

Environmental Development

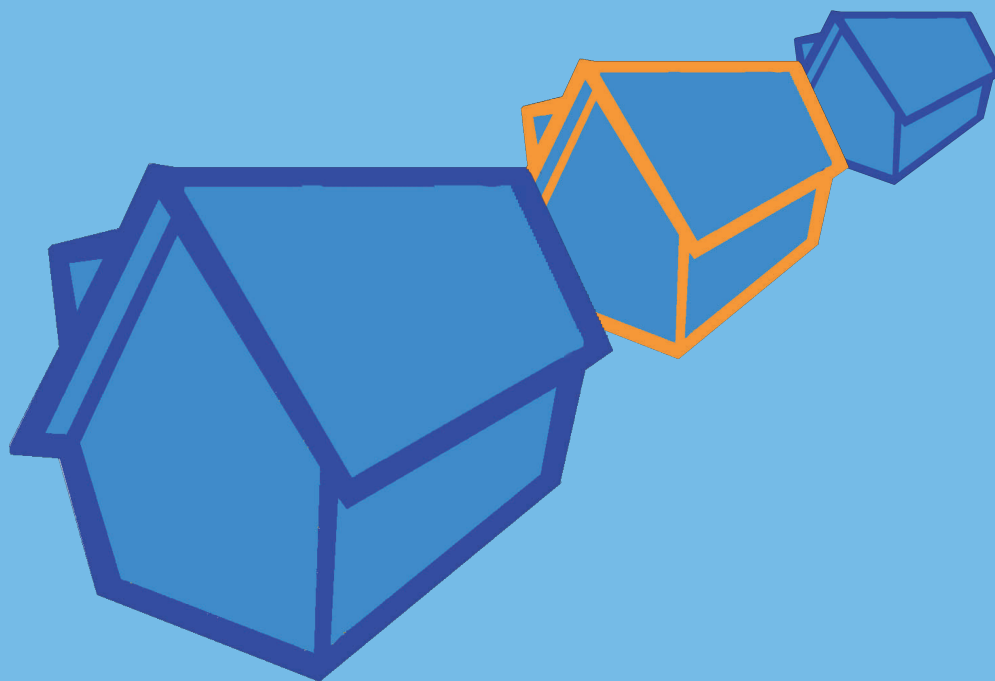
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Amenities and Facilities

for Houses in Multiple Occupation

Good practice guidance for Landlords



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Introduction

This guidance has been produced by the City Council for houses in multiple occupation (HMO) that are subject to HMO licensing. The guide has been written to assist owners and occupiers in relation to the standards they should expect in such accommodation.

All HMOs are subject to the Management of Houses in Multiple Occupation (England) Regulations 2006 (SI 2006 No 372) irrespective of their licensable status.

The following guidance indicates the amenities and facilities that will be sought through HMO Licence Conditions under Part 2 of the Housing Act 2004. It has been compiled to comply with the Licensing and Management of Houses in Multiple Occupation (Additional Provisions) (England) Regulations 2007 (SI 2007 No 1903) in addition to the requirements of the 2006 Regulations and other parts of the Act.

An HMO is defined in law as a building or part of a building (e.g. a flat) in which three or more unrelated persons forming two or more households share an amenity such as a bathroom, toilet or cooking facilities. A 'household' is defined as either a single person or members of the same family who are living together.

Houses Occupied on a Shared Basis

Houses occupied on a shared basis usually consist of individually let rooms with a shared kitchen, lounge and bathroom. Students and groups of young professionals often live in accommodation of this type. This guide is designed for HMOs let in this way. For other types of HMO please contact Environmental Development.

Note: All dimensions given in imperial measurement are approximate.

Revised: January, 2011

1 Space Standards

One person unit of accommodation: -

Each study/bedroom should be 8.5m² (90 sq ft) or larger, except where a separate living room is provided which is not a kitchen/dining room, in which case the bedroom can be a minimum 6.5m² (70 sq. ft).

For bedrooms with 2 occupants the room should be 14m² (150 sq ft) or larger, except where a separate living room is provided which is not a kitchen/dining room, in which case the bedroom can be a minimum 11m² (120 sq ft).

The living room should be separate from the kitchen/dining room.

Room Sizes

Room	metric	imperial
Kitchen (1 to 5 persons)	7m ²	75 sq ft
Kitchen (6 to 10 persons)	10m ²	110 sq. ft
Kitchen / Diner (1 to 5 persons)	13m ²	140 sq. ft
Dining room (1 to 5 persons)	11m ²	120 sq. ft
Dining room (6 to 10 persons)	14m ²	150 sq. ft
Living room (1 to 5 persons)	11m ²	120 sq ft
Living room (6 to 10 persons)	14m ²	150 sq. ft

The measured space in a room must be '*usable space*'. The room should be able to accommodate the required amount of appropriate furniture easily and still allow space for movement about the room.

Any floor space that has a ceiling height of less than 1.5m (5ft) shall be disregarded for the purpose of measuring the total space in the room.

The Council may exercise discretion to the above requirements.

2 Housing Health and Safety Rating System (HHSRS)

The Housing Health and Safety Rating System, is the procedure used to assess risks in domestic residential accommodation. The aim of the system is to enable risks from hazards to health and safety in dwellings to be removed or minimised.

The HHSRS identifies twenty nine hazards. When each hazard is individually assessed a rating for each is generated. This information can then be used to determine and inform the best course of action when making enforcement or non enforcement decisions.

The 29 hazards that can be assessed are those associated with or arising from the following:

Physiological Requirements	Protection Against Infection
01. Damp and mould growth	15. Domestic hygiene, pests and refuse
02. Excess cold	16. Food safety
03. Excess heat	17. Personal hygiene, sanitation and drainage
04. Asbestos (and MMF)	18. Water supply for domestic purpose
05. Biocides	Protection Against Accidents
06. Carbon monoxide & fuel combustion products	19. Falls associated with baths
07. Lead	20. Falling on level surfaces
08. Radiation	21. Falling on etc
09. Uncombusted fuel gas	22. Falling between levels
10. Volatile Organic Compounds	23. Electrical hazards
	24. Fire
Psychological Requirements	25. Flames, hot surfaces
11. Crowding and space	26. Collision and entrapment
12. Entry by intruders	27. Explosions
13. Lighting	28. Position and operability of amenities
14. Noise	29. Structural collapse and failing elements

The HHSRS assessment is based on the risk to the potential occupant who is most vulnerable to that hazard. For example, stairs and steps constitute a greater risk to the elderly, so for assessing hazards relating to hazards associated with stairs, they are considered the most vulnerable. Falling between levels constitute a greater risk to the very young who are considered the most vulnerable with respect to this hazard. Levels of vulnerability are established by reference to national accident statistics. The underlying principle is that a dwelling that is safe for the most vulnerable should be safe for all.

Further guidance can be found in Housing Health and Safety Rating System – Operating Guidance (ISBN 13:978 185112 846 4).

The following represents the more commonly assessed hazards that are most frequently encountered in dwelling houses. The accounts are based on the ideal standard to be achieved.

2.1 Damp and mould growth

Houses should be warm, dry and well-ventilated. The dwelling should be maintained free from rising, penetrating and traumatic dampness or persistent condensation. Rising and penetrating dampness should be prevented by adequate damp proofing including around door and window openings. The external fabric should be kept in repair to prevent rain penetration. Measures to insulate pipes and tanks from frost will prevent leaks or bursts.

All rain water goods, including eaves guttering and rainwater down pipes should be securely fixed and capable of safely discharging surface rainwater to the drainage system. Roof spaces and floor voids should be properly ventilated to prevent condensation and to prevent timbers becoming damp and prone to fungal infection.

There should be adequate provision for the safe removal of moisture-laden air. This should include extraction in bathrooms and kitchens to ensure that the dwelling is able to cope with excess moisture levels to prevent persistent humidity. Adequate venting of clothes drying facilities, (e.g., tumble driers) should be provided directly to the outside air.

2.2 Excess Cold

Houses should be adequately insulated to prevent excessive heat loss and be fitted with a suitably efficient form of heating system.

All habitable rooms including bath or shower rooms must be provided with an efficient and safe, fixed space-heating appliance. The appliance must be capable of maintaining the room at a minimum temperature of 18°C when the outside temperature is minus 1°C.

A fixed space heating appliance means a fixed gas or fixed electrical appliance or an adequate central heating system operable at all times.

Heating appliances should be regularly serviced to ensure they are safe and in good working order.

In particular, roof spaces should be properly insulated and windows and doors draught proofed.

2.3 Entry by intruders

Houses should be capable of being secured to deter against unauthorised entry. Ground floor windows and doors should be robust and fitted with adequate security locks. This can have the effect that it may both deter an intruder and make the occupants feel safer. It is important, however, to ensure that security does not compromise other safety measures, for example, fire safety.

Externally, the curtilage of the property, including any garden or yard should be properly enclosed. Access to rear gardens should be restricted and be properly gated. Sheds or outbuildings should be maintained in good order and made secure. Security lighting should be fitted to provide illumination adjacent to access points and to illuminate areas that might permit concealment.

2.4 Lighting

Natural Lighting: - All habitable rooms should have an adequate level of natural lighting provided via a clear glazed window or windows. (It is advisable that the glazed area is to be equivalent to at least one-tenth of the floor area). Where practicable, all staircases, landings, passages, kitchens, bathrooms and toilets should be provided, with a window. Windows to bathrooms and toilets should be glazed with obscured glass.

Artificial Lighting: - All rooms and circulations areas within the property should have provision for electric lighting and should be controlled from suitable located switch points. Lighting on stairs should be capable of being switched on and off from both upstairs and downstairs.

2.5 Personal hygiene, sanitation and drainage

The internal fabric of the property should be maintained in good condition and in areas such as bathrooms and kitchens, surface finishes should be capable of being readily cleaned and kept in a hygienic condition.

Externally, houses should be free from disrepair and free from access by pests, such as rats and mice.

There should also be suitable provision for the storage of domestic waste inside the property pending disposal, and outside the property prior to collection by the local authority.

2.6 Water supply

An adequate supply of cold drinking water under adequate mains pressure should be available from the kitchen sink. The supply must come from the mains system and not via a storage tank. There should be a stop tap located under the kitchen sink to allow the system to be isolated in the event of a burst pipe or for maintenance purposes.

All pipe work should be adequately protected from frost damage.

2.7 Falls

Falling on level surfaces:- Internally, floors should be even and comprise a non-slip finish and be maintained in a good condition. No change in level should be more than 300mm in height.

Externally, paths and walkways should be even, comprise a non-slip finish, and where applicable, be properly drained. Where there is a change in level, adequate lighting should be available. No change in level should be more than 300mm in height.

Falling on stairs etc:- Internally, stairs should be maintained in good condition, be free from disrepair and have treads and risers of equal height and depth. Stair coverings should be properly and securely fitted and should not be worn or loose. A securely fixed handrail or banister with suitably spaced ballusters at a suitable height should be provided the full length of the stairway on at least one side. Adequate lighting of stairwells should be available together with suitable located switches at both the top and bottom of each flight.

Externally, steps should be maintained in good condition and be free from disrepair. Treads and risers should be of equal height and depth and surfaces should be non-slip. A securely fixed handrail should be provided at a suitable height on at least one side for the full length of the flight.

Falling between levels:- Balconies and basement light wells should have securely fixed

guarding to a height of at least 1100mm and designed so that children are unable to climb them. Windows that open below 800mm from floor level should be fitted with restrictors which can only be disengaged using two hands for cleaning purposes.

2.8 Electrical hazards

The electrical installation should be maintained in a safe condition. It is recommended that domestic installations are inspected regularly by a competent person. Preferably a contractor who is registered with the National Inspection Council for Electrical Installation Contractors, (NICEIC) or other approved body should be employed to do this. They will issue a Domestic Periodic Inspection Report which will detail any requirements to make the system safe or recommendations to upgrade the installation to current standards.

There is a legal requirement for the electrical installations in Houses in Multiple Occupation, (HMOs) to be inspected every five years.

Certain electrical works are 'notifiable', which means that where specific electrical works are carried out, the relevant authority is required to be notified under Part P of The Building Regulations. Electrical works should only be carried out by a competent person.

2.9 Flames, hot surfaces etc

Heating and cooking appliances should all be maintained in a safe condition and be suitably located so as not to become unreasonably hazardous. Kitchens should be of adequate size and cooking appliances should be positioned safely away from entrance ways. They should be placed on an even surface and fixed level with adjacent work surface. There should be adequate work surface either side of the hob to enable sufficient space for hot pans.

All heating appliances should be securely fixed in a suitable location within each room and suitable guarding for gas heaters and radiant electric bar heaters should be provided.

3 Personal Washing Facilities

A wash hand basin, with continuous supplies of hot and cold running water and a tiled splash-back, shall be provided in each separate toilet compartment and each bathroom containing a toilet.

Baths or showers shall be provided in the ratio of at least one to every five persons sharing. The bathrooms or shower rooms shall be readily accessible and normally not more than one floor away from the user.

Bathrooms and shower rooms must be laid out in such a way as to enable persons to undress, dry themselves and dress in a safe manner

Each bath and shower shall be provided with a continuous and adequate supply of hot and cold running water, designed to ensure reasonable temperature control.

Bathrooms and shower rooms must have adequate lighting, heating and ventilation.

A tiled splash back shall be provided to all baths and wash hand basins. Shower cubicles shall have fully tiled walls and be provided with a suitable water resistant curtain or door to the cubicle. Bathrooms and shower rooms shall have smooth, impervious wall and ceiling surfaces, which can be easily cleaned. The flooring should be capable of being easily cleaned and slip-resistant.

Shared facilities shall be accessible from a common area.

The following minimum dimensions shall apply:

Item	Dimensions
Wash hand basin	500mm x 400mm
Bath	1700mm x 700mm
Splash-back	300mm high
Shower	800mm x 800mm
Shower room	1600mm x 900mm
Bath room (bath only)	1400mm x 1700mm
Bath room	1700mm x 1600mm

4 Toilet Facilities

Toilets are to be provided in bathrooms or separate compartments of an adequate size and layout. The rooms shall have smooth, impervious wall and ceiling surfaces, which can be easily cleaned. The flooring should be capable of being easily cleaned and slip-resistant.

The toilet must be readily accessible and normally not be more than one floor away from the bedrooms.

A toilet shall be provided in a separate compartment with a wash hand basin with an appropriate splash back.

Bathrooms and shower rooms must have adequate lighting, heating and ventilation.

Separate toilet compartments should be a minimum dimension of 1300mm x 900mm with 750mm in front of the toilet.

Where works to provide additional facilities are being carried out Building Regulations may apply.

Sharing Ratios

Number of people <i>irrespective of age</i>	Facilities Required
1 – 4 people	At least 1 bathroom and 1 toilet (the bathroom and toilet may be combined) <i>The minimum provision is 1 bathroom containing toilet, bath or shower and wash hand basin</i>
5 people	1 bathroom <i>and</i> 1 separate toilet with wash hand basin (but the toilet may be contained in a second bathroom) <i>The minimum provision is 1 bathroom containing toilet, bath or shower and wash hand basin and 1 separate toilet but 2 bathrooms with toilet, bath or shower and wash hand basin is acceptable</i>
6 – 10 people	2 bathrooms <i>and</i> 2 separate toilets with wash hand basins (but 1 of the toilets may be contained within 1 of the bathrooms) <i>The minimum provision is 2 bathrooms containing a bath or shower and wash hand basin with 1 of those bathrooms also containing a toilet and 1 separate toilet with a wash hand basin</i>
11 – 15 people	3 bathrooms <i>and</i> 3 separate toilets with wash hand basins (but 2 of the toilets may be contained within 2 of the bathrooms) <i>The minimum provision is 3 bathrooms each containing a bath or shower and wash hand basin with 2 of those bathrooms also containing a toilet and 1 separate toilet with a wash hand basin.</i>

5 Facilities for Storage, Preparation and Cooking of Food

5.1 Location

Each occupant shall have the use of a kitchen separate from the sleeping room and, wherever possible, on the same floor level but, in any event, shall not be more than one floor away from the users.

If this is not practicable, then in smaller establishments of not more than 3 storeys and not more than 10 persons, communal kitchens may be provided in one area of the premises up to 2 floors distant from some bedrooms. In some cases, a suitable dining room or rooms of adequate size shall be provided adjacent to the kitchen(s). Adequate numbers of chairs and tables shall be provided in dining rooms. (See 1.3 for details on minimum dimensions for dining rooms.)

No more than two sets of facilities shall be provided in any one kitchen.

5.2 Design

Each kitchen must be large enough and designed to allow for the safe provision and use of all necessary facilities. Kitchens shall be a minimum of 1.8m wide to allow the safe movement of occupants around the room. Cookers should be located remote from doorways and there should be enough floor space for items to be safely retrieved from the oven. It must be possible to stand directly in front of the cooker and sink and to place utensils down on both sides of each. Sinks, worktops and immediately adjacent walls and floors should be non-porous and smooth to facilitate cleaning. Where two sets of facilities are provided in one kitchen, the layout should allow both sets to be used safely at the same time. [See page 13 for suggested kitchen layouts.]

5.3 Availability

Kitchen facilities shall be available for use 24 hours a day.

Where it can be shown to the local authority that either by nature of meals being provided elsewhere for the occupants or the manner in which the premises are occupied, provision of kitchen facilities as described above would be excessive, then a lesser standard may be applied. However, a minimum of one full set of kitchen facilities will be required in all cases.

5.4 Kitchen Facilities

A complete set of facilities consists of the following – one set of facilities must be provided for every 5 persons – for additional persons see below.

A stainless steel sink and integral drainer set on a base unit shall be provided. The sink shall have constant supplies of hot and cold running water and be properly connected to the drainage system. The cold water shall be direct from the mains supply. A tiled splash back shall be provided to the sink and drainer.

A food storage cupboard comprising at least a 500mm wide base unit or a 1000mm wide wall unit per occupant – this can be provided within each occupant's room. The space in a sink unit below the sink will not be accepted as a food storage cupboard.

A refrigerator with a minimum capacity of 130 litres shall be provided in the kitchen or in a freely accessible position adjoining the kitchen.

Freezer space with a minimum capacity of 60 litres should be provided for each 5 persons with additional capacity of 10 litres per person in excess of 5. The freezer can be provided within a freezer compartment forming part of a fridge/freezer in addition to the required fridge space or as a separate freezer.

A worktop of sufficient size shall be provided in the kitchen. The worktop must be level, secure and impervious. The minimum length should be 1000mm and the minimum width should be 600mm.

A minimum of three double 13amp power points shall be provided for each set of kitchen facilities in addition to those used for fixed appliances, e.g. washing machines.

The kitchen shall be provided with a gas or electric cooker with 4 ring burners, oven and grill, capable of simultaneous use.

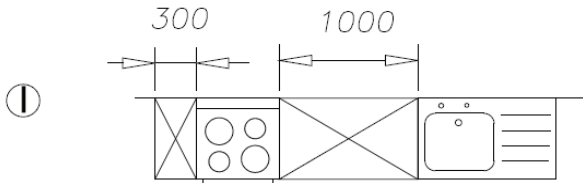
Sharing Ratios

Number of persons <i>irrespective of age</i>	Kitchen facilities based on above criteria
1 – 5 people	1 complete set of kitchen facilities as above
6 –7 people	2 complete sets of kitchen facilities as above with 1500mm x 600mm work surface; <i>However</i> a combination microwave will be acceptable as a second cooker a dishwasher will be acceptable as a second sink 1 x 130 litre refrigerator with an additional 20 litres capacity of refrigerator space per person over 5 1 x 60 litre freezer space with an additional 10 litres capacity of freezer space per person over 5
8 –10 people	2 complete sets of kitchen facilities as above with 2000mm X 600mm work surface. <i>However</i> 1 x 130 litre refrigerator with an additional 20 litres capacity of refrigerator space per person over 5 1 x 60 litre freezer space with an additional 10 litres capacity of freezer space per person over 5.
11 – 12 people	At least 2 separate kitchens containing 3 complete sets of kitchen facilities as above with 2500mm X 600mm work surface. <i>However</i> a combination microwave will be acceptable as a third cooker a dishwasher will be acceptable as a third sink 2 x 130 litre refrigerators with an additional 20 litres capacity of refrigerator space per person over 10 2 x 60 litre freezer space with an additional 10 litres capacity of freezer space per person over 10.
13 – 15 people	At least 2 separate kitchens containing 3 complete sets of kitchen facilities as above with 2500mm X 600mm work surface

KITCHEN LAYOUTS

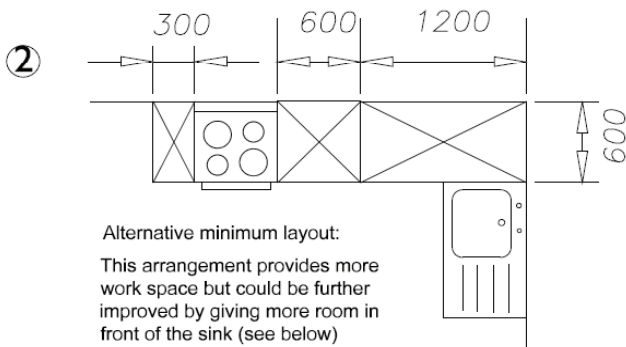
Good Practice

A satisfactory kitchen must be safe, convenient and must allow good hygiene practices. It must be possible to stand directly in front of the cooker and sink and to place utensils down on both sides of each. Worktops must be secure, level and impervious and must be of adequate size. Adjacent walls require splashbacks and power-points must be suitably located.



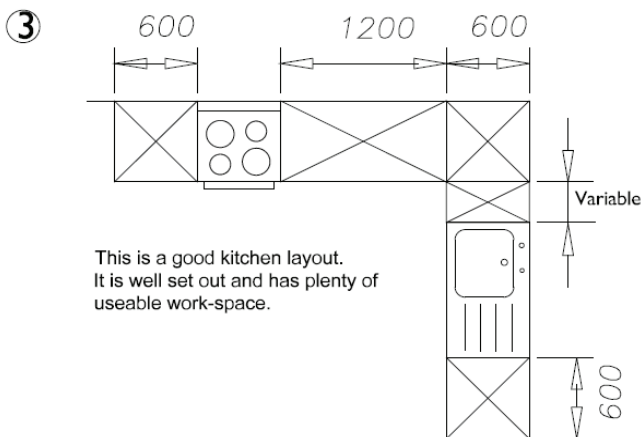
This is the minimum provision for a kitchen. It incorporates worktop on both sides of the cooker and working space both sides of the sink-bowl

Note: The 300mm worktop is a minimum and should be made wider where possible.



Alternative minimum layout:

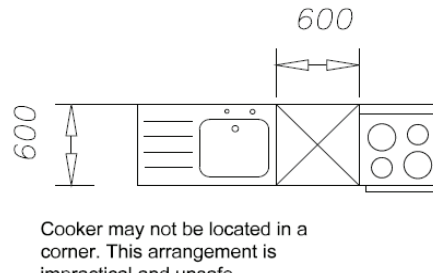
This arrangement provides more work space but could be further improved by giving more room in front of the sink (see below)



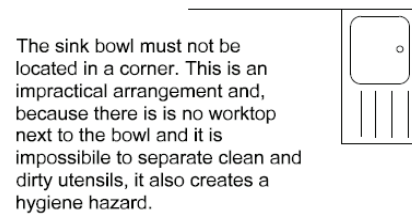
This is a good kitchen layout. It is well set out and has plenty of useable work-space.

Unacceptable

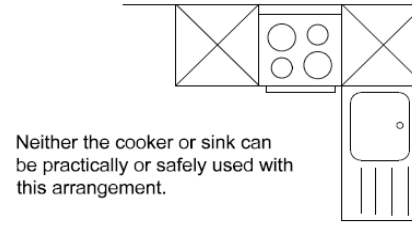
Cookers cannot be safely used if they are located in corners, do not have adequate worktop on both sides or are too close to sinks. Sinks require space to put dirty utensils on one side and clean on the other.



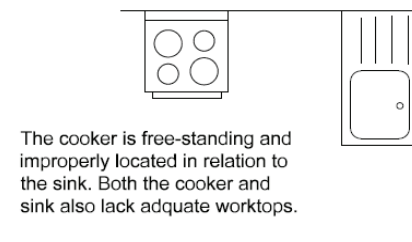
Cooker may not be located in a corner. This arrangement is impractical and unsafe.



The sink bowl must not be located in a corner. This is an impractical arrangement and, because there is no worktop next to the bowl and it is impossible to separate clean and dirty utensils, it also creates a hygiene hazard.



Neither the cooker or sink can be practically or safely used with this arrangement.



The cooker is free-standing and improperly located in relation to the sink. Both the cooker and sink also lack adequate worktops.

This arrangement is impractical and unsafe. Adding worktops will still not give a practical and safe kitchen.

6 Fire Safety

6.1 A risk assessment based approach

The adopted national definitive guidance for fire safety in residential accommodation (including HMOs) is published by LACORS, *Housing – Fire Safety, Guidance on fire safety provisions for certain types of existing housing, July 2008 (ISBN 978-1-84049-638-3)*.

This document contains advice for landlords and fire safety enforcement officers in both local housing authorities and fire and rescue authorities on how to ensure adequate fire safety. The document is based on the principle of *Fire Risk Assessment* and provides recommendations and guidance for use when assessing the adequacy of fire precautions.

A *Fire Risk Assessment* is an organised and methodical look at the premises, the activities carried on there and the likelihood that a fire could start and cause harm to those in and around the premises.

The aims of a *Fire Risk Assessment* are:

- to identify fire hazards;
- to reduce the risk of those hazards causing harm to as low as reasonably practicable; and
- to decide what physical fire precautions and management arrangements are necessary to ensure the safety of people in the premises if a fire does start

6.2 Requirements

The requirements expected by the City Council will vary according to the observations and findings arising from any inspection undertaken and will be based on the advice detailed in the LACORS guide.

Landlords should also be aware that where premises are occupied in a manner other than that intended under the original construction, compliance with the Building Regulations at the time of that construction will not necessarily negate the requirement for additional fire safety measures.

Although an exhaustive list of likely requirements cannot be given in this document necessary measures may include: fire doors, fire separation, lobbies, emergency lighting, fire fighting equipment and automatic fire detection systems.

7 Management

The *Management of Houses in Multiple Occupation (England) Regulations 2006* apply to the property. The manager and owner must be familiar with these Regulations and comply with them fully. A brief summary is as follows: -

7.1 Landlords and Managers are responsible for: -

The display, in a prominent position, of a notice giving the name, address and telephone number of the manager.

Maintaining the means of escape in case of fire.

The protection of the occupiers within the HMO with particular reference to ensuring no access to a roof or balcony that is unsafe and ensuring safeguards against falls from windows.

Ensuring that the water supply and drainage installations are maintained in good, clean and working condition and are not interrupted.

Maintaining gas and electricity supplies to residents and ensuring that competent persons test the systems at appropriate intervals and provide copies of the certificates to the occupiers.

Ensuring that all common parts of the HMO are maintained in good and clean decorative repair, maintained in a safe working condition and kept reasonably clear from obstruction.

Repair and maintenance of residents' living accommodation and facilities within the accommodation, including means of ventilation.

Ensuring that sufficient bins or other suitable refuse receptacles are provided for the storage of refuse prior to and awaiting disposal.

7.2 Residents are responsible for: -

Treating the accommodation in a tenant-like manner in accordance with the covenants and conditions of the lease or licence.

Not hindering or frustrating the manager in the performance of his duties.

Allowing the manager to enter the accommodation at all reasonable times to carry out the duties imposed by these Regulations.

Providing the manager with such information as may be reasonably required to carry out such duties under these Regulations.

Avoiding damage to anything that the manager is under duty to supply, maintain or repair under these Regulations.

Complying with the refuse storage and disposal arrangements.

Complying with reasonable instructions in respect of any means of escape from fire, the prevention of fire and the use of fire equipment.

7.3 Recycling and Waste Management

There is an alternate weekly collection system for different types of refuse. Each HMO should have a set of bins based on the number of occupants. The current recommendations are:

	Residual Waste	For waste to be Recycled		
Number of occupiers	Green wheelie bin	Blue wheelie bin	Food Caddy for kitchen	Food Waste Bin
3	1 x 240	1 x 240	1	1
4	1 x 240	1 x 240	1	1
5	1 x 240	1 x 240	1	1
6	1 x 360	1 x 360	1	1
7	1 x 360	1 x 360	1	1
8	1 x 360	1 x 360 & 1 x 240	1	2
9	1 x 360	1 x 360 & 1 x 240	1	2
10+	Special arrangements will be agreed for 10 or more occupants			

Wheelie bin size based on capacity in litres ~ some charges may apply

For further information about collection arrangements, contact:

Cleansing Services

A: City Works Depot, Marsh Lane, Oxford OX4 2HH

T: 01865 249811

E: recycling@oxford.gov.uk

8 Planning

HMOs with seven or more occupiers require planning permission and owners and managers are recommended to contact the Planning Service to clarify the planning status of the property.

HMOs occupied by between three and six unrelated individuals, are defined as Use Class C4 by the Town and Country Planning (Use Classes) Order 1987 (as amended). Currently, it is permitted for a family house to become a Class C4 HMO without the need for planning permission. However, the Council is considering introducing an Article 4 Direction from February 2012 that would mean planning permission would be required to turn a family house into a Class C4 HMO.

The Council has a Local Plan and planning policies that impact upon HMOs and additional consents may also be required if the property is a listed building or within a conservation area. Owners and managers are recommended to visit our website at www.oxford.gov.uk or contact the Planning Service for further information.

For further information:

Planning Services

A: Ramsay House, 10 St Ebbes Street, Oxford OX1 1PT

T: 01865 249811

E: planning@oxford.gov.uk

9 Building Control

Works of alteration and/or improvement including those requested by the Council such as drainage works to provide additional bathroom facilities; window replacement or alterations to the electrical system may require Building Regulation or Building Notice approval.

For further information:

Building Control Service

A: Ramsay House, 10 St Ebbes Street, Oxford OX1 1PT

T: 01865 249811

E: buildingcontrol@oxford.gov.uk

10 Further Licensing Information

For further information in respect of the required standard of accommodation, necessary improvement works, management matters and licensing, contact:

Environmental Development

A: Ramsay House, 10 St Ebbes Street, Oxford OX1 1PT

T: 01865 249811

E: hmos@oxford.gov.uk

Contact Us:

www.oxford.gov.uk/hmo

Email: hmos@oxford.gov.uk

Tel: 01865 249811

**Ramsay House
10 St Ebbes Street
Oxford
OX1 1PT**

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