

# Housing Services Charging Policy

Bath and North East Somerset Council's charging policy for housing related services

## 2025



This document sets out the charges made for housing related services.

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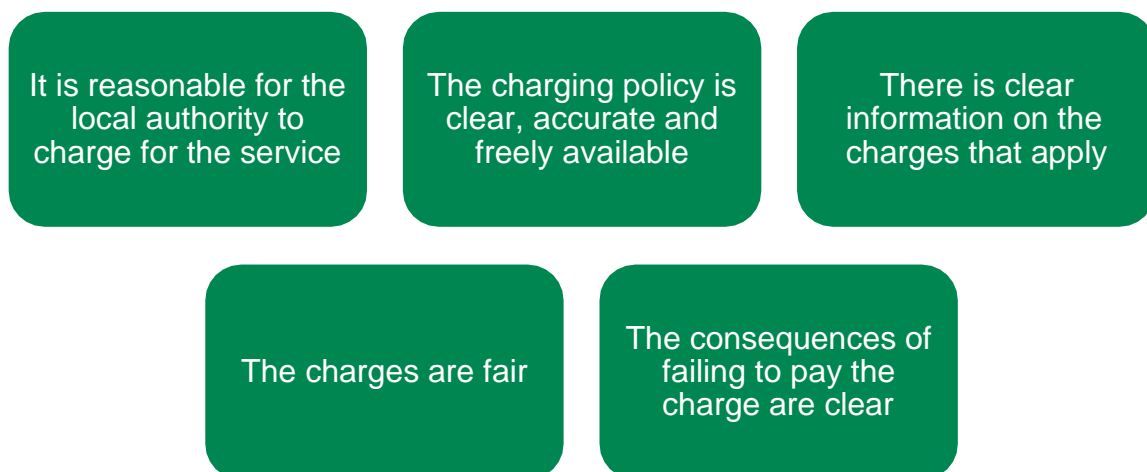
# Introduction

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Housing Services will charge a reasonable fee for the administration and provision of services, which are set out in this policy.

Our charges will reflect the costs incurred in the performance of the task. These charges will help the services meet any associated administration costs, such as the cost of undertaking a visit and officer time.

All charges are set out in full in appendix 1: Table of Charges for Housing Related Services. When administering a charge, the service will adhere to the following standards:



Services which are subject to the Charging Policy are:

Discretionary property inspection services

Enabling the delivery of affordable housing units

Enforcement of property health and safety standards

Homesearch marketing

Licensing rented properties

Storage of possessions and pets

Temporary accommodation

# Services and actions subject to charging

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## Discretionary property inspection services

Immigration clearance surveys and non-statutory advice are offered if resources allow. They are charged at an hourly rate based on staff and administration costs.

## Enabling the delivery of affordable housing units

Providers delivering affordable housing, such as registered providers, will be charged a fee for every unit of affordable housing delivered by the authority. Charges will comply with terms of the HomesWest Joint Working Agreement (or its successor in function) and will be subject to periodic review.

## Enforcement of property health and safety standards

Hazard awareness notices are not subject to a charge. The Council's Enforcement and Licensing Policy can allow for the completion of works through an informal enforcement approach, in the first instance and in those situations no fee is payable.

Enforcement Notices and actions which are subject to a charge are:

Improvement Notice	Prohibition Order and Emergency Prohibition Order	Suspended Improvement Notice	Suspended Prohibition Order	Works in default/ emergency remedial actions
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We will charge a landlord (or other appropriate person) a set fee for issuing notices and orders, when an informal enforcement approach has not resulted in the completion of remedial works.

Failure to comply with an improvement notice may also result in a charge to complete the works in default or emergency remedial actions, in addition to the actual cost of the works. The fee will recover administration costs, such as officer time in carrying out the work and calculated at an hourly rate. The owner will be notified of the intention to undertake works on their behalf and the chargeable service.

Suspended improvement notices and suspended prohibition orders are not subject to a charge under the following circumstances:

- There is an owner occupier currently at a property, or

- The landlord is willing to undertake works, but the occupant does not want the works to be undertaken, or
- The Council does not wish to make the current household homeless, even though a crowding and space hazard exists, but wishes to limit the number of future occupants.

## Homesearch marketing

We will charge a landlord (such as a registered providers) a set fee for each affordable housing property marketed through Homesearch. Charges will comply with the nomination agreement and allocation scheme.

## Licensed HMOs

Houses in multiple occupation (HMO) are licensable if they meet the mandatory licensing criteria. We will charge a standard fee for licensing a house in multiple occupation (HMO). Any renewals may be applied for within 60 days of expiry of the previous licence. A new licence is required where a renewal application is made more than 60 days after the expiry date of the licence. Additional charges maybe also be levied in the event of missed appointments.

## Storage of possessions and pets

We will normally charge a homeless household the full cost associated with the safeguarding of their personal possessions and pets. Storage and kenneling will be undertaken by a third party. Charges will comply with our protection of property procedure.

## Temporary accommodation for the homeless

We will charge for temporary accommodation, which can be offset against housing benefit applications (if eligible). Housing benefit will be paid directly to Housing Services and deducted from the overall cost. Service charges (e.g., breakfast, heating, lighting, water) are not covered by housing benefits. Service charges for housing benefit eligible households in bed and breakfast type accommodation will be covered by the Council for the first six weeks; thereafter, at the discretion of the Service.

People with savings or capital above £16,000 must meet the full cost of their accommodation. Those in work are expected to contribute to their housing costs unless it reduces their net income below the basic benefit threshold plus 25%. The following disability benefits and pensions are excluded from income calculations:

- personal independence payment;
- attendance allowance;
- war pension;
- war widow's pension; or
- armed forces independence payment be considered.

We will assist people in claiming their full benefit entitlement and provide debt and welfare benefit advice if needed. Requests for a reduction in non-B&NES Homes temporary accommodation charges will be considered if the person is struggling financially. When assessing if someone is struggling financially reasonable living expenses are calculated weekly: £45 (food), £25 (electric), £10 (gas), £4 (TV license), and £10 (water). Some of these costs may not apply to bed and breakfast occupancy. Living expenses for couples and families will be adjusted based on household size.

## Special provisions for homeless people

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At the Manager's discretion, this policy will be applied flexibly when providing accommodation to homeless individuals. Consideration will be given to any exceptional circumstances related to the applicant.

## B&NES Homes

The Council manages its housing stock under the B&NES Homes brand, providing shared ownership, general needs social housing, temporary accommodation, and supported housing. Residents will be charged rents and service charges in accordance with statutory and regulatory obligations, subject to annual reviews. In April 2025 B&NES Homes rents (excluding Shared-Ownership) will rise in line with the Government's Policy Statement on Rents for Social Housing (Policy Statement) this being September CPI+1%, giving an overall rent increase of 2.7%. Shared-ownership rents will rise in line with the Homes England Capital Funding Guide and their Leases this being September RPI+0.5%, giving an overall rent increase of 3.2%.

Additional costs may be charged for support, services, repairs, damage or improvements as determined necessary and appropriate in accordance with statutory requirements and tenancy agreements.

## Invoices and debt recovery

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We will raise an invoice for payment which can be made on-line, by telephone or through the self-service payment kiosks in Council Connect. More information is available on-line at [www.bathnes.gov.uk/pay](http://www.bathnes.gov.uk/pay)

We will comply with the Council's corporate debt recovery process. Failure to pay the enforcement charges can result in an annual interest charge of 1.5% over Bank of England base rate until full payment is made. In addition, a local land charge may also be made against the landlord's property and will be discharged once full payment is made.

## Periodic review of the charging rates

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Charges are subject to change and will be reviewed on a periodic basis. Enabling fees will be increased annually by the index uplift in RPI.

## Right to complain

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We are committed to operating a fair and reasonable charging policy. An applicant can make a complaint through the Council's complaints procedure and the Local Government Ombudsman. More information is available on-line at [www.bathnes.gov.uk/feedback](http://www.bathnes.gov.uk/feedback)

## Appendix 1: Table of charges for housing related services

Service Area	Chargeable Service	Page	Charge
Discretionary property inspections	Immigration Clearance Survey (per hour)	4	£50
	Non-statutory property inspection advice (per hour)	4	£50
Enabling the delivery of affordable housing	Delivery of each affordable housing unit	4	£585
Enforcement actions	Improvement Notice; Suspended Improvement Notice; Prohibition Order; Emergency Prohibition Order; Suspended Prohibition Order	4	£400
	Works in Default (per hour)	4	£50
	Emergency remedial action (per hour)	4	£50
Homesearch marketing	Marketing and administration for each property (per unit)	5	£90
Storage of possessions and pets	Storage and kenneling	5	Varies
Temporary accommodation	Food, heating, lighting, and hot water in B&B	5	Varies
	Rent in B&B		



**\*HMO licensing discounts and refunds**

<p><b>Licensing rented properties</b></p>	<p>Licensing each House in Multiple Occupation</p> <p>The licence fee is payable in two parts:</p> <p>Part A is payable when submitting the application online and covers the cost of processing the application up to approval.</p> <p>Part B becomes payable after the licence has been approved and covers the cost of issuing the licence and follow up enforcement of the scheme.</p> <p>Part A - £600</p> <p>Part B – Outstanding balance</p> <p>Refund and discount policy – see below</p> <p>Additional charges may be levied in the event of missed appointments.</p> <p>Failure to pay outstanding balances of licence fee when request may incur an additional £50 administration charge to cover the cost of an invoice</p>	<p>5</p>	<p>£995 new licence fee</p> <p>£895 renewal licence</p> <p>£50 missed appointment surcharge</p> <p>£50 invoice charge for non-payment of outstanding fees</p>
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- The fully completed application is submitted online via B&NES electronic application form and **all** the correct valid supporting documents are uploaded
- The proposed licence holder and any managers agree to receive the licence and any other relevant documents via email.
- The discount will be applied after the application has been made and deducted from any outstanding balance or where the application has been paid for in full, refunded directly to the applicant

## HMO licensing discounts

We will apply a £50 discount to your licence if you meet all of the following conditions:

- Your fully completed application is submitted through our online application form
- All of the correct, valid supporting documents are uploaded with the application
- The proposed licence holder and any managers agree to receive licences and any other relevant documents via email

<b>Application stage</b>	<b>HMO Licensing Refunds</b>
<b>Application withdrawn before processing and acknowledgment</b>	Part A and part B fee
<b>Application withdrawn after processing and before property inspection</b>	£340 of part A fee will be refunded and the Part B fee if paid
<b>Application withdrawn after processing and property inspection</b>	Part B fee if paid
<b>Final HMO Licence issued</b>	No refund available
<b>HMO Licence application refused after processing and before property inspection</b>	£340 of part A fee will be refunded and Part B fee if paid
<b>HMO Licence application refused after processing and property inspection</b>	Part B fee if paid

## Appendix 2: Table of authorities

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Data Protection Act 1998

Freedom of Information Act 2000

Homesearch Policy 2016

Housing Act 1996 Part 6 and 7 (as amended by the Homelessness Act and Localism Act 2011)

Homelessness Reduction Act 2017

Housing Act 2004 (and associated regulations)

Housing Enforcement and Licensing Policy 2022 and fees document

Nomination Agreement 2018

Review of a homeless decision procedure 2018

Tenancy Strategy 2018-2025

HomesWest Joint Working Agreement 2015

## Appendix 3: Glossary of terms

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**Emergency prohibition order:** A prohibition order which will come into effect immediately where there is an imminent risk to health and safety (Housing Act 2004). It can be used to prohibit use of all or part of a dwelling.

**Emergency remedial action:** An order which is used when it is considered there is an imminent risk to health and safety and allows the council to carry out immediate remedial action (Housing Act 2004).

**Enabling fee:** A fee paid by Registered Providers and other providers delivering affordable housing for each affordable housing unit secured by or supported into delivery by the local authority Housing Enabling and Development Service.

**Enforcement and Licensing Policy:** the policy which describes our approach to enforcement and licensing.

**Hazard awareness notice:** A formal notice issued to raise awareness of a hazard.

**Housing health and safety rating system:** A risk-based evaluation tool which helps local authorities identify hazards in a property under Part 1 of the Housing Act 2004.

**Hazard:** A hazard for this purpose is a defect which has the potential for harm to occur. An actionable (or significant) hazard is a housing health and safety hazard category A – D as assessed under the housing health and safety rating system (Housing Act 2004).

**Homesearch:** The name of the Council's housing allocation scheme.

**Homesearch partner:** Housing providers (including registered providers) who allocate their vacant social housing properties through Homesearch.

**HomesWest Joint Working Agreement:** Agreement of the partnership of registered providers and Local Authorities delivering new affordable housing across the West of England.

**House in multiple occupation (commonly called an HMO):** an HMO is a property occupied by three or more unrelated people who share a bathroom or kitchen. It can also be a building converted into bedsits or self-contained flats.

**Housing Services:** Part of Bath and North East Somerset Council and includes the following services, Housing Options and Homelessness, Homesearch, Housing Standards and Improvements, Housing Strategy and Performance, Housing Enabling and Development, Homefinders and Supported Lodgings.

**Improvement notice:** An enforcement notice which can be used to set timescales for works to be completed to improve a hazard found in a dwelling.

**Immigration clearance survey:** a survey to confirm that additional occupants will not create a crowding and space hazard and to ensure the property is free from significant housing health and safety hazards.

**Informal enforcement approach:** An approach, taken when the Council is confident with the landlord's ability to deal with an actionable hazard within a reasonable time scale and subject to the circumstances of the case. This is also known as the works agreement.

**Works agreement:** An approach which provides the landlord, in the first instance, with details of works required to reduce any actionable hazards identified. The landlord then has 14 days to discuss timescales or suggest any alternative works. If the landlord does not fully engage at this stage, or if they fail to complete works as agreed, the Council will be able to consider further action, such as service of a notice.

**Licensing fees:** Fees charged per licensable property which covers the cost of the licensing process.

**Local land charge:** A debt which is repaid (including any accrued interest) when the property is sold.

**Nomination Agreement:** A partnership agreement which decides how social housing in the district is allocated.

**Prohibition order:** An enforcement order (notice) which can be used to prohibit use of all or part of a dwelling where health and safety hazards have been identified. It can also be used to limit the number of occupants in a property.

**Registered Providers:** Registered providers include private registered providers (such as not for-profit housing associations and for-profit housing development organisations).

**Residential Property Tribunal:** The body that hear appeals against decisions made by the Local Authority under The Housing Act 2004.

**Subject access request:** A written request by an individual asking for their personal information.

**Suspended improvement notice:** An improvement notice which is suspended.

**Suspended prohibition order:** A prohibition order which is suspended.

**Works in default:** Works carried out by the Local Authority where a notice served under the Housing Act 2004 has not been complied with or reasonable progress to comply has not been made.