

Appendix 2

New House in Multiple Occupation Licence Application

Action	Admin Time	EHO Time
Enquiry Received, entered on computer and information pack		
1 sent out	00:30	
2 Application Form Returned	00:15	
Enter detailed data from application form on to computer and		
3 make up new/existing file	00:30	
File Passed to EHO		
Check application valid e.g. all compulsory questions completed		
4 and correct fee included; Clarify incomplete/inconsistencies		01:00
5 Process payment fee	00:30	
6 Acknowledgement letter & receipt sent to app	00:30	
7 Examine certificates submitted with licence		00:30
8 Fit and proper person check completed		01:30
9 Visit property to check licence details and HHSRS assessment		03:00
10 Prepare draft licence and associated documents		02:00
11 Serve draft on interested parties		01:00
12 Receive, consider and respond to representations		01:30
13 Prepare licence and associated documents		02:00
14 Check and sign licence documents		00:30
15 Serve licence documents		00:15
16 Add licence to computer database/file	00:30	
17 Serve interested parties copy of licence	00:30	
18 Add licence to public register & inform council tax	00:30	
19 Additional 1 - Complex Case		
20 Additional 2 - Additional rooms >5 per room		00:30
21 Additional 3 - Production of drawings		02:00
22 Additional 4 - Resolve Application Form Queries		
Additional 5 - Application received as result of council		
23 investigation		
Total	03:45	13:15
Total Hours as a decimal	3.75	13.15
Hourly Rate	39.54	46.11
Cost	148.275	606.3465
Total Hours for Licence Fee		
Total Cost of Licence	754.62	

Renewal HMO Application

Action	Admin Time	EHO Time
Enquiry Received, entered on computer and information pack		
1 sent out	00:30	
2 Application Form Returned	00:15	
Enter detailed data from application form on to computer and		
3 make up new/existing file	00:30	
File Passed to EHO		
Check application valid e.g. all compulsory questions completed		
4 and correct fee included; Clarify incomplete/inconsistencies		01:00
5 Process payment fee	00:30	
6 Acknowledgement letter & receipt sent to app	00:30	
7 Examine certificates submitted with licence		00:30
8 Fit and proper person check (completed in previous app)		00:00
9 Visit property to check licence details and HHSRS assessment		03:00
10 Prepare draft licence and associated documents		01:30
11 Serve draft on interested parties		01:00
12 Receive, consider and respond to representations		01:30
13 Prepare licence and associated documents		01:00
14 Check and sign licence documents		00:30
15 Serve licence documents		00:15
16 Add licence to computer database/file	00:30	
17 Serve interested parties copy of licence	00:30	
18 Add licence to public register & inform council tax	00:30	
19 Additional 1 - Complex Case		
20 Additional 2 - Additional rooms >5 per room		00:30
21 Additional 3 - Production of drawings		
22 Additional 4 - Resolve Application Form Queries		
Additional 5 - Application received as result of council		
23 investigation		
Total	03:45	10:15
Total Hours as a decimal	3.75	10.25
Hourly Rate	39.54	46.11
Cost	148.28	472.63
Total Hours for Licence Fee		
Total Cost of Licence	620.90	

Accommodation Certificate

Action	EHO Time
1 Enquiry Received, entered on computer by Customer Services	00:00
2 Contact with customer made, details verified and case file updated	00:15
3 Inspection of property	01:00
4 Assessment of permitted numbers	00:15
5 Completion of accommodation certificate and associated correspondence	01:00
Total	02:30
Total Hours as a decimal	2.50
Hourly Rate	46.11
Cost	115.28
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Total Cost of Certificate	£115