

# Houses in Multiple Occupation (“HMOs”)

## Code of Conduct for Landlords and Agents of Licensed HMOs in Glasgow



The following additional requirements for the holders of HMO licences in Glasgow were approved by the Licensing and Regulatory Committee at its meeting on 6<sup>th</sup> March 2019.

Failure to comply with these requirements will be relevant to the Committee's consideration of whether a landlord or agent is, or continues to be, a fit and proper person to be authorised to permit persons to occupy any living accommodation as an HMO in terms of section 130 and/or section 139 of the Housing (Scotland) Act 2006.

**Your HMO licence may be at risk if you do not comply with the following requirements:**

### General Refuse Disposal

The Licence Holder shall provide tenants, no later than two days from the commencement date of the Tenancy Management Agreement, with an information leaflet on how to dispose of refuse and bulk items (including general and recyclable refuse and any furniture) properly and appropriately from the licensed living accommodation at the property.

The Licence Holder shall take all reasonable steps to ensure that the appropriate refuse facilities (for both general and recyclable refuse) in line with Glasgow City Council's current policy on the storage and collection of refuse, are available at all times in the communal areas surrounding the property for the disposal of refuse by the tenants.

The Licence Holder shall ensure that the refuse facilities at the property and in the communal surrounding areas of the property are used appropriately at all times by the tenants.

### Maintenance, Insurance and Repairs of Common Areas

The Licence Holder shall act reasonably in relation to the payment of their share of all maintenance costs, insurance costs and repair costs of areas in common relative to the property and in all dealings with other owners of the property and any relevant factor.

The Licence Holder shall ensure that any undisputed invoice or notification of their share of maintenance costs, insurance costs and repair costs received in respect of common areas relative to the property is paid in full in adherence to the payment terms stipulated.

The Licence Holder shall ensure that all common areas are regularly inspected and any defects brought to the attention of the other owners and any relevant factor, with the Licence Holder making payment of the appropriate share of any costs to rectify such defects.

### Bulk Refuse

The Licence Holder must make arrangements with Glasgow City Council or another collecting contractor for the uplift of any bulk items and/or refuse, including furniture, prior to the Licence Holder or the tenants presenting the items for collection.

Where arrangements are made with Glasgow City Council, the Licence Holder must give no less than 7 days notice when intending to present bulk refuse or items for collection.

Bulk refuse should only be presented immediately outside the property on the date for collection specified by Glasgow City Council or other collecting contractor.

The Licence Holder must retain any documentation in relation to the collection for a period of one month from the date of collection.

### Neighbouring Residents

The Licence Holder must act reasonably in relation to the management of the licensed living accommodation in respect of any dealings with neighbouring residents of the property.

The Licence Holder must take reasonable steps to investigate any complaint made by residents of neighbouring properties relating to the behaviour of the Licence Holder's tenants or their visitors, at or in the vicinity of the licensed living accommodation.

The Licence Holder must submit a certificate of compliance to Glasgow City Council within 14 days of this licence taking effect confirming that they have provided emergency contact details and contact details for the Council's HMO Unit to all neighbouring residents of the property.

### Statutory Notices

The Licence Holder shall respond appropriately and timeously to any statutory notices served on them under the Housing (Scotland) Act 2006 and any other relevant legislation, including the Environmental Protection Act 1990, in relation to the licensed living accommodation and the communal areas surrounding the property.