitchens?

Yes

No

[Home](#) > [Licence applications](#) >

> [Health and safety](#)

## Health and safety

Does the property have fire blankets in all kitchens?

- Yes
- No

[Home](#) > [Licence applications](#) >

> [Health and safety](#)

## Health and safety

Does the property have fire extinguishers in the stairways?

▶ [When to select 'Not applicable'?](#)

- Yes
- No
- Not applicable

## Health and safety

Does the property have a mains powered fire detection system?

- Yes
- No

[Home](#) > [Licence applications](#) > /> [Health and safety](#)

## Health and safety

Do you provide details of escape routes and other fire safety information to occupiers?

 Yes No[Home](#) > [Licence applications](#) > / [Licence applications](#) > [Licence applications](#) > [Health and safety](#)

## Health and safety

Does the furniture you provide within the property comply with Fire Safety Regulations?

 Yes No Not applicable[Change and return to details](#)

---

[Save progress and return to the task list](#)

## Health and safety

Is there a gas supply to any of the properties under the proposed licence holder's control?

Yes

No

[Change and return to details](#)

---

[Save progress and return to the task list](#)

**At the end of this series of questions you will be asked to confirm the summary before moving onto the next stage.**

### Notes on uploading documents:

At this next stage you are required to upload all the documents that relate to the property. You need to ensure that all the certificates that are provided are valid and in date. Any applications received that show certificates at the time of submission having expired will be rejected.

Please note that if applying for a Selective license you will not be required to upload the documents which have the (HMO) label in brackets. For Mandatory and Additional licensing you are required to provide all the information in the list below (Emergency lighting is only required on 3 storeys and above)

You must also upload the fire safety checklist which can be obtained from our website. The document can be found on this link below labelled 'Fire Safety in HMO's':

<https://m.luton.gov.uk/Page/Show/Housing/Other%20housing%20information/hmo/Pages/I-am-a-Landlord-what-should-I-know-about-Houses-in-Multiple-Occupation.aspx>

If any documents are not uploaded you will be required to confirm that the document is not required. For example properties which do not have a gas supply would not have a gas certificate and therefore you would not be required to upload this.

[Home](#) > [Licence applications](#) >

## Upload required documents

The following documents are required to be submitted to the council:

- EPC
- Floor plans (HMO applications only)
- Gas safety certificate
- Overseas checks documents
- Landlord accreditation certificate
- Electrical safety certificate
- Fire alarm certificate (HMOs where applicable)
- Fire risk assessment
- Emergency lighting certificate (HMOs where applicable)
- Tenancy agreements

+ Add a document

Finish adding documents

**After the documents have been uploaded you will then be required to move onto the final stage of the declaration and paying the fee.**

### Read and sign declaration

Please read the following declaration and check the boxes if you agree:

- I/We declare that the information contained in this application is correct to the best of my/our knowledge. I/We understand that I/we commit an offence if I/we supply any information to a local housing authority in connection with any of their functions under any of Parts 1 to 4 of the Housing Act 2004, that is false or misleading and which I/we know is false or misleading or am/are reckless as to whether it is false or misleading. I/We understand action may be taken against me if I/we give incorrect or incomplete information.
- I/We authorise the Council to make any further enquiries that are necessary to confirm the information I/we have given. I/We confirm that the contact details provided on this form is true, complete and accurate for myself and any other interested party included on this form. Please note it is a criminal offence to knowingly supply information that is false or misleading for the purposes of obtaining, revoking or varying a licence. Under Section 238 of the Housing Act 2004, a person who commits an offence is liable on summary conviction to an unlimited fine. You may also be liable to prosecution for other offences under the Fraud Act 2006 etc.
- I/We declare that I/we have served notice of this application on all persons listed within this form, who are the only persons known to me/us that are required to be informed that I/we have made this application. I/We declare that the houses in respect of which licences are sought under Part 2/Part 3 of the Housing Act 2004 are subject to a licence under that Part at the time this application is made.

All information provided will be treated in confidence and in accordance with the Data Protection Act 2018 and the EU General Data Protection Regulation. It will normally only be used to progress your form and to fulfil the Council's legal obligation under The Housing Act 2004 to hold and maintain a public register of licences that includes the name and address of the licence holder and manager. However, as part of our duty under the Housing Act 2004 and for the prevention and detection of fraud, we may also have to share and/or check your information with other agencies including the Police, other Local Authorities and other relevant departments within this Council. Information may also be published by us or other agencies where it is fair and lawful to do so and where we have considered the balance between your rights and the impact of releasing this data for the interests of tenants, other landlords, other local authorities and the general public; and to withhold this information would be unreasonable and/or unlawful.

**I confirm these details are correct >**

**Payment:** Please note that for Selective and Additional Licensing the payment fee is taken in one flat fee during the early period.

For HMO Mandatory licensing the fee is split into a Part A fee and Part B Fee. The Part A fee is the non refundable administration fee and is taken at the initial application stage and once the application is assessed the part b fee will be taken. If the application is rejected the part A fee will not be refunded but we will not collect the part B fee.

For applicants who are applying for an accreditation or EPC reduction ( only 1 reduction applicable per application) the fee will be reduced once the accreditation has been reviewed by the officer. Please note this only applies to Mandatory licensing and not Selective or Additional Licensing.

Our fees can be found on our website labelled 'Find out about our licensing fees'

The link :

<https://m.luton.gov.uk/Page/Show/Housing/Other%20housing%20information/hmo/Pages/I-am-a-Landlord-what-should-I-know-about-Houses-in-Multiple-Occupation.aspx>

For applicants who are making several applications we can issue you with a bypass code to enable you to make a bulk payment towards multiple applications.

Please contact us on 01582 547222 or email [PSHEnforcement@luton.gov.uk](mailto:PSHEnforcement@luton.gov.uk).

We have determined that the licence type you require is:

**Selective licence**

Application fee

**£150.00**

If you have applied for a discount this will be adjusted to the final fee once verified. Please note that only 1 discount can be applied per property.

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Only UK Maestro, VISA Debit, MasterCard Debit, Electron Debit, VISA and MasterCard credit cards are accepted.

Credit or debit card

<input type="text" value="Card number"/>	<input type="text" value="MM / YY CVC"/>
--	--

Name on card

<input type="text"/>
----------------------

**Billing address**

This is the address associated with the card

Country or territory

<input type="text" value="United Kingdom"/>	<input type="button" value="v"/>
---	----------------------------------