

# Redbridge Property Licence Refunds Policy

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We will give you a refund if:

- You have made a duplicate application
- You made an application for an exempted property by mistake
- Please note: if a refund is agreed, we will only refund to the original payee by the same method of payment used i.e. via original credit card used etc.

We will not give you a refund if:

- We refuse your application
- The initial fee (first payment) is non-refundable once application is submitted - or if you sell or stop letting your property
- You withdraw your application
- You have had a Prohibition Notice served on the property
- We revoke (take away) your licence
- You change your mind and want to change licence type from HMO to Selective
- You are refused planning permission for an Additional or Mandatory licence

Our fees are not connected to the length of a licence. If you cancel your licence before it expires, we cannot give you a refund for any unused time

Any unusual situations which may arise will be considered by the Enforcement Panel on a case by case basis. Please see list below of Service charges.

If you wish to operate a house as an HMO, it must have the correct class of planning use. You may need to apply for planning permission to change it from C3 (dwelling house) to C4 (house in multiple occupation).

There is no guarantee that your planning application will be approved, but if you rent out your property you must have a property licence. **If you are refused planning permission for an HMO we cannot refund your licensing fee.**

Service	Cost
Change of address details of any existing licence holder, manager, owner, mortgagor, freeholder, leaseholder etc	Free
Change of mortgage provider, freeholder, and leaseholder (unless they are also the licence holder or manager)	Free
Reduction in the number of maximum occupiers and/or households for licensing purposes	Free
Variation of licence instigated by the council	Free
Change of manager (unless they are also the licence holder)	Free
Change of licence from a Selective licence to an HMO licence <u>without</u> an additional visit (or vice versa)	New application required at full cost
Change of licence from a Selective licence to an HMO licence <u>with</u> an additional visit (or vice versa)	New application required at full cost
Change of Licence Holder's name /or named letting agent who manages the property once licence issued	New application required at full cost

Service	Cost
Advisory visit paid and then cancelled (free change of visit date)	Fee non-refundable if cancelled completely
Revocation of licence	Free
Application for licence following revocation of licence	Full application fee
Application refused by the council	Full application fee with no refund
Application withdrawn by the applicant	Full application fee with no refund
Applicant dies and property passed to new owner in Will (unless beneficiary is already joint owner on application)	New licence required at full fee unless Death Certificate produced, then fee will be waived