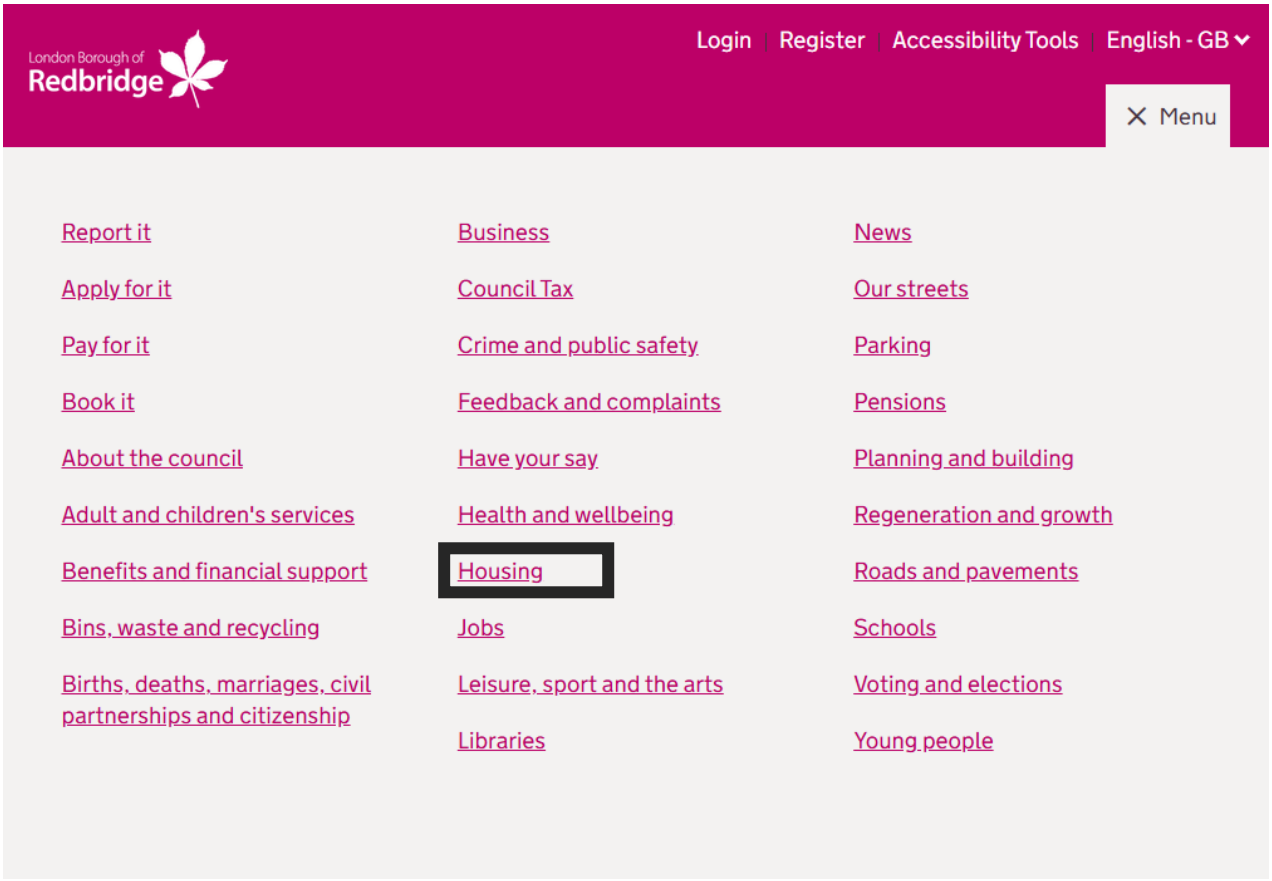
Online Property Licensing Application Portal User Guide


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Login | Register | Accessibility Tools | English - GB
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Apply for it
Pay for it
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Housing

Support with homelessness and housing needs and information for council tenants and leaseholders, landlords and private tenants



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Explore your housing support, find a rented property and sheltered housing

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Get help if you're worried about losing your home or have nowhere to sleep tonight

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Menu

Home > Housing > Landlords

Landlords

Information and guidance for landlords, including licensing and help to rent out your property



Selective licensing ›

If you rent out a property in some areas of Redbridge you may need to apply for a licence

Houses in multiple occupation licensing ›

Apply for or renew your HMO licence

Landlord responsibilities ›

Find out about your responsibilities as a landlord

Rent your property to us ›

Landlord accreditation ›

Landlord forum ›

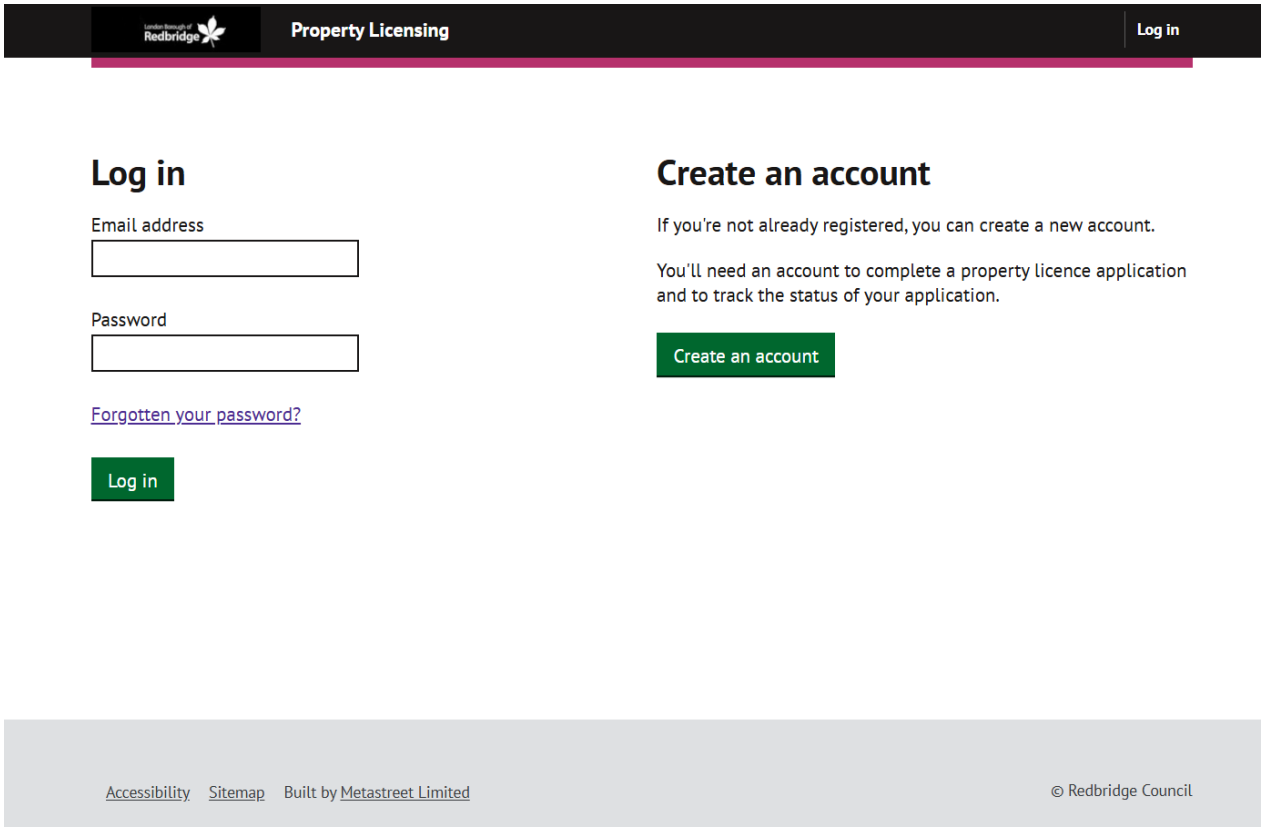
Property licensing register ›

Renter's Rights Act for landlords ›

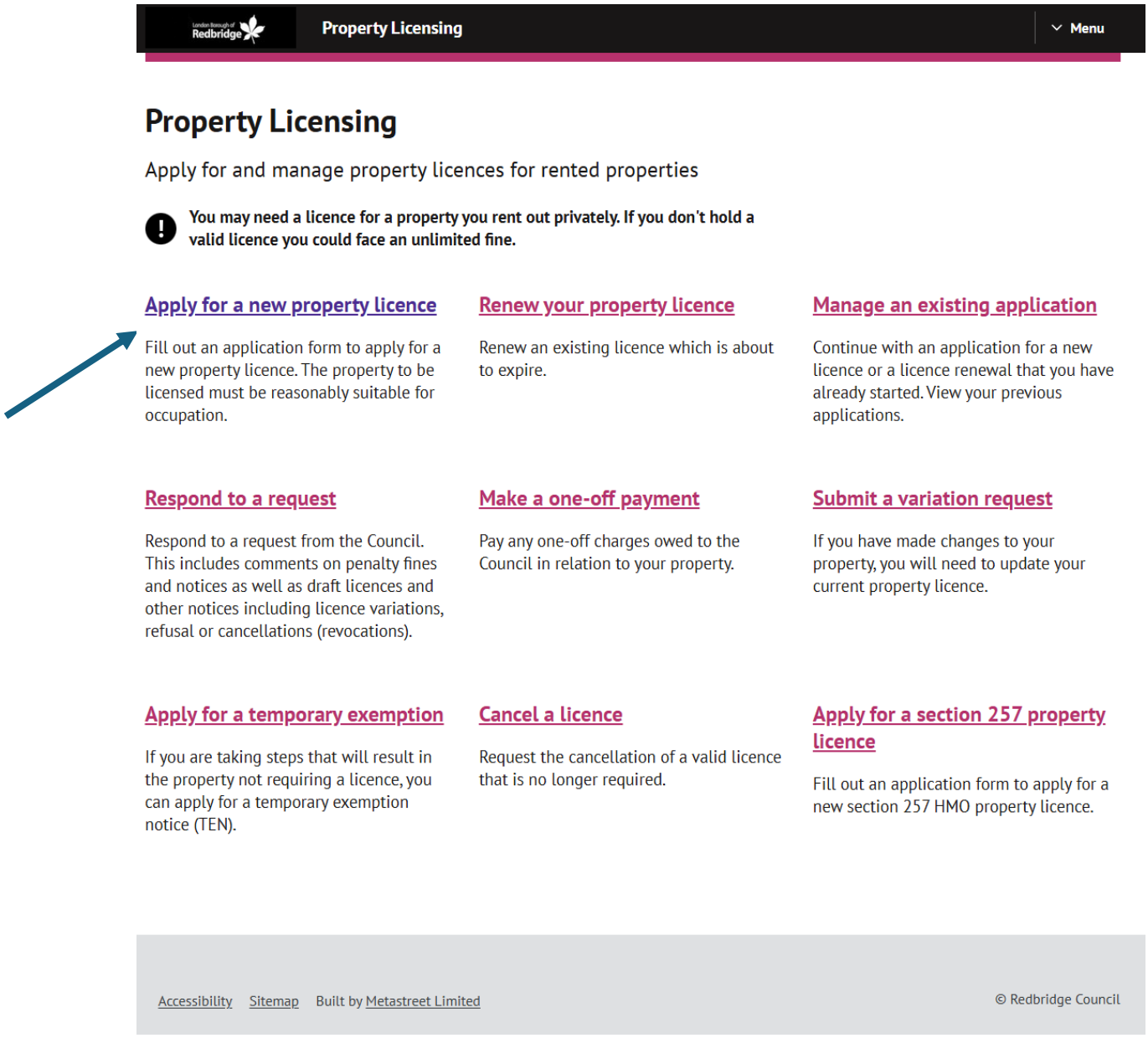
The Metastreet portal allows you to apply for a selective, additional or mandatory licence, vary an existing HMO licence, request the termination of an existing licence and make payments towards licence fees. This guide focuses on how to apply for a licence.

To get started, you will need your email address and personal details to register with the Metastreet portal.

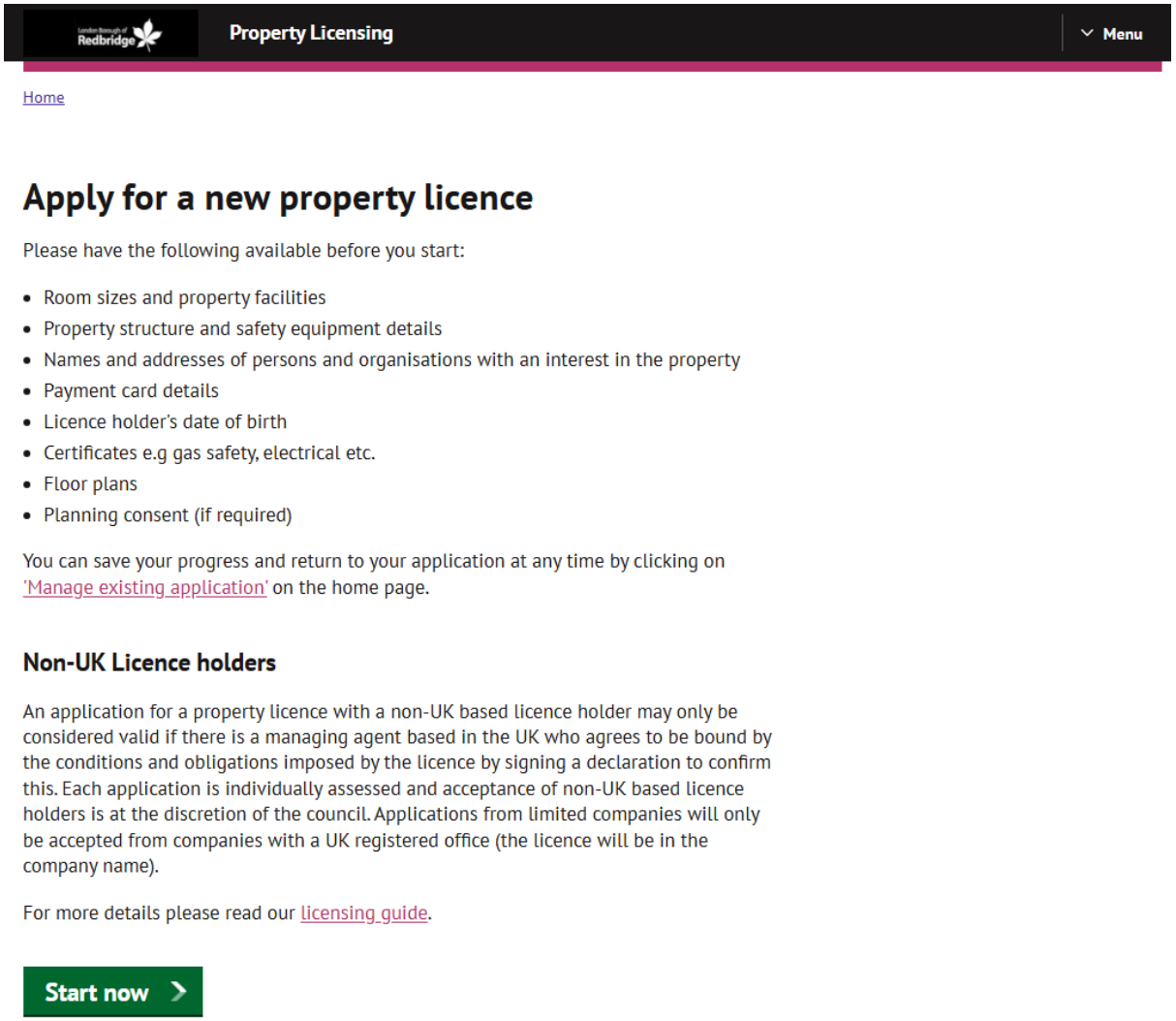
Once registered, you can submit applications for multiple properties using the same account. You do not need to register separately for each property, and all your applications will be held in one central location.



Once logged in to the portal, you will see this page.

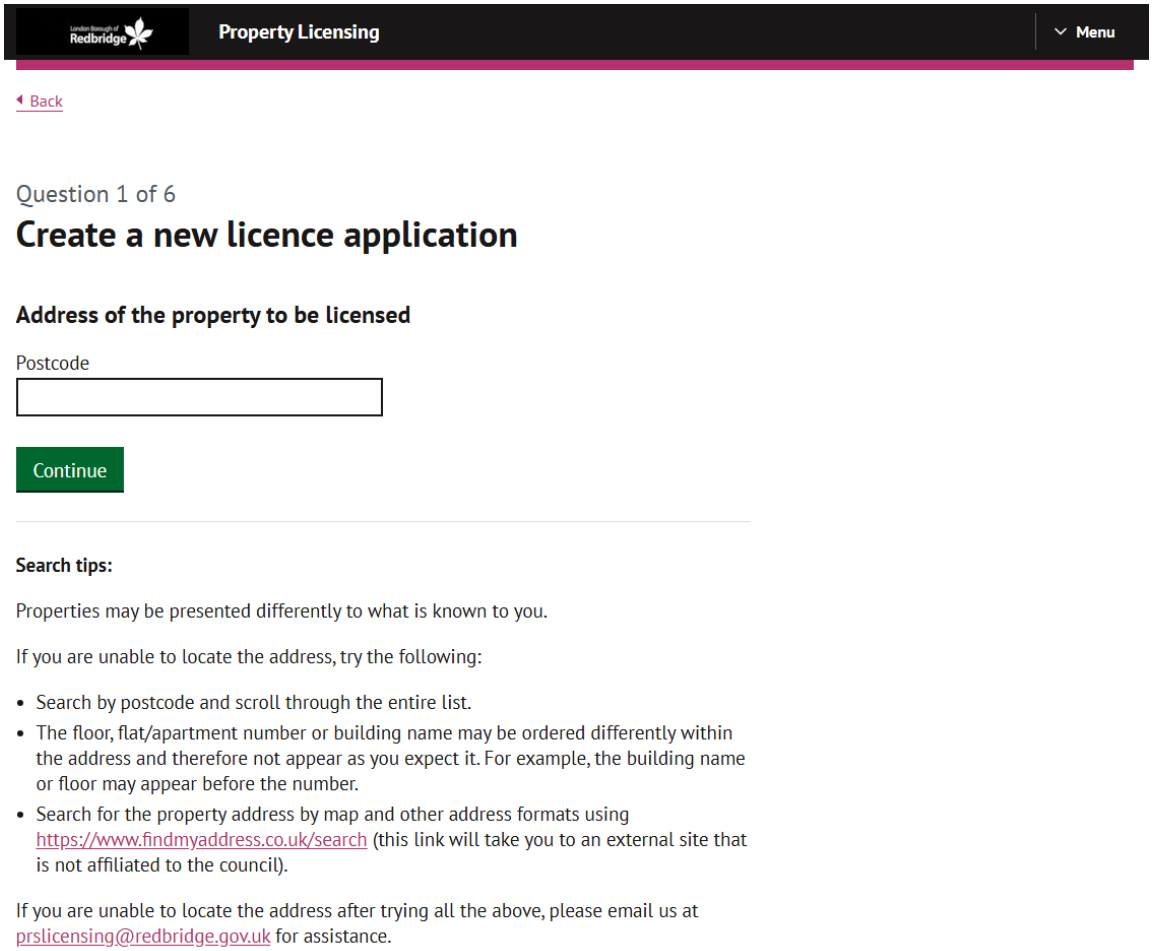


Select **Apply for a new property licence** to apply for a mandatory, selective or additional licence. The initial questions are the same for all three licence types.



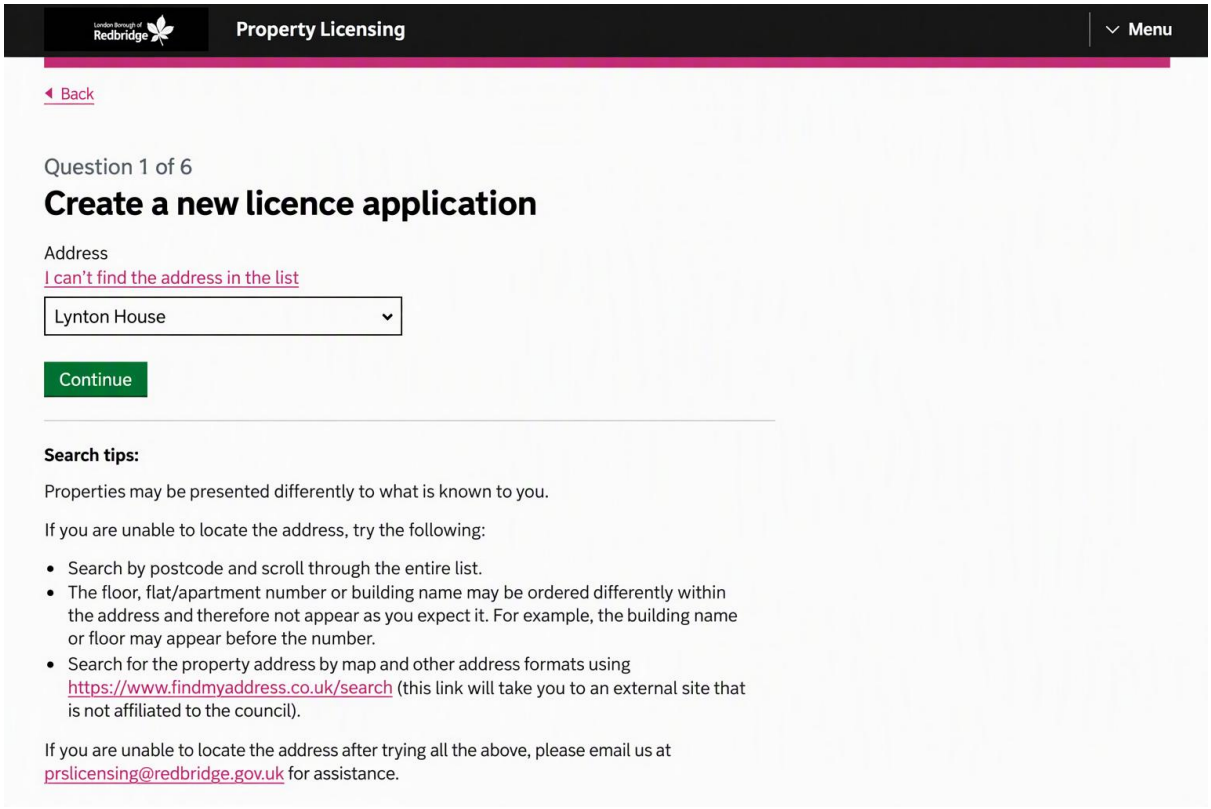
Read the information, then select **Apply for a new licence** to continue. If you are unsure which licence to apply for, follow the link to the licensing guidance.

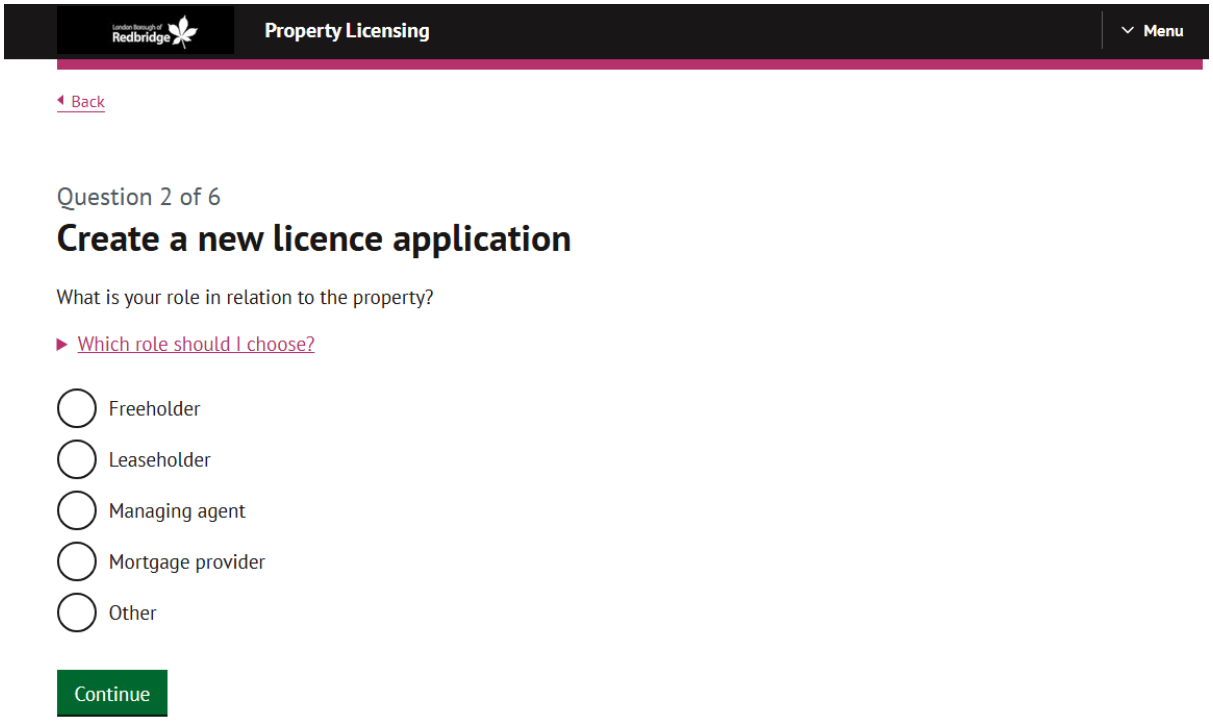
Enter the **property postcode** for the address you wish to licence.



After entering the postcode, select the correct property address from the drop-down list. If the address is not listed, select **I can't find the address in the list** to enter it manually.

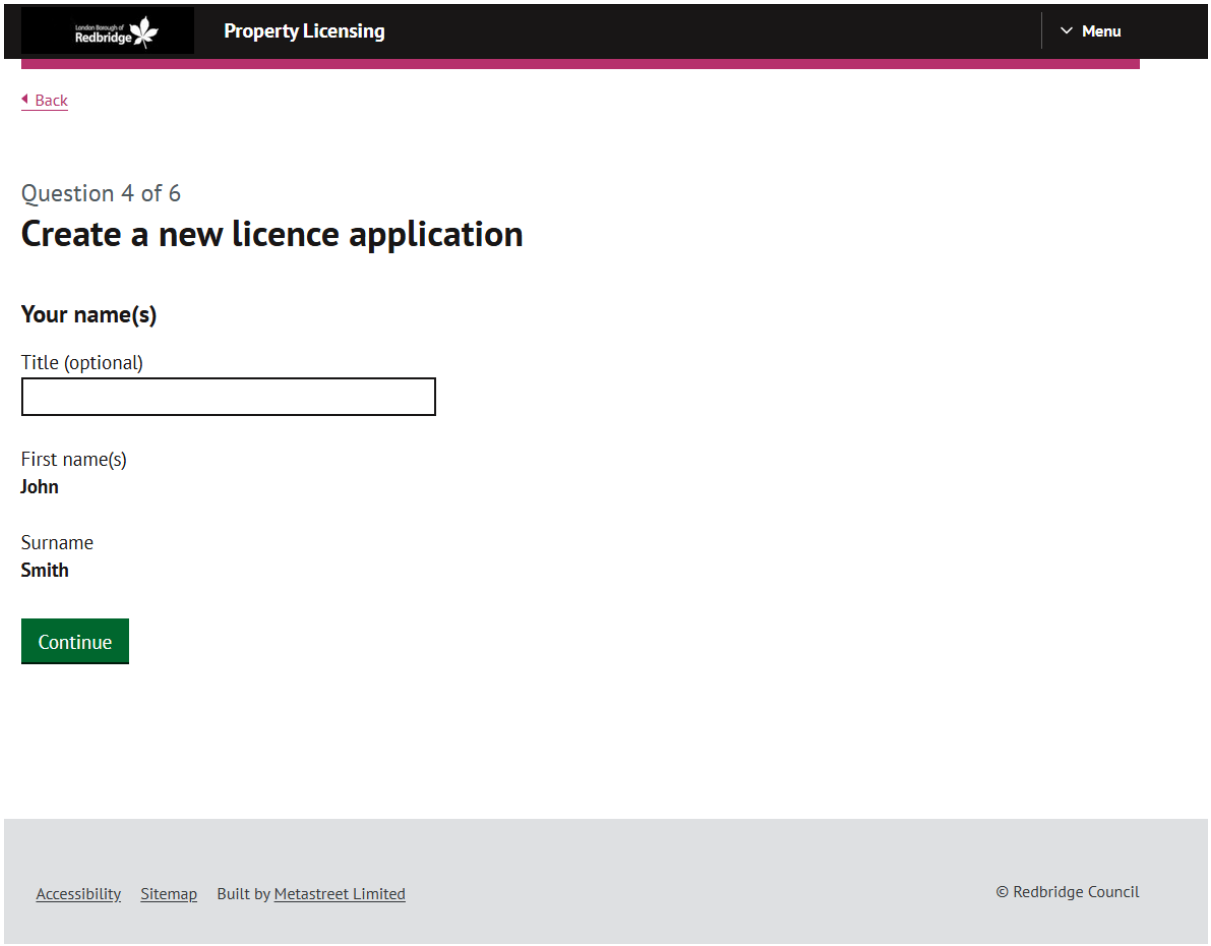
Note:** Entering an address manually creates a ticket for the Metastreet team. **The team must add the address before you can continue with your application.


Property Licensing
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Question 1 of 6
Create a new licence application
Address
I can't find the address in the list
Lynton House
Continue
Search tips:
Properties may be presented differently to what is known to you.
If you are unable to locate the address, try the following:
Search by postcode and scroll through the entire list.
The floor, flat/apartment number or building name may be ordered differently within the address and therefore not appear as you expect it. For example, the building name or floor may appear before the number.
Search for the property address by map and other address formats using https://www.findmyaddress.co.uk/search (this link will take you to an external site that is not affiliated to the council).
If you are unable to locate the address after trying all the above, please email us at prslicensing@redbridge.gov.uk for assistance.

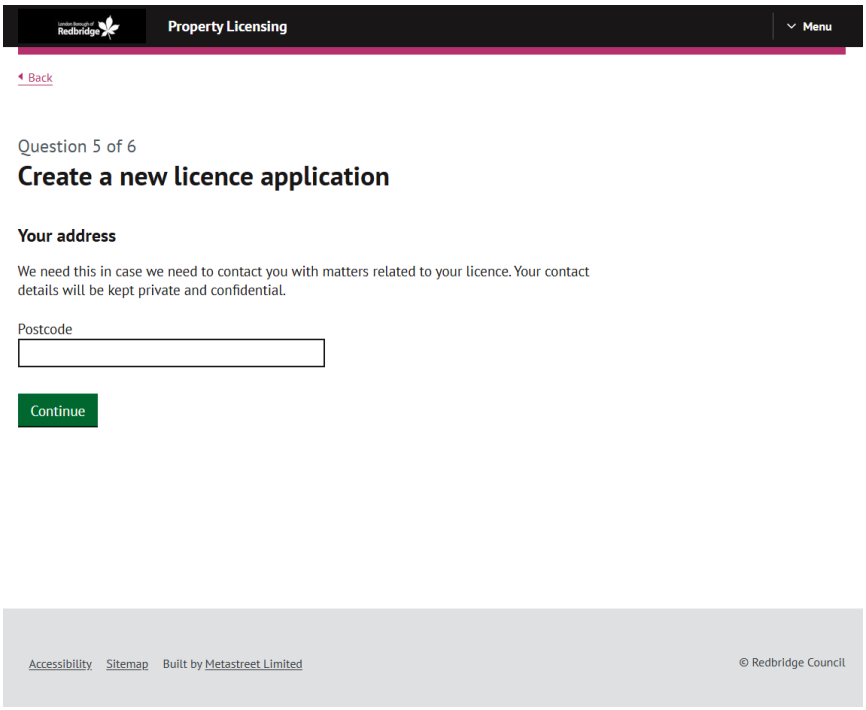


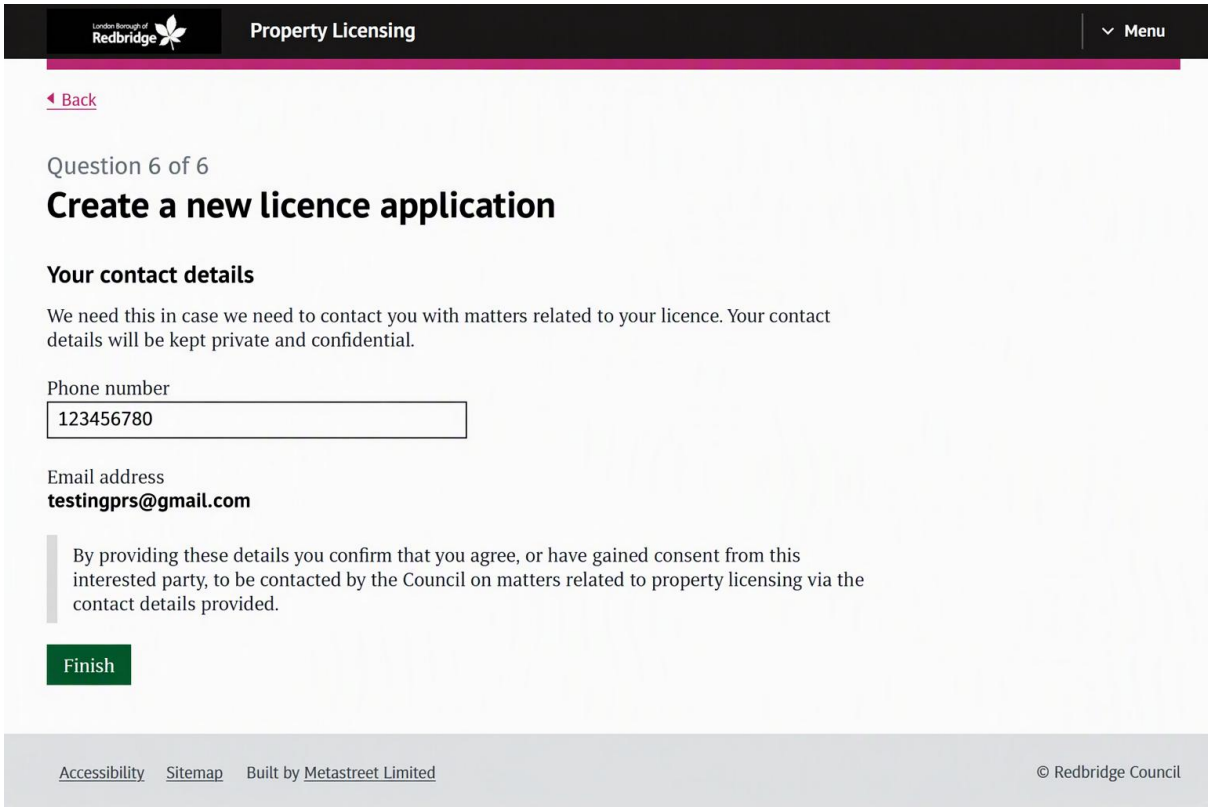
You will be required to select your interest in the property for which you are applying for a licence.

Note: *The portal will populate the name of the person registered on the portal.*



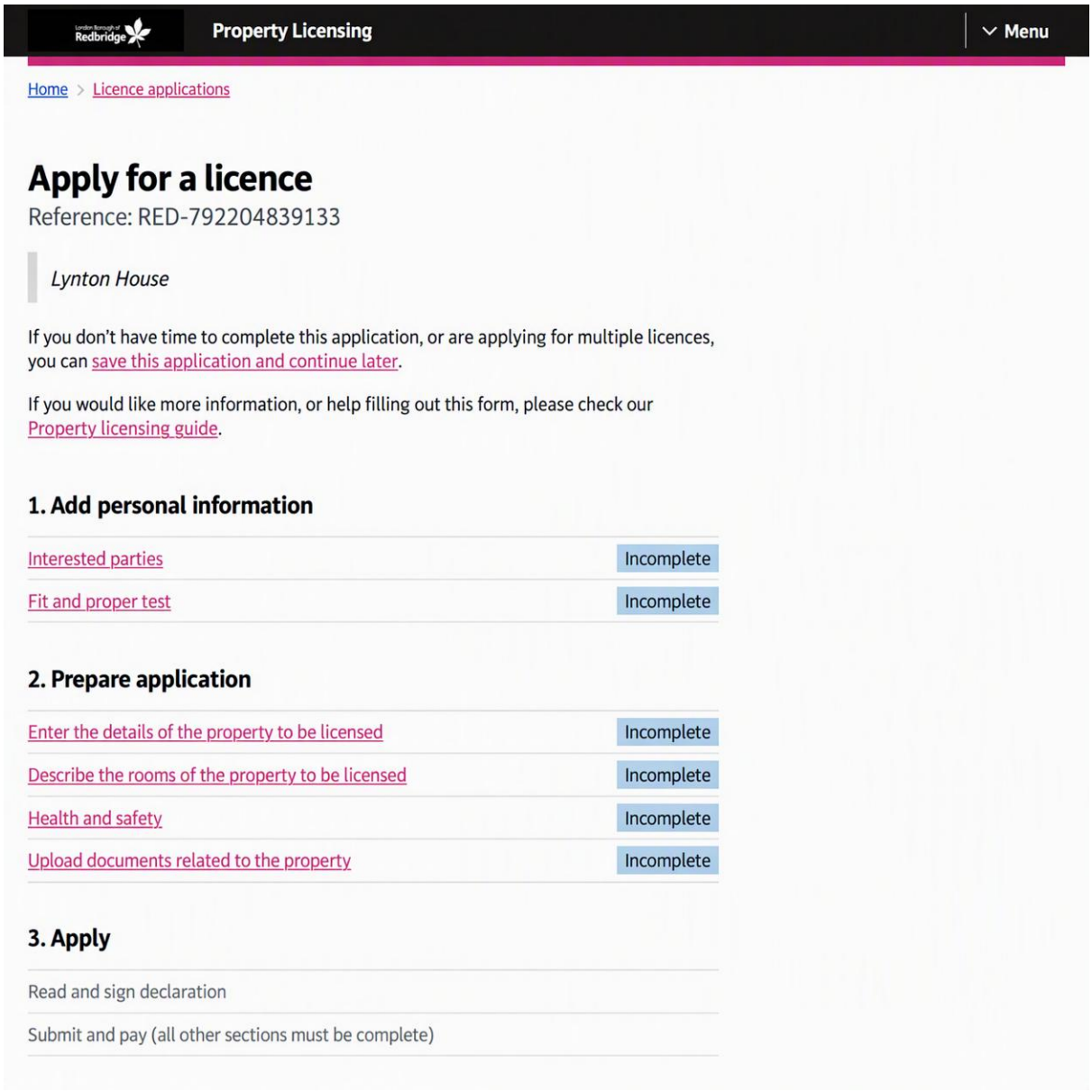
Note: *If you are applying as an individual, enter your* ***registered home address****. If you are applying as a business, enter the* ***business's registered address as recorded at Companies House****.*





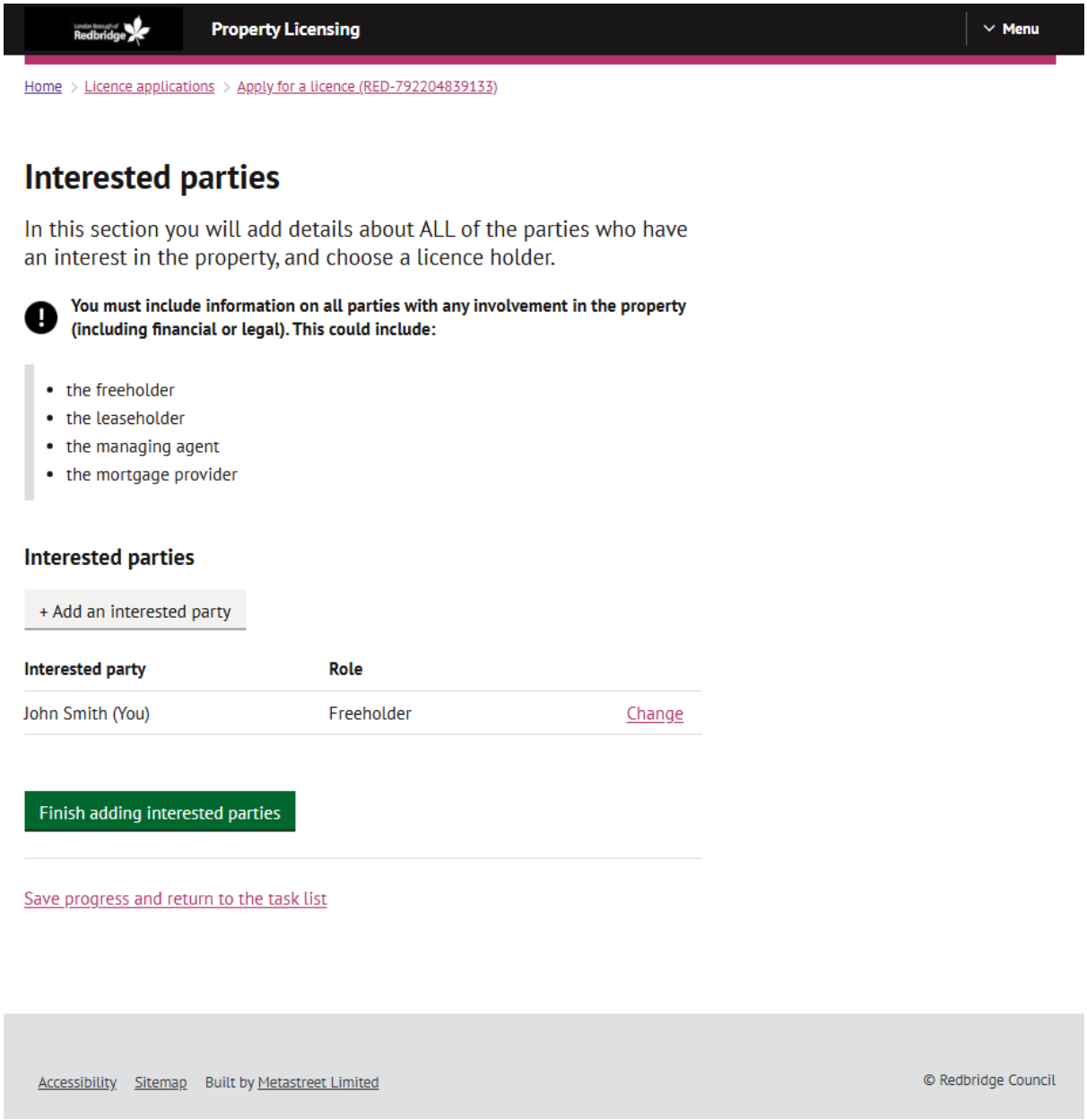
Note: *For question 6, the email address will automatically populate with the email address used to register on the portal.*

You will then be brought to the screen shown, where you must complete each section.

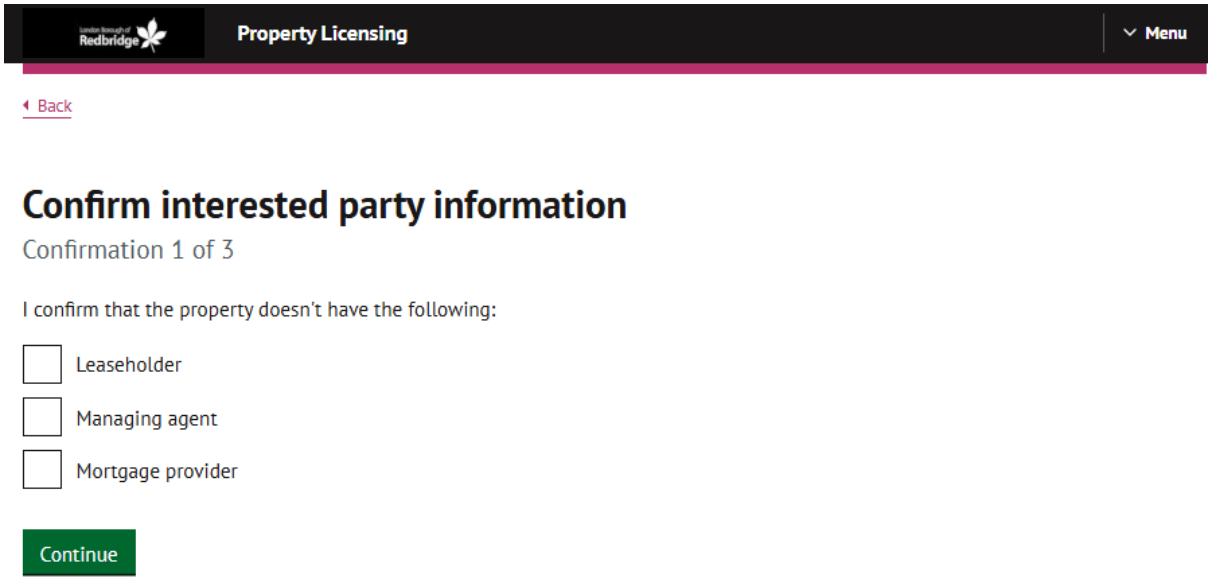


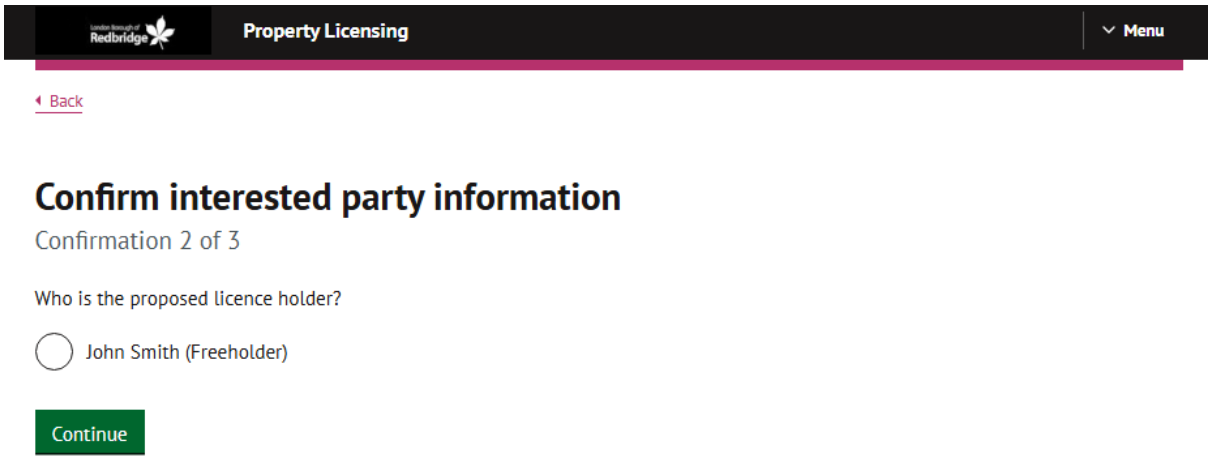
Note: All of the actions required above are the same for Mandatory, Additional and Selective Licensing. Further on in the application process, you will be able to select the type of licence for which you are applying.

Interested parties: Here you will need to add each person or organisation that holds a legal interest in the property. If, at the start of the application, you entered yourself as one of the interested parties—for example, freeholder, leaseholder, managing agent or mortgage provider—the portal will populate this first. **You must include all parties who have a legal interest in the property.** If you do not select one of the sections shown, you will be required to confirm in the next section that there is no interest from that party before moving on. Once all interested parties are added, you will be required to confirm that the summary page information is correct before proceeding to the next stage.

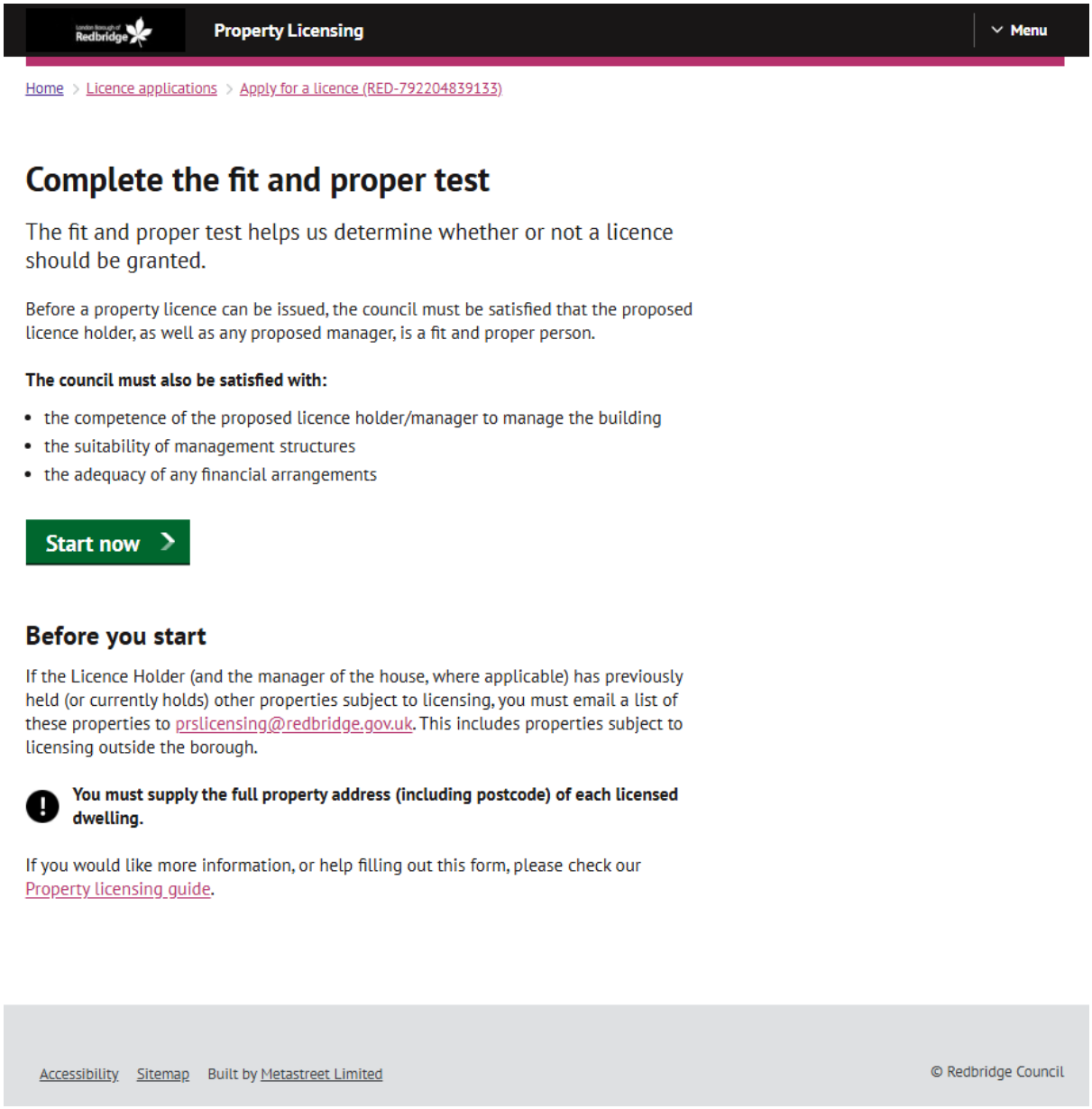


Depending on the interested parties entered in the previous section, the portal will generate a list from which you should select the **proposed licence holder**. If the proposed licence holder is an individual, **that person's date of birth will be required**. This is not required if the proposed licence holder is an organisation.





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





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Question 1 of 9

Complete the fit and proper test

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

- Fraud
- Dishonesty
- Violence
- Drugs
- Sexual Offences Act 2003 (Schedule 3)

Yes

No

Save and go to next question

Save progress and return to the task list



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Question 2 of 9

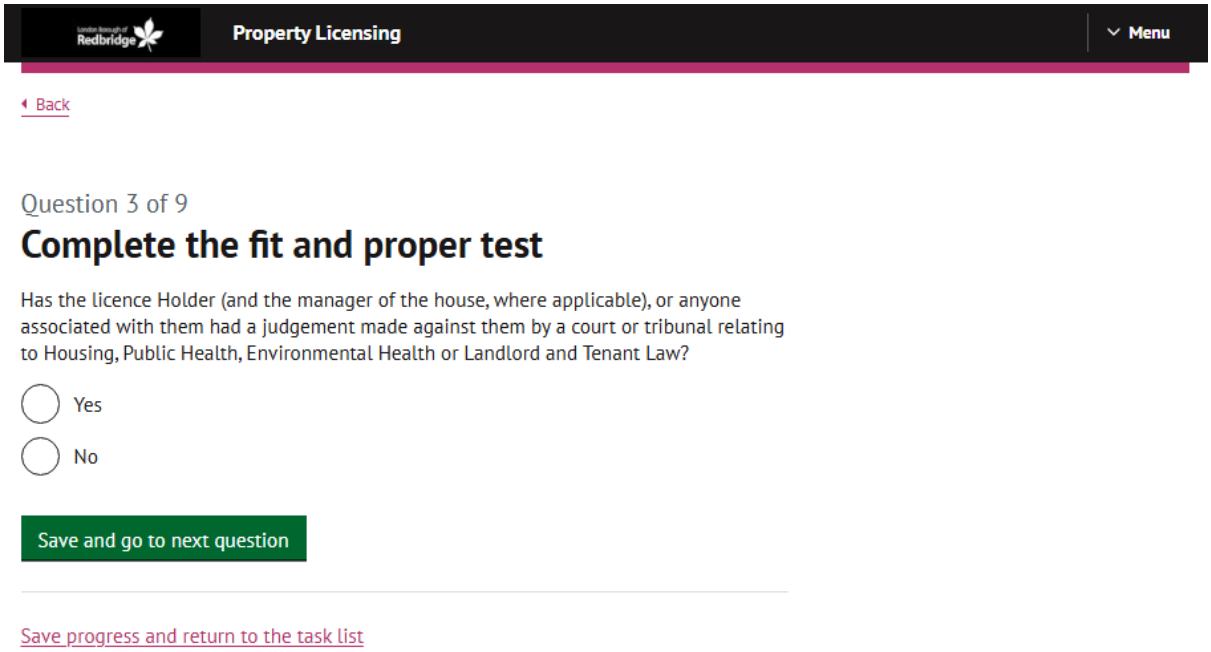
Complete the fit and proper test

Has the licence Holder (and the manager of the house, where applicable), 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?

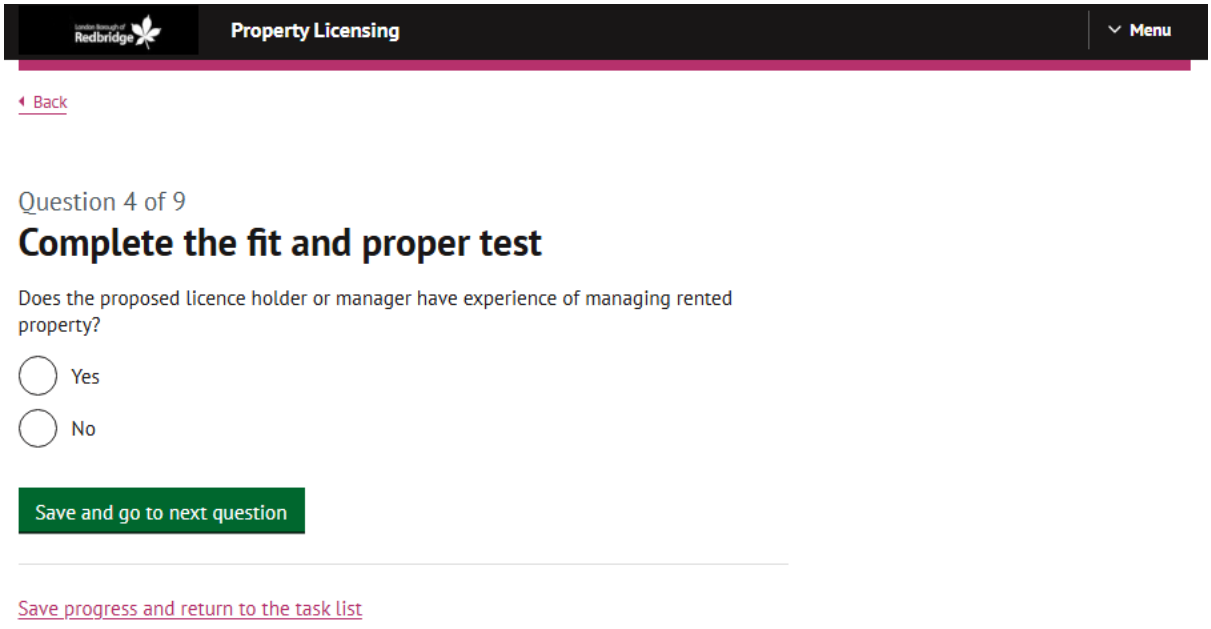
- ◯ Yes
- ◯ No

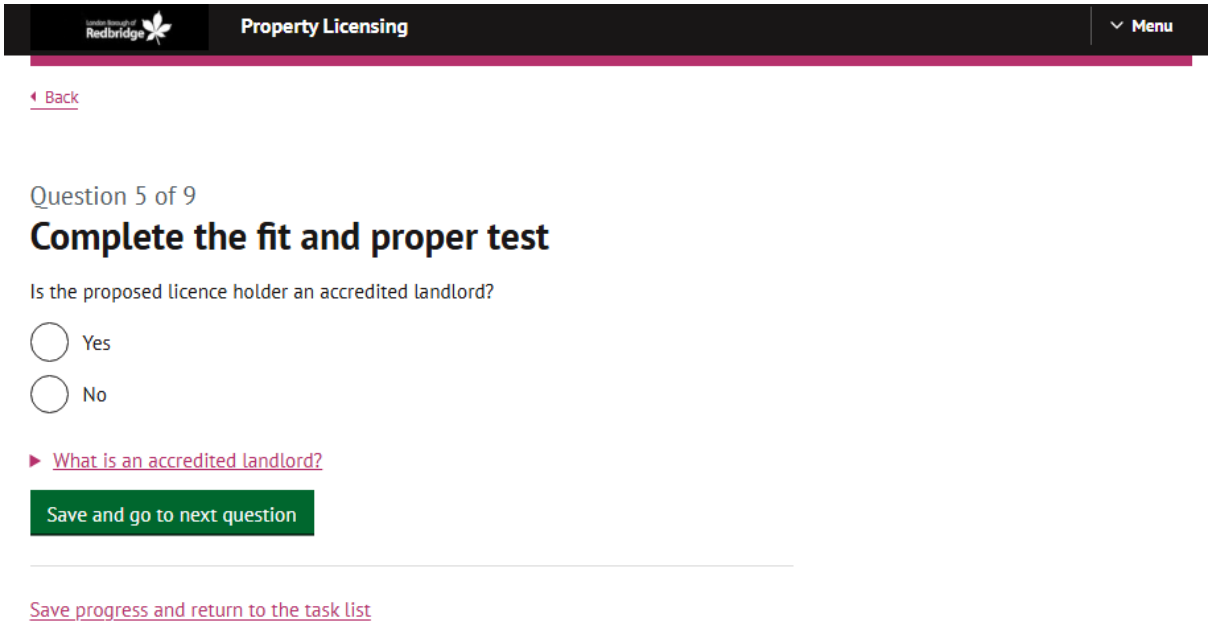
Save and go to next question

Save progress and return to the task list



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





Note: If yes is selected at this point, you will be asked to upload evidence of the accreditation later in the application process with the other property certificates. The fee will be reduced once the accreditation has been verified by an officer at the processing stage.



Back

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

Save progress and return to the task list



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Question 7 of 9

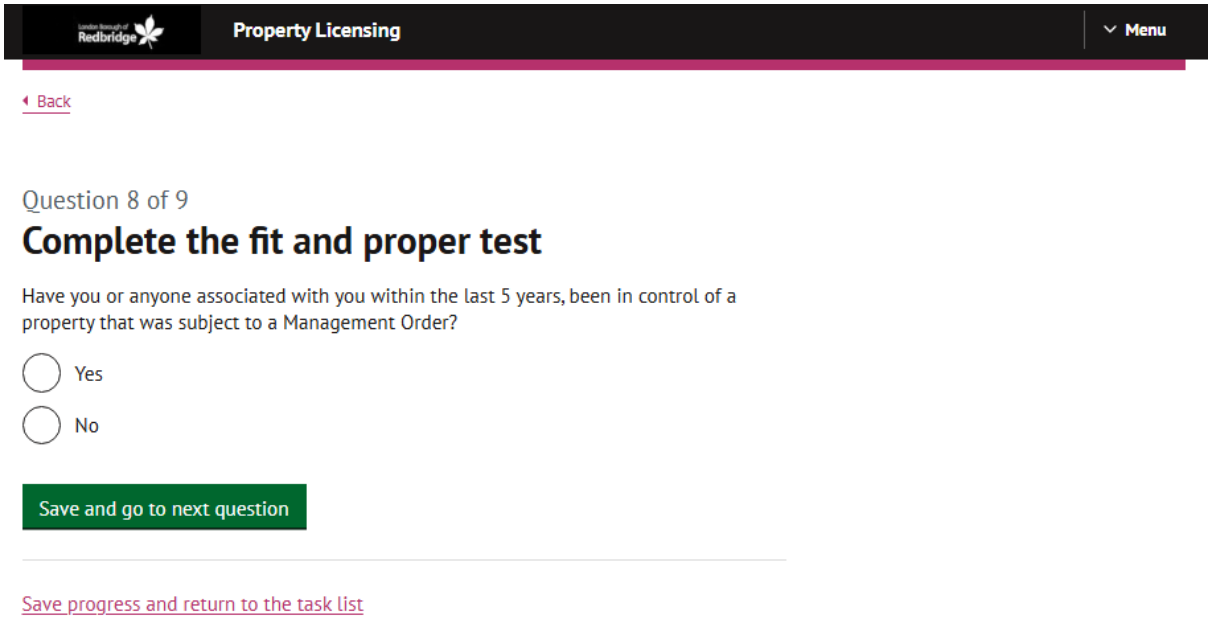
Complete the fit and proper test

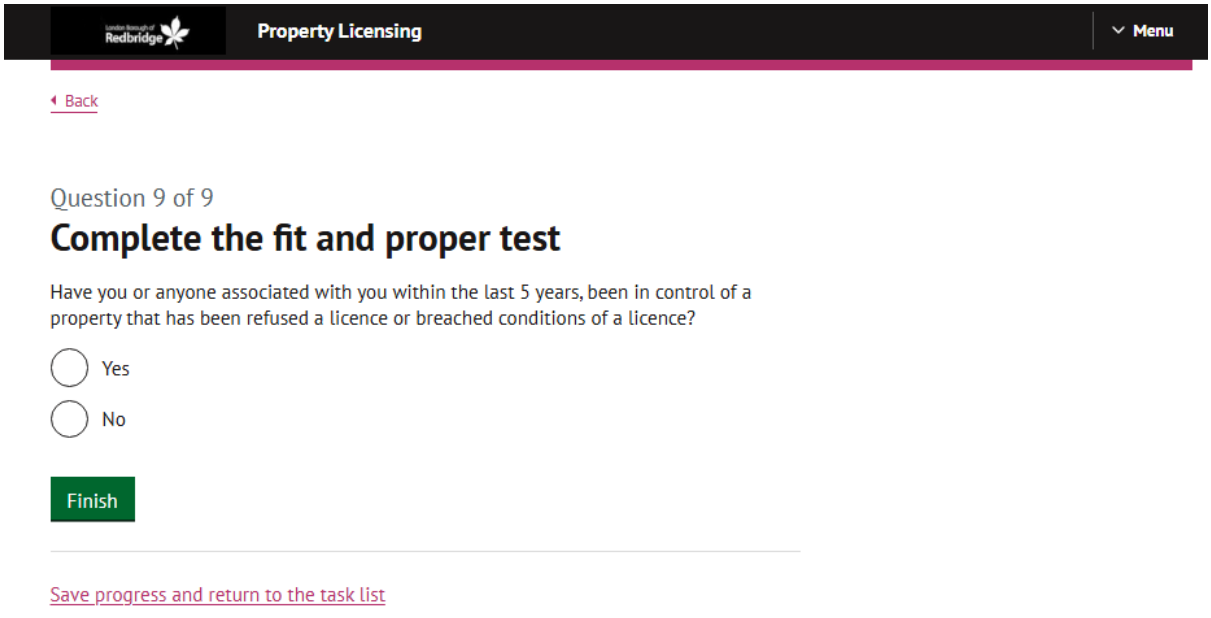
Are there funds to deal with uninsured damage/insurance and maintenance to the property?

- ◯ Yes
- ◯ No

Save and go to next question

Save progress and return to the task list

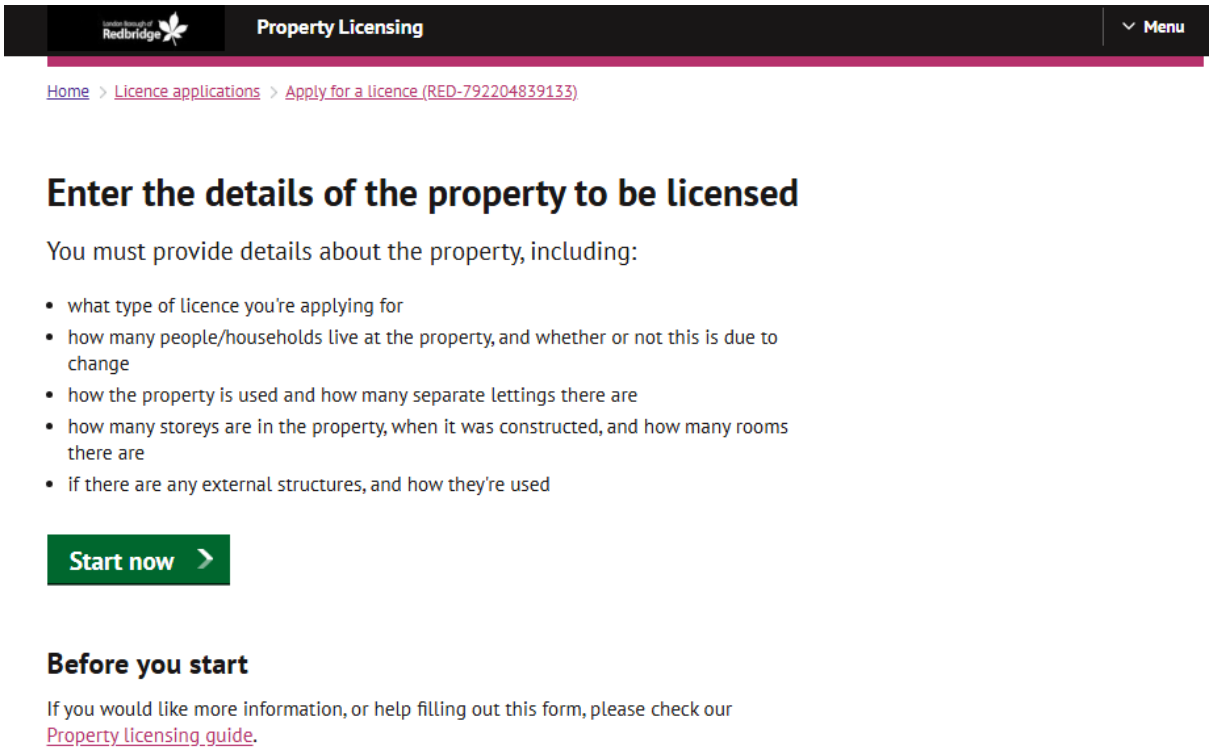


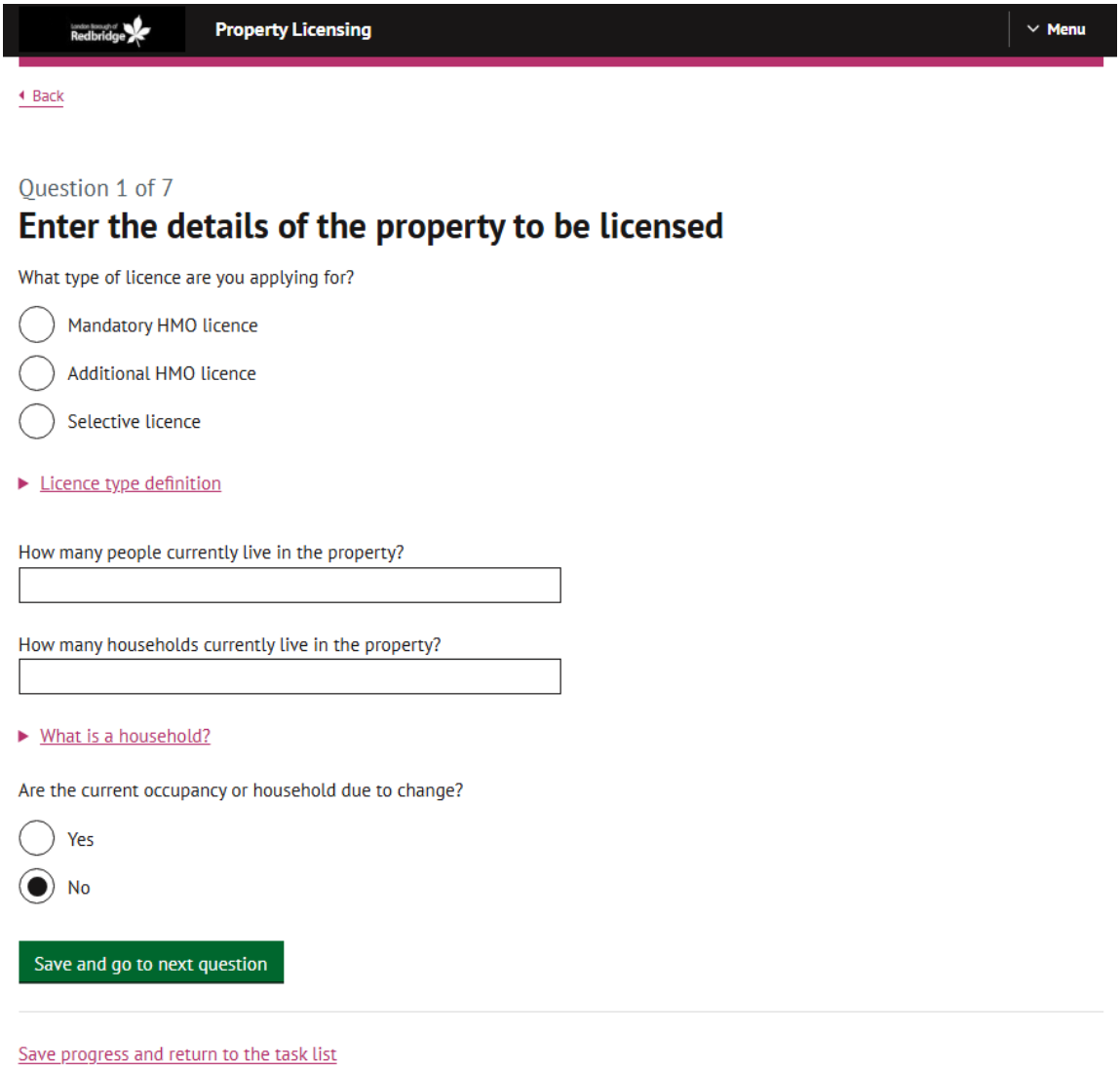


At the end of the series of questions, you will be required to **check the summary page and confirm that the answers are correct** before you can progress further.

Section 2: Prepare application
At this point, you will be asked which licence you are applying for.

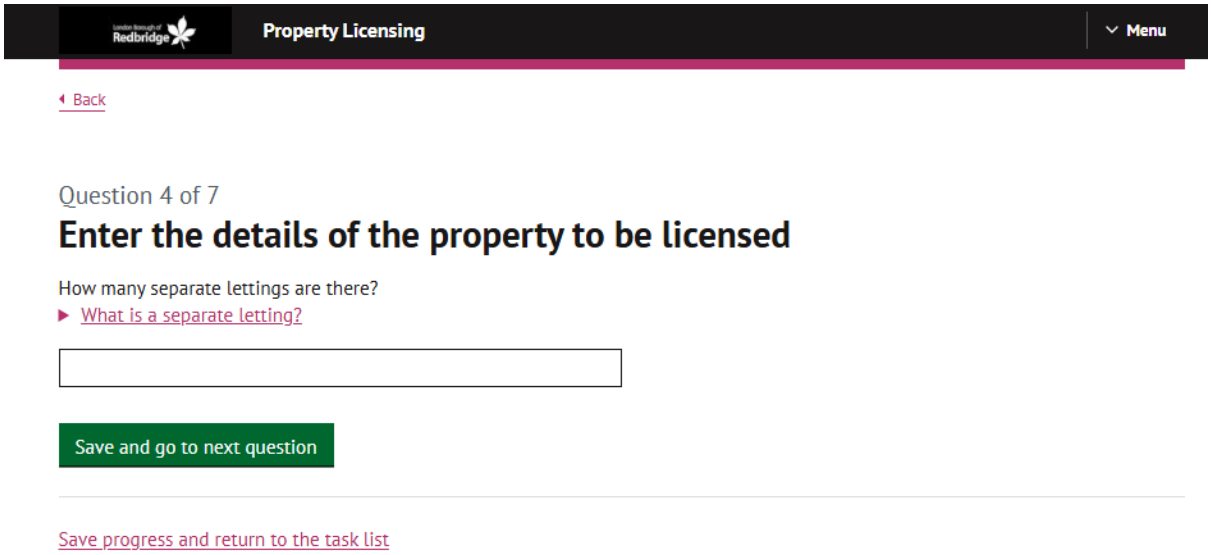
In this section, the example completes an application for Selective Licensing. The option you select will determine which questions are asked from this point onwards.



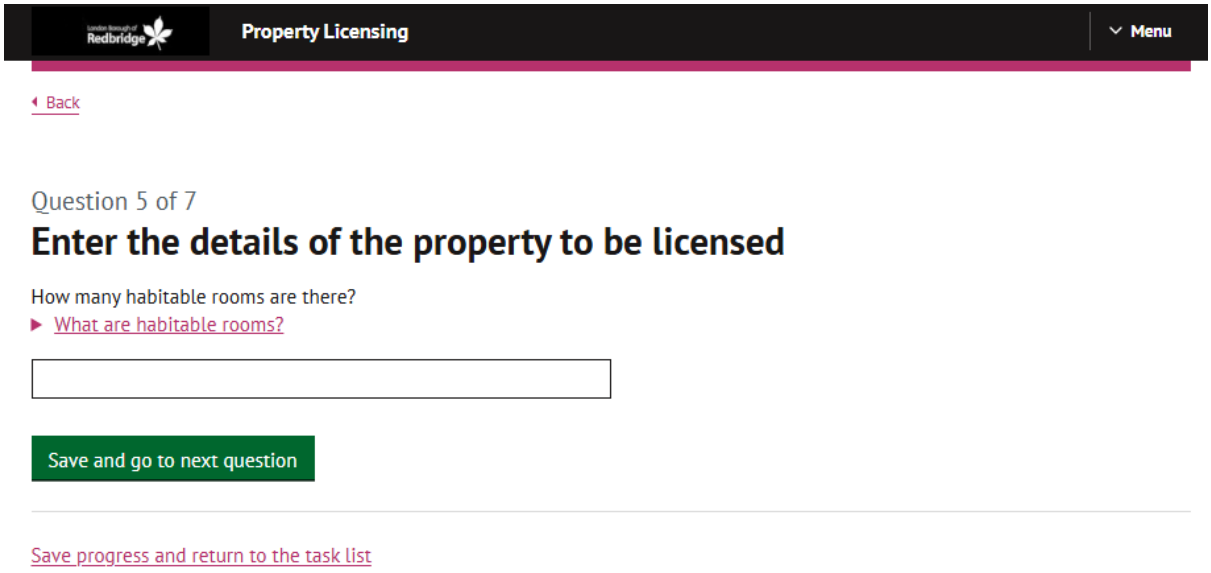

Redbridge
Property Licensing
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Question 1 of 7
Enter the details of the property to be licensed
What type of licence are you applying for?
Mandatory HMO licence
Additional HMO licence
Selective licence
Licence type definition
How many people currently live in the property?
How many households currently live in the property?
What is a household?
Are the current occupancy or household due to change?
Yes
No
Save and go to next question
Save progress and return to the task list

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

In the example shown, a bedroom has been added.



Example of how to label the rooms.





Back

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

Save progress and return to the task list



Back

Question 7 of 7

Enter the details of the property to be licensed

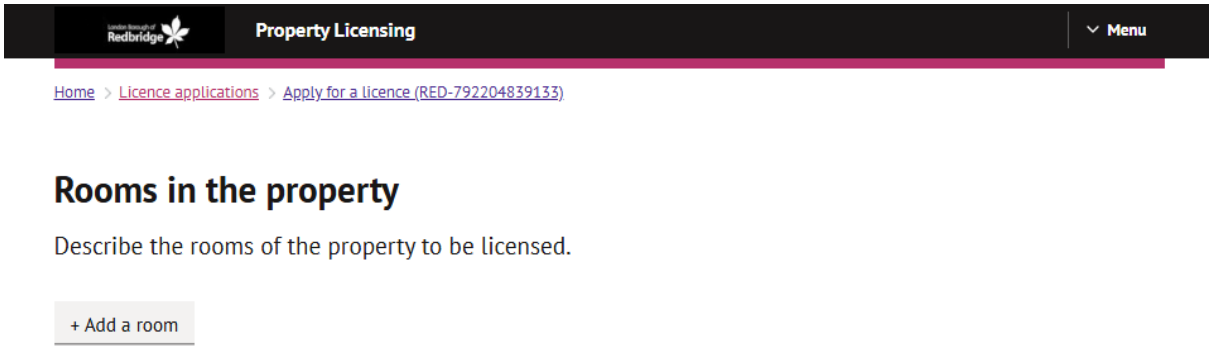
Are there any external structures, outbuildings or sheds used as part of the living accommodation?

- ◯ Yes
- ◯ No

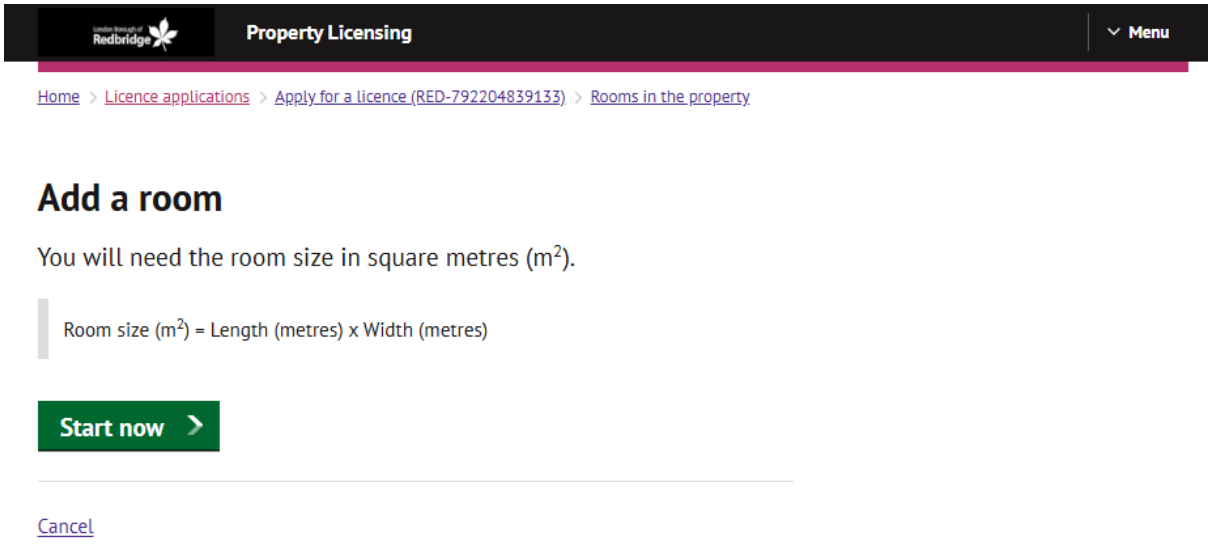
Finish

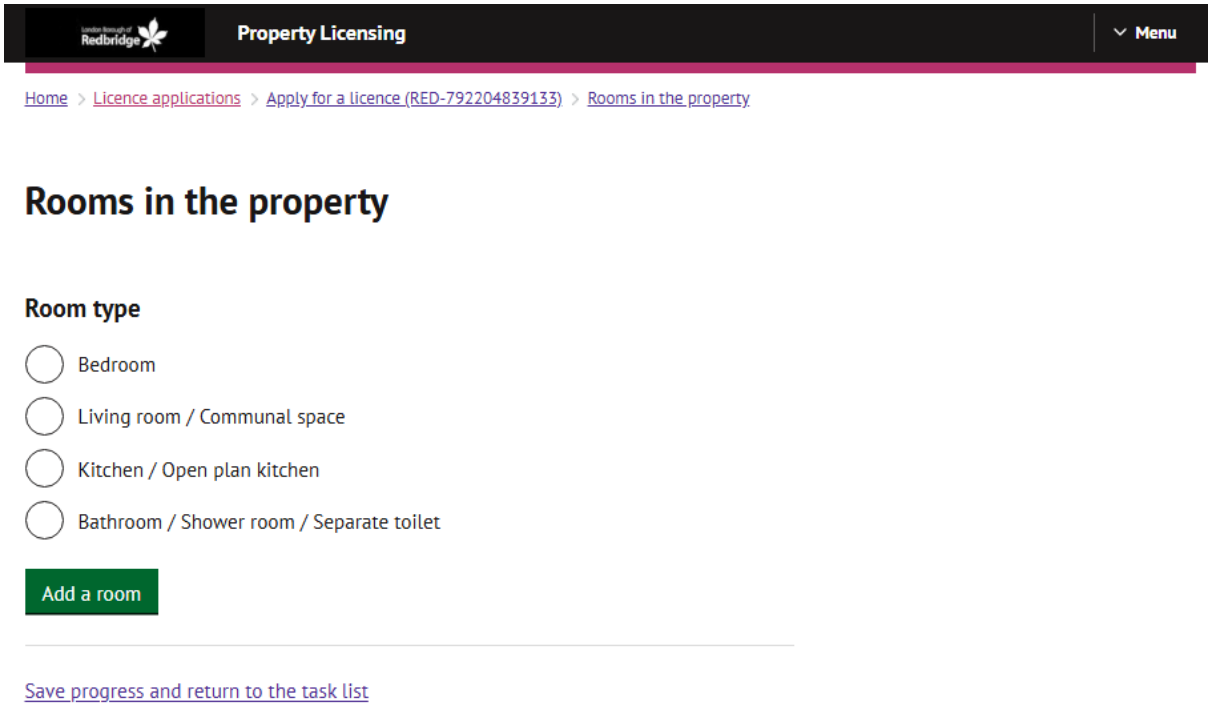
Save progress and return to the task list

Describe the rooms of the property to be licensed

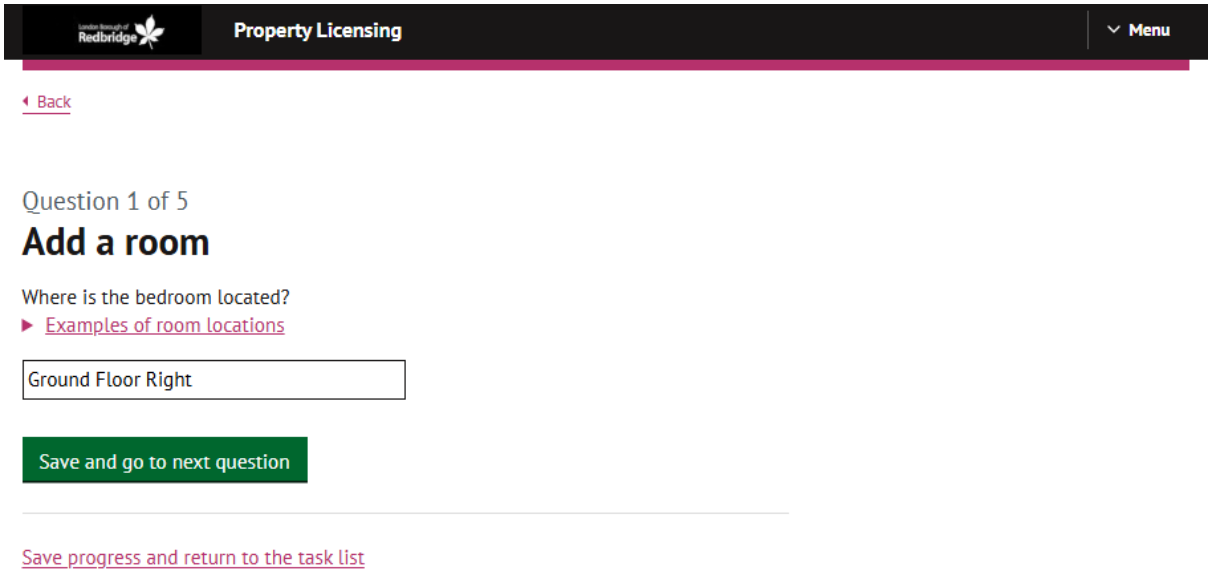


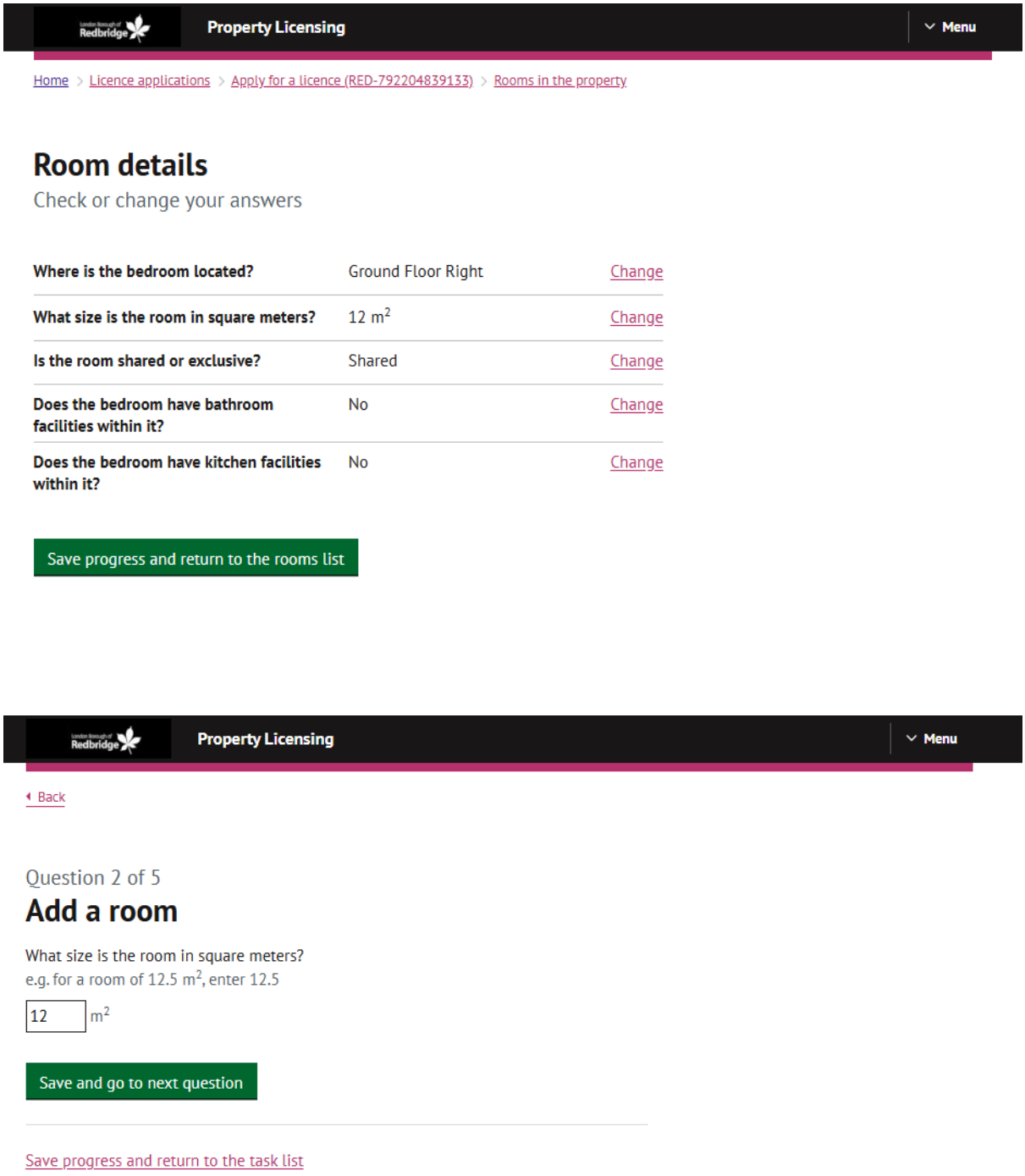
Health and Safety





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





At the end of this series of questions, you will be asked to **confirm that all rooms have been added** before moving on to the next stage.



Home > Licence applications > Apply for a licence (RED-792204839133)

Health and safety

Add details about fire precautions, escape routes and other safety measures in the property.

In this section, you will be asked if:

- the property has fire blankets and fire extinguishers
- the property has fire doors, and whether or not details of escape routes are provided to occupiers
- the property has a mains-powered fire detection system
- any provided furniture complies with fire safety regulations
- the property has a gas supply, and whether or not any gas appliances meet safety standards

Start now

Back to task list



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Question 1 of 7

Health and safety

Does the property have fire doors fitted to the kitchens?

- Yes
- No

Continue

Save progress and return to the task list



Back

Question 2 of 7

Health and safety

Does the property have fire blankets in all kitchens?

- ◯ Yes
- ◯ No

Continue

Save progress and return to the task list



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Question 3 of 7

Health and safety

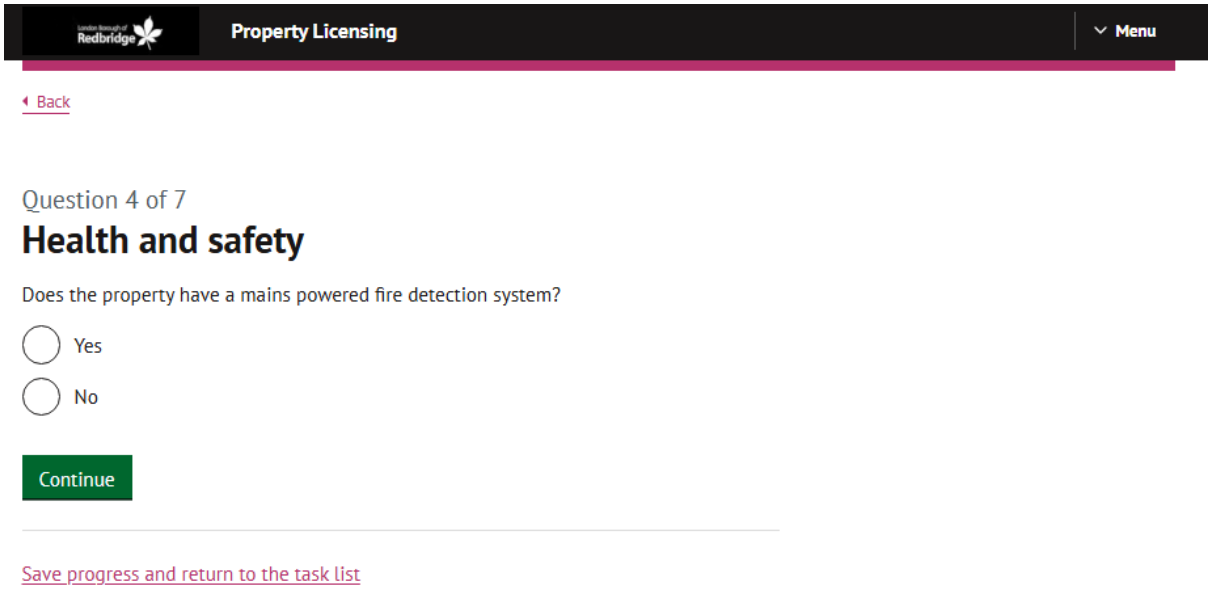
Does the property have fire extinguishers in the common parts or escape routes?

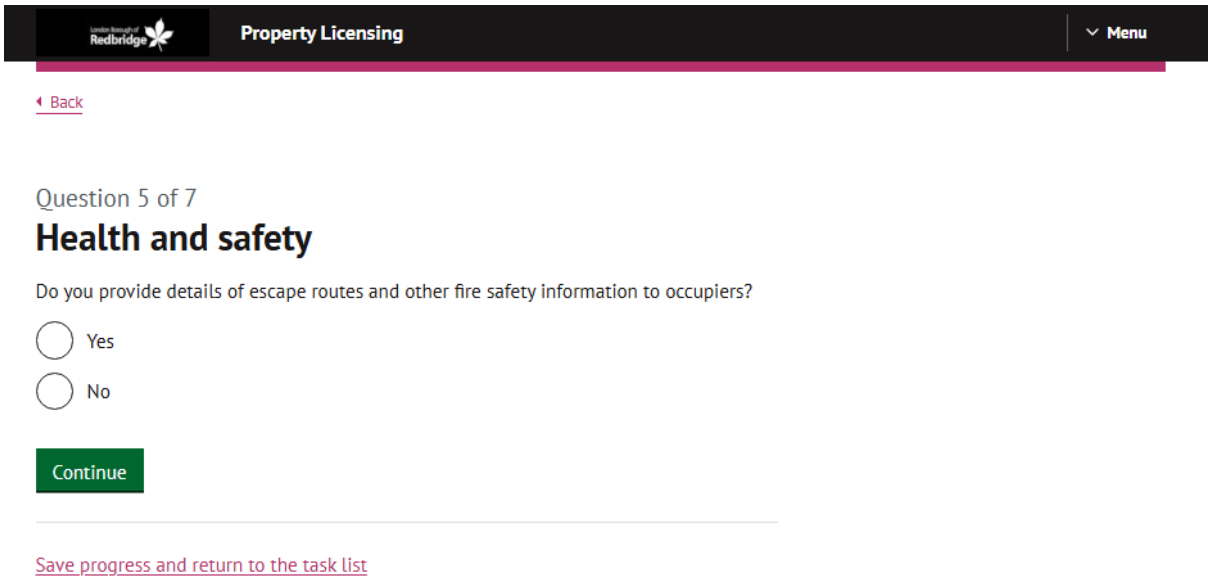
▶ When to select 'Not applicable'?

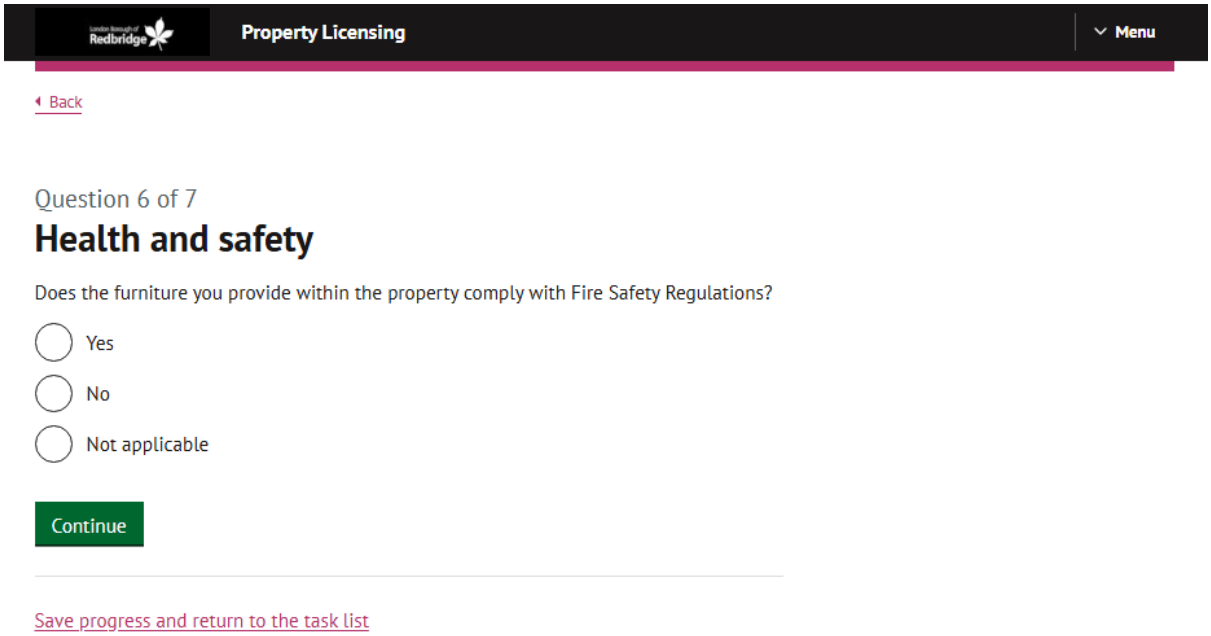
- ◯ Yes
- ◯ No
- ◯ Not applicable

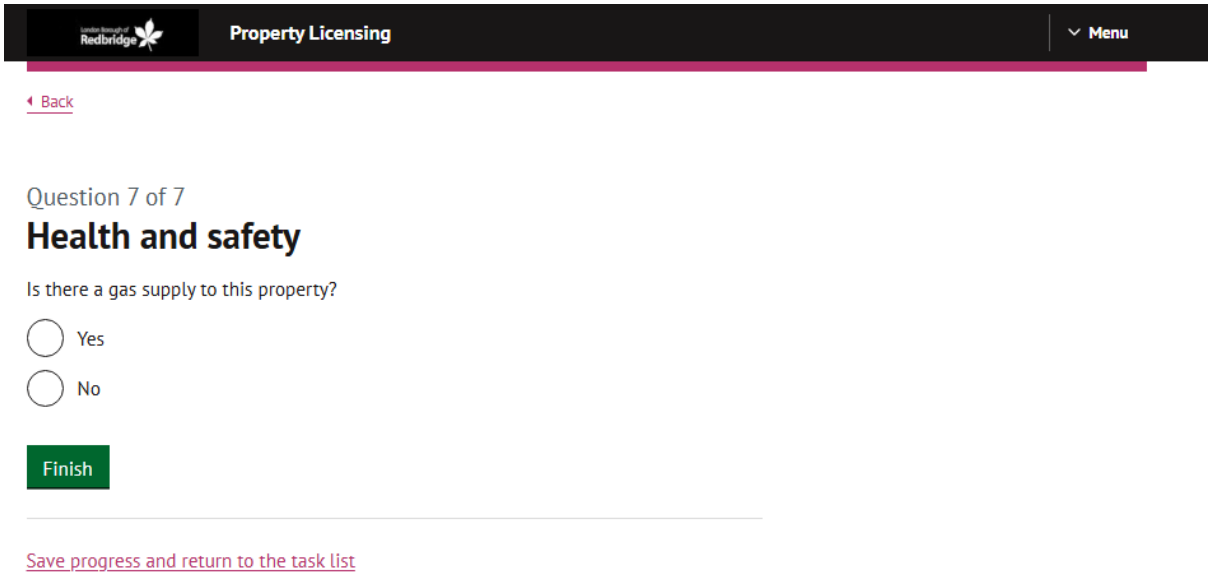
Continue

Save progress and return to the task list


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Property Licensing
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Question 4 of 7
Health and safety
Does the property have a mains powered fire detection system?
Yes
No
Continue
Save progress and return to the task list


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Question 5 of 7
Health and safety
Do you provide details of escape routes and other fire safety information to occupiers?
Yes
No
Continue
Save progress and return to the task list


Redbridge
Property Licensing
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Question 6 of 7
Health and safety
Does the furniture you provide within the property comply with Fire Safety Regulations?
Yes
No
Not applicable
Continue
Save progress and return to the task list


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Property Licensing
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Question 7 of 7
Health and safety
Is there a gas supply to this property?
Yes
No
Finish
Save progress and return to the task list

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.

Upload required documents

> *Lynton House*

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

- EPC
- Article 4 Planning Consent Evidence (HMO where applicable)
- EICR
- Electrical safety certificate
- Fire alarm certificate (HMOs where applicable)
- Fire risk assessment (HMO only)
- Floor plans
- Gas safety certificate
- Tenancy agreements
- Accreditation Membership
- Emergency lighting certificate (HMOs where applicable)
- Landlord accreditation certificate
- PAT certificate (if portable electrical appliances provided)
- Certificate of Title – obtained within the last 28 days
- Building Insurance certificate
- Management Statement
- Tenancy document

Uploaded documents

+ Add a document

Finish adding documents

© Redbridge Council

Read and sign declaration

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

- [x] I/We declare that the information contained in this form 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.

- [x] 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. I/We provide consent for the Council to serve licence documentation, statutory notices and deliver other relevant communication via electronic mail, postal, telephone or other appropriate means to the addresses and contact information supplied on this form for all interested parties. I/We confirm that I/We am/are authorised by all interested parties to give consent for documentation or communication to be delivered by any of the above methods of service. 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.

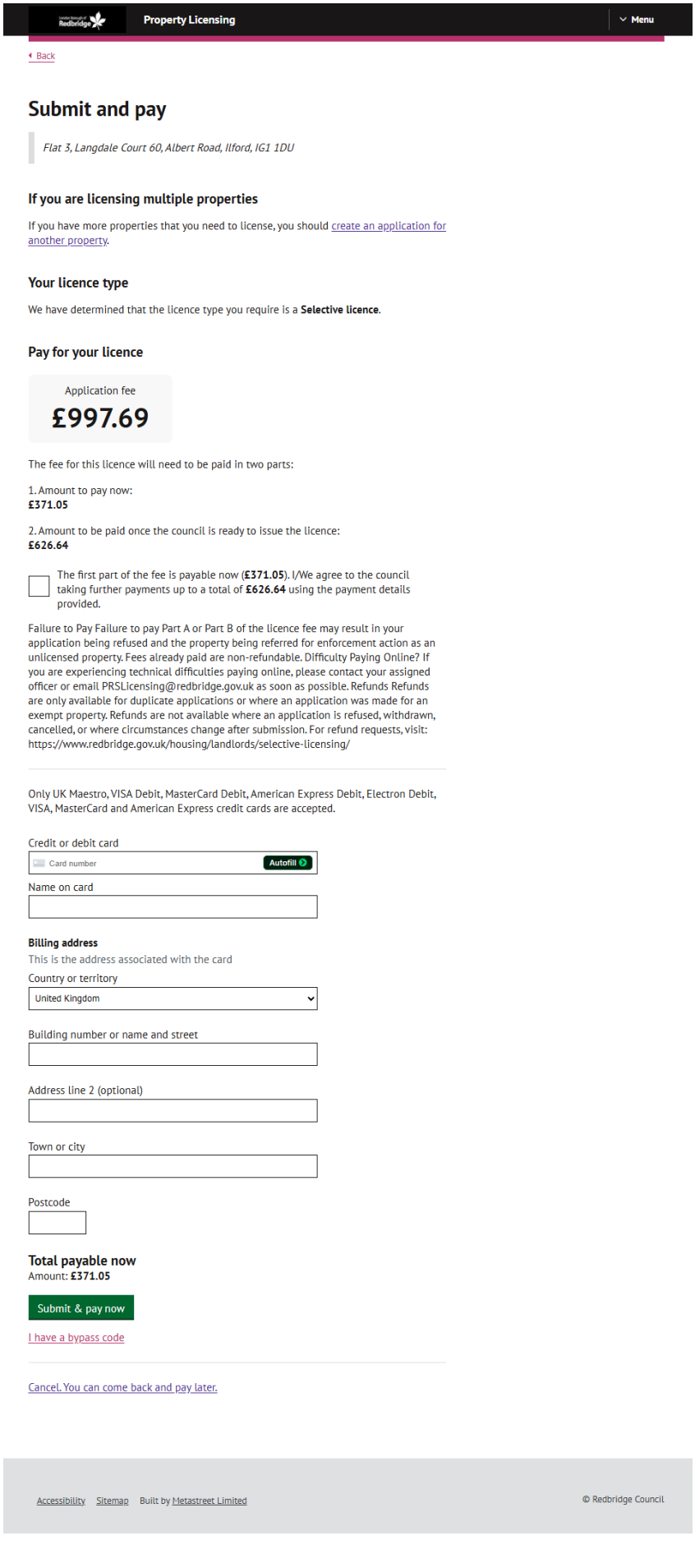
- [x] I/We declare that I/we have served notice of this application on all persons listed within this form, who are the only persons known to me/us that are required to be informed that I/we have made this application. I/We declare that the houses in respect of which licences are sought under Part 2/Part 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 UK General Data Protection Regulation 2021. 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 >

Cancel

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Property Licensing
Menu
Back
Submit and pay
Flat 3, Langdale Court 60, Albert Road, Ilford, IG1 1DU
If you are licensing multiple properties
If you have more properties that you need to license, you should create an application for another property.
Your licence type
We have determined that the licence type you require is a Selective licence.
Pay for your licence
Application fee
£997.69
The fee for this licence will need to be paid in two parts:
1. Amount to pay now:
£371.05
2. Amount to be paid once the council is ready to issue the licence:
£626.64
The first part of the fee is payable now (£371.05). I/We agree to the council taking further payments up to a total of £626.64 using the payment details provided.
Failure to Pay Failure to pay Part A or Part B of the licence fee may result in your application being refused and the property being referred for enforcement action as an unlicensed property. Fees already paid are non-refundable. Difficulty Paying Online? If you are experiencing technical difficulties paying online, please contact your assigned officer or email PRSLicensing@redbridge.gov.uk as soon as possible. Refunds Refunds are only available for duplicate applications or where an application was made for an exempt property. Refunds are not available where an application is refused, withdrawn, cancelled, or where circumstances change after submission. For refund requests, visit: https://www.redbridge.gov.uk/housing/landlords/selective-licensing/
Only UK Maestro, VISA Debit, MasterCard Debit, American Express Debit, Electron Debit, VISA, MasterCard and American Express credit cards are accepted.
Credit or debit card
Card number
Autofill
Name on card
Billing address
This is the address associated with the card
Country or territory
United Kingdom
Building number or name and street
Address line 2 (optional)
Town or city
Postcode
Total payable now
Amount: £371.05
Submit & pay now
I have a bypass code
Cancel. You can come back and pay later.
Accessibility
Sitemap
Built by Metastreet Limited
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