



Property Licence Applications

User Guide

February 2025

Version 1.1

Version	Date	Comments
1	February 2025	Original as published
1.1	February 2025	Miscellaneous updates re: submitting and retrieving applications



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1. Introduction

Check that this is the most recent version of this guidance at: [Check if you need a property licence and apply](#).

In February 2025, Bristol City Council introduced a new online portal for property licensing that allows users to review, submit, and track their application(s) online.

This includes:

- Mandatory HMO licences
- Additional HMO licences
- Selective property licences

This guide takes users through how to register for and navigate the new portal.

If you have any questions, please don't hesitate to contact us at private.housing@bristol.gov.uk

Please note the following changes to the old process:

- Always go through our property licence webpages to [check if you need a licence and apply](#). This will direct you to the correct application type.
- The property licence application reference number will change from a 12-digit number containing the Unique Property Reference Number (**UPRN**) to a 9-digit number preceded by **WK**.
- You will receive a full PDF copy by email of any application submitted. This is automatically provided to the registered email account.
- If you supplied any attachments or documents with an application, they are recorded on the PDF copy of the application you receive when you successfully submitted your application. If you submit your safety certificates or rent with confidence certification at a later date, it will manually be added to your record.
- After you have registered, you can access [your account](#) to view the status of submitted applications, retrieve copies of submitted applications, and make part 2 payments.

To view your submitted applications, or to complete and submit a draft application, log in to [your account](#).

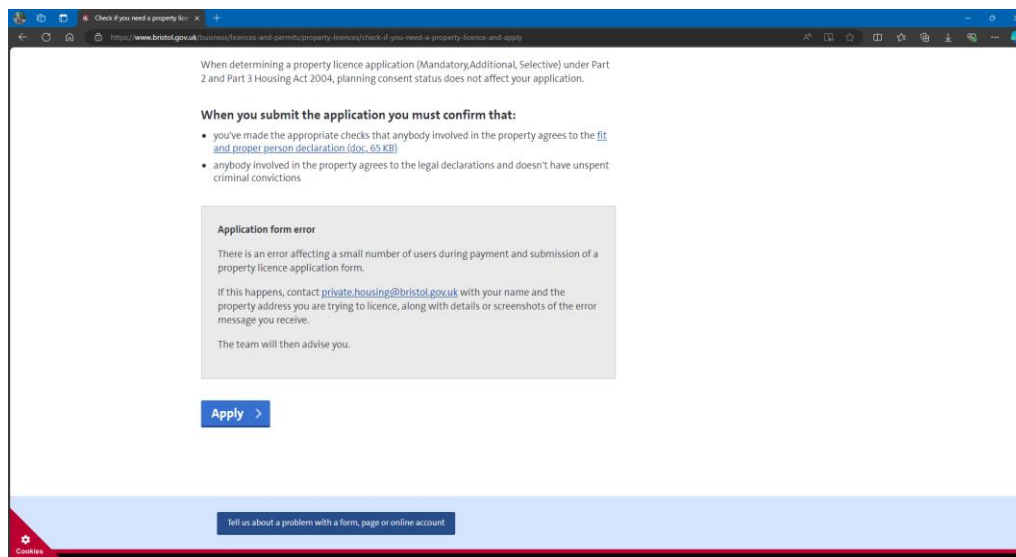
See [section 6](#) for information.

2. Check if you need a licence and apply

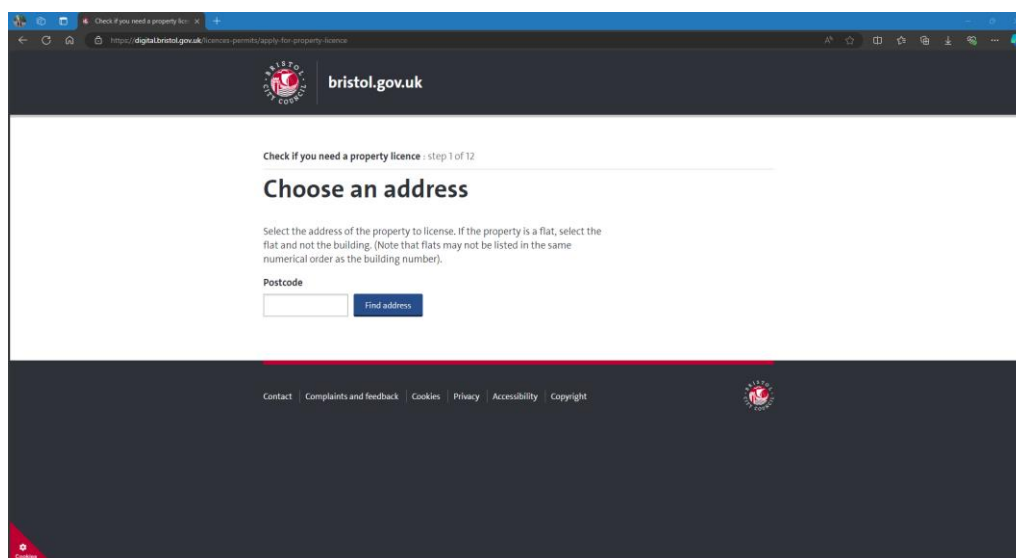
Users can use the Bristol City Council website to check if they need a licence and apply at: [Check if you need a property licence and apply](https://www.bristol.gov.uk/business/licences-and-permits/property/licences/check-if-you-need-a-property-licence-and-apply).

Users should use this web page each time they wish to apply for a new licence.

After reading the information on the webpage, users can click “apply”.



By answering a few initial questions, the online form will identify which property licence is needed and direct the user to apply. Start by searching the postcode of the property. If the property is a flat, select the flat and not the building. (Note that flats may not be listed in the same numerical order as the building number).



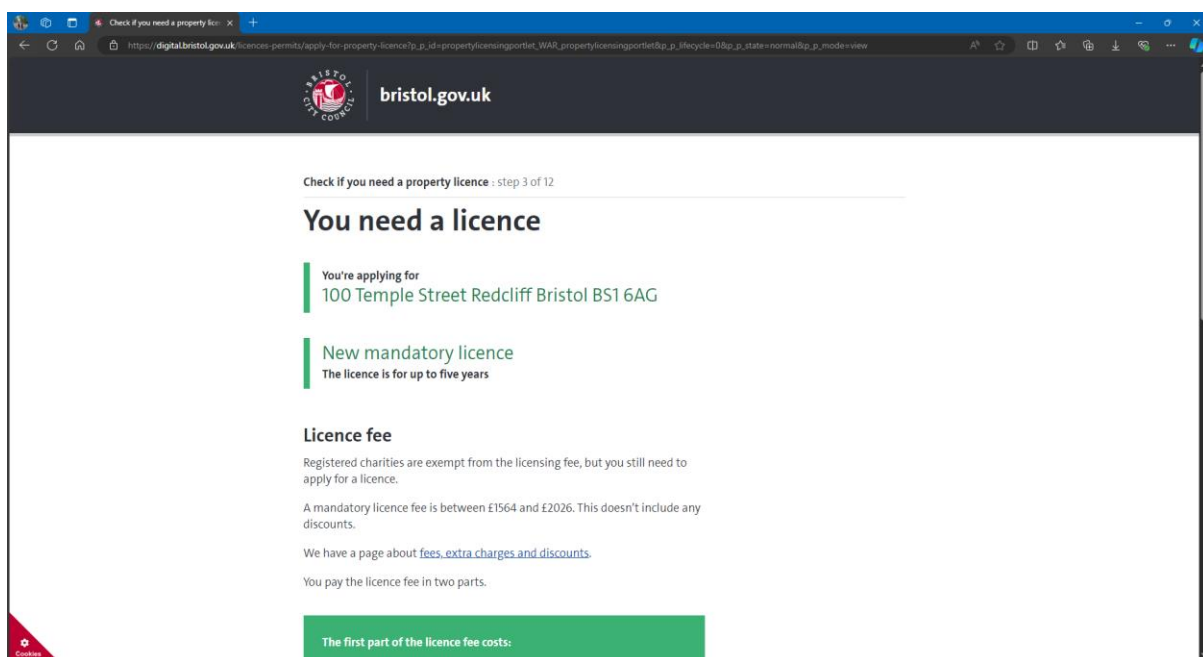
If the address does not appear on the list, please contact private.housing@bristol.gov.uk with the details.

The following questions relate to how the property is occupied and will determine the licence application type needed, including:

- The number of people living at the property
- The number of separate households living at the property
- Whether an owner or long leaseholder lives at the property
- Whether there are basic shared amenities
- Whether the property is managed by a charity

If you are applying to **renew** a property licence, you will be asked for the expiry date of the current/previous property licence. An application to renew a property licence must be received within 28 days of that expiry date, otherwise a new application is needed.

After completing the initial questions, the form will notify the user if a licence is needed. The webpage will display the licence types, as well as the cost of the part one payment.



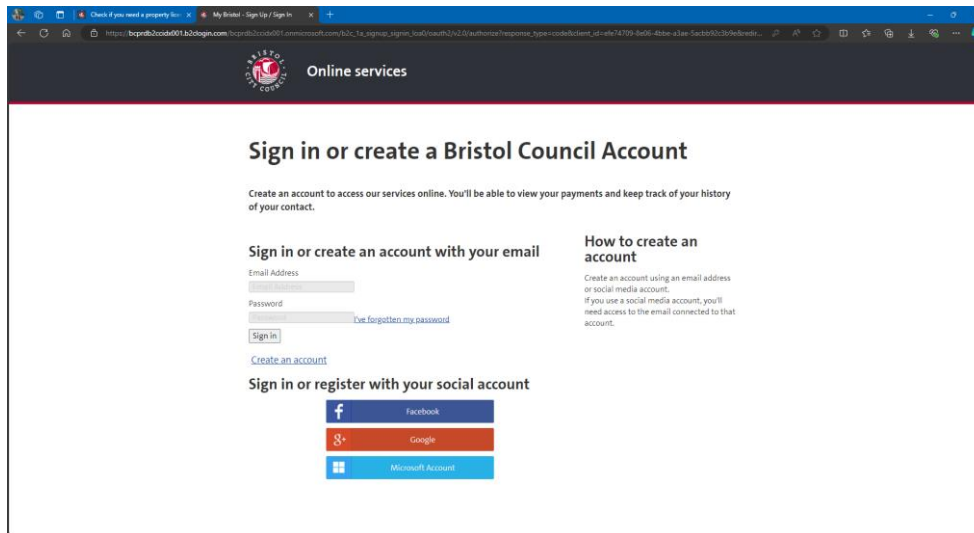
Click “apply” to progress an application.

3. Register an account

You only need to register an account once.

If you are a **letting agent** or **property manager**, you may wish to register an account for your company so all property licence applications can be linked to a single account.

After answering the questions on “[Check if you need a property licence and apply](#)” (above), you will be directed to either register an account or to sign in.

The image shows a screenshot of a web browser displaying the Bristol Council Online services sign-in page. The page has a dark blue header with the Bristol Council logo and the text "Online services". Below the header, the main heading is "Sign in or create a Bristol Council Account". A sub-heading reads: "Create an account to access our services online. You'll be able to view your payments and keep track of your history of your contact." There are two main sections: "Sign in or create an account with your email" and "Sign in or register with your social account". The email section includes input fields for "Email Address" and "Password", a "Sign in" button, and a link for "I've forgotten my password". The social account section features buttons for "Facebook", "Google", and "Microsoft Account". To the right of the email section, there is a "How to create an account" section with explanatory text.

Once **signed in**, you will be signposted to the correct application type to start your property licence application.

If you are registering as a **new user**, you will need to select “Create an account” and complete the Bristol Council Account questions. You will then be re-directed to the property licensing portal where you will complete your registration.

The following questions are required to complete your registration:

- Preferred telephone number
- Preferred telephone number type
- Address details (contact address, **not** property licence address)

Use “find address” for your contact address in Bristol. If you live outside of Bristol, enter the address manually.

4. Apply for a new property licence

After registering a new account or signing in, you will see the following screen. This is the start of a new property licence application.

This example is for a “Mandatory HMO Licence – New Application” but the process is the same for all other property licence types. The type of licence you are applying for is listed at the top of the page and is automatically determined by the answers given to the initial questions.

General

- 4.1. It's good practice to click “**save draft**” at the end of each page to ensure your progress is not lost.
- 4.2. You can “**save and exit**” the application at any time. An application is only submitted once all the required information has been provided and a payment has been made.
- 4.3. You will be issued with a unique reference number upon successful submission.
- 4.4. Add a custom reference to the **My Reference** box. This is to help you identify your application. You could use the property address, or some other identifiable word or phrase.
- 4.5. Please ensure that you read the instructions on each page, so the correct information is provided at each stage.
- 4.6. Before starting an application, you should ensure you have all the information listed to complete the online form.
- 4.7. Each page of the application is listed as a “tab” on the left-hand side of the page (if viewing on a computer desktop). On mobile or tablet view, the pages may appear along the top of the screen.
- 4.8. This document will take you through each page with a brief description on what information is needed.

The screenshot shows a web browser window with the URL <https://brcc-assure.nccercloud.com/NECDWG/EP/Presentation/Licence/Dynamic/onlineApplication/EditApplicationId-417>. The page title is "Licence Application for Mandatory HMO Licence - New Application".

At the top, there is a navigation bar with "Home", "My Account", "Public Registers", and "Manage Cookies". The user is logged in as "Hello, Kane".

The main content area has a "My Reference" input field. Below it, a section titled "Before You Start" contains the following text:

Before You Start

You are applying for a Mandatory House In Multiple Occupation (HMO) Licence

Please add a unique reference number in the "My reference" box above.

Please save your application as you progress - you can "save draft" or "save and exit" at any time at the bottom right of the screen. Inactivity may automatically log you out.

You need a separate licence for each rented property.

To fill in the form you'll need:

- an email address;
- around 20 minutes to complete the form;
- mortgage company details;
- names, addresses and contact details of the owners, managing agents or anyone else with a legal interest in the property;
- property details like the number and type of rooms;
- details of other licence holders;
- details of other properties you have a licence for in the UK;
- payment card details to pay the part one fee.

When you submit the application you must confirm that;

On the left side, there is a sidebar menu with the following items:

- Before You Start
- Applicant
 - Applicant
 - Details of Proposed Licence Holder(s)
 - Details of Agent
 - Property Managers
 - Details of Legal Interests
 - Declarations - Fit and Proper Persons
- Premises
 - Premises
 - Safety Information
- HMO
 - HMO
 - Accommodation and property details
- Attachments

Fields marked * are mandatory.

Applicant

- 4.9. The “**applicant**” is the person who is the proposed licence holder – whether or not that is the person filling out the form.
- 4.10. If there are multiple proposed licence holders, they should be added as joint applicants using “**add additional applicant**” at the bottom of the **Applicant** tab.
- 4.11. If the proposed licence holder is a limited company or other business entity, those details should be included on the **Applicant** tab.
- 4.12. If you are a letting agent or property manager applying on behalf of a licence holder, they are the applicant.
- 4.13. Property managers are recorded elsewhere on the application.

- 4.14. The address is the applicant’s contact address. The licensable premises’ details are recorded elsewhere on the application.
- 4.15. Please **note**: when searching for an address, the system may take a few moments to respond and may not indicate that it is searching, even though it is. Please do not close the “find address” pop-up box. The system will only return addresses in Bristol. For other addresses, please manually input after searching.

Details of Proposed Licence Holder(s)

- 4.16. This tab asks for additional information about the proposed licence holder(s).
- 4.17. Additional text boxes will appear that need to be completed depending on your answer to some questions.

The screenshot shows a web browser window with the URL <https://brcc-assure.necwcloud.com/NECW/ES/Presentation/Licence/DynamicLicenceApplications/Edit/applicationid/417>. The page title is "Licence Application for Mandatory HMO Licence - New Application".

At the top, there is a "My Reference" field. Below it, a sidebar on the left lists navigation options: "Before You Start", "Applicant", "Details of Proposed Licence Holder(s)", "Details of Agent", "Property Managers", "Details of Legal Interests", "Declarations - Fit and Proper Persons", "Premises", "HMO", "Attachments", "Fees", and "Relevant Persons".

The main content area is titled "Details of Proposed Licence Holder(s)". It includes a "Please answer the following questions relating to the proposed licence holder(s)" instruction and a "Please note" about address searching. Below this, there are radio button options for "Legal Status of the proposed licence holder(s)": Business or Organisation, Trust, Charity, Individual (selected), and Managing Agent. A text box is provided for the "Individual" status, with the instruction: "Please provide the proposed licence holder name(s) and date(s) of birth." At the bottom, there is a question: "Do any of the proposed licence holders have a registered company/trading name?" with a "Yes" radio button selected.

Details of Agent

- 4.18. An **"agent"** is a third-party who has assisted the licence holder(s) in completing the application. This could be a friend, family member, or letting agent – for example.
- 4.19. If a third party has not submitted the property licence application on behalf of the proposed licence holder(s), the answer to this question will be "no".
- 4.20. Property managers are recorded elsewhere on the application.

Property Managers

- 4.21. Applicants should provide the information about any person who is involved in the management of the property.

The screenshot shows the same web browser window as above, but the main content area is titled "Property Managers". It includes instructions: "Please provide details of all the property managers. When the Person details pop-up box appears, please scroll down to make sure all required information has been provided. Please note: when searching for an address, the system may take a few moments to respond and may not indicate that it is searching, even though it is. Please do not close the 'find address' pop-up box. The system will only return addresses in Bristol. For other addresses, please manually input after searching. RENEWAL APPLICATIONS - If you are applying for a renewal application, these details must match the licence holder(s) from the previous/existing licence."

Below the instructions, there is a question: "Will the proposed licence holder be the property manager?" with "Yes" (selected) and "No" radio buttons. A text box is provided for "Confirm the property manager's name." Below this, there is another question: "Are there any other property managers?" with "Yes" (selected) and "No" radio buttons. A text box is provided for "Please provide details (when searching for an address by postcode, please add a space - ie BS1 5TR)" with an "Add Detail" link. At the bottom, there is a question: "Do you need to provide details of any more property managers?" with a "Yes" radio button selected.

- 4.22. Additional text boxes will appear that need to be completed depending on your answer to some questions.

Details of Legal Interests

- 4.23. This part of the application asks for details of all “legal interests” in the property that is being licensed.
- 4.24. This includes any mortgages or lending against the property, and other interests such as leaseholders and freeholders (if different from the proposed licence holder).
- 4.25. All legal interests should be declared.
- 4.26. Additional text boxes will appear that need to be completed depending on your answer to some questions.

My Reference *

Fields marked * are mandatory

Details of Legal Interests

Please provide details of all the legal interests in the property.
When the Person details pop-up box appears, please scroll down to make sure all required information has been provided.
Please note: when searching for an address, the system may take a few moments to respond and may not indicate that it is searching, even though it is. Please do not close the "find address" pop-up box. The system will only return addresses in Bristol. For other addresses, please use the "find address" pop-up box.

Is there a mortgage or a loan against this property? *

Yes
Please provide the name of the lender
[+ Add Detail](#)

No

Please advise of any other Legal Interest (this includes other owners, leaseholders and mortgage providers) *

Other owners
 Leaseholders
 Freeholders
 Mortgage providers
 Others
 No others

Declarations – Fit and Proper Persons

- 4.27. Please read and complete the declaration.
- 4.28. Details of any declarations should be provided where asked for.
- 4.29. Additional text boxes will appear that need to be completed depending on your answer to some questions.

My Reference *

Fields marked * are mandatory

Declarations - Fit and Proper Persons

It is a criminal offence to knowingly supply information that is false or misleading for the purpose of obtaining a licence. Evidence of any statements made in this application may be required at a later date. If we subsequently discover something that is relevant and which you should have disclosed, or which has been incorrectly stated or described, your licence may be revoked or other action taken.

Can we contact the proposed licence holder(s) and all parties with a legal interest by email? This includes sending licence documents and reminders, and asking questions about the application *

Yes
 No

Please declare information about any HMO or house the proposed licence holder or manager owns or manages or has owned or managed which has been the subject of: • Any appropriate enforcement action described in section 5(2) of the Housing Act 2004; • Refusal to grant a licence under Part 2 or 3 of the Housing Act 2004; or has had a licence revoked as a consequence of breaching the conditions of his licence; • An interim or final management order under the Act. Do you have anything to declare? *

Yes
 No, I have nothing to declare

Please confirm that the proposed licence holder and/or proposed manager: • Do not have any unspent convictions particularly in respect of any offence involving fraud or other dishonesty, or violence or drugs, or any offence listed in Schedule 3, of Sexual Offences Act 2003; • Have not been found guilty by any court or tribunal of practising

Premises

- 4.30. Find the address of the property to be licensed.
- 4.31. If the property is a flat, select the flat and not the building. (Note that flats may not be listed in the same numerical order as the building number).
- 4.32. If searching for an address by postcode, please add a space - i.e., BS1 6AG.
- 4.33. You can only apply for a Property Licence for an address within Bristol City Council.
- 4.34. Please **note**: when searching for an address, the system may take a few moments to respond and may not indicate that it is searching, even though it is. Please do not close the “find address” pop-up box.
- 4.35. If you are applying for a renewal application, these details must match the licence holder(s) from the previous/existing licence.
- 4.36. You cannot change the address if applying to RENEW a property licence.

- 4.37. If the address does not appear on the list, please contact private.housing@bristol.gov.uk with the details.

Safety Information

- 4.38. Answer the questions related to the safety statements.
- 4.39. If the property has no gas or is let unfurnished, please select “not applicable”.

HMO

- 4.40. The HMO tab only appears on licence applications for Houses in Multiple Occupation (Mandatory and Additional HMO licence applications).
- 4.41. Applications for selective licences will have a separate set of questions related to the property which should be answered as prompted.
- 4.42. For HMO properties, information about the property, its structure, the number of rooms, and shared amenities are asked for on this page.

- 4.43. Please read the instructions at the top of the page to help you answer the form.
See below for a full description of each field and what information to supply.

Field		Description
Form of Structure*		Whether the premises are Detached, Semi-detached, and so on.
Build Origin		Whether the premises were purpose built for multiple occupancy, or converted from a residential or commercial property.
No of Lettings*		The total number of separate lettings (e.g., number of separate tenancy agreements).
Year Built*		The year of construction.
Documented		Whether the year of construction can be verified by documentation.
Age Band*		The age band into which the premises falls; for example: Pre-1919, 1919-1944, and so on.
Year Converted		If the premises are not purpose-built, the year of its conversion to multi-occupancy.
Floors: Front		The number of floors at the front of the property.
Floors: Rear		The number of floors at the rear of the property.
Access Floor		The floor at which the property is accessed; for example B for basement or 1 for first floor.
Floors in Block*	Above Ground	The total number of floors in the building/block above ground (storeys) from 0 to 99.
	Below	The total number of floors in the building/block below ground (basements) from 0 to 9.
Floors in Property*	From*	The floors that comprise the HMO, from lowest to highest. Basements are numbered negatively; storeys are numbered positively. For example, an HMO that comprised a basement and two storeys would be numbered From - 1 to 2 .
	To*	
Households	Max*	The maximum permitted number of households.
	Actual*	The current actual number of households.
	Date households counted*	When the actual number of households was last counted.
Persons	Max*	The maximum permitted number of persons.
	Actual*	The current actual number of persons.
Rooms - Living Accommodation*	Rooms in the property*	The total number of rooms that are not bedrooms, bathrooms, toilets, kitchens or hallways.
Rooms - Sleeping Accommodation*	Rooms in the property*	The total number of bedrooms.

Bathrooms & Shower Rooms*	Rooms in the property*	The total number of rooms that contain a bath and/or shower.
	Rooms shared*	The number of these rooms that are shared between two or more households.
Toilets & Wash Basins*	Rooms in the property*	The total number of rooms that contain a toilet and/or wash hand basin.
	Rooms shared*	The number of these rooms that are shared between two or more households.
Kitchen*	Rooms in the property*	The total number of kitchens.
	Rooms shared*	The number of kitchens that are shared between two or more households.
Sink*	Rooms in the property*	The total number of rooms that contain a sink.
	Rooms shared*	The number of these rooms that are shared between two or more households.
Self-Contained Units*		The total number self-contained units. A self-contained unit of accommodation is one which has a kitchen (or cooking area), bathroom and toilet inside it for the exclusive use of the household living within the unit.
Non Self-Contained Units*		The total number of non-self contained units. If the members of a household need to leave their unit to gain access to a kitchen, bathroom or toilet, then that unit is not self contained.

The screenshot shows a web browser window with the URL <http://brcc-assure.necswindown.com/NECSW/EE/Presentation/Licence/DynamicLicenceApplication/Edit/applicationid=4174>. The page title is 'Licence Application for Mandatory'. The main content area is titled 'Building Details' and contains the following fields and sections:

- Mandatory** (dropdown menu)
- Form of Structure *** (dropdown menu, value: Please Select)
- Build Origin** (dropdown menu, value: Please Select)
- No of Lettings *** (text input field)
- Please either enter a Year Built, or select an Age Band** (instructional text)
- Year Built*** (text input field)
- Documented** (checkbox)
- Age Band*** (dropdown menu, value: Please Select)
- Year Converted** (text input field)
- Floors** section:
 - Front: [text input]
 - Rear: [text input]
 - Access Floor: [text input]
- Floors in Block** section:
 - Above Ground*: [text input]
 - Below*: [text input]
- Floors in Property** section:
 - From*: [text input]
 - To*: [text input]
- Households** section:
 - Max*: [text input]
 - Actual*: [text input]
 - Date Households counted*: [text input]

At the bottom right, there are two red error messages: 'Enter a valid date in DD/MM/YYYY format' and 'Enter a valid date in DD/MM/YYYY format'.

Accommodation and property details

- 4.44. Please provide information on the property type and whether catering arrangements are provided.

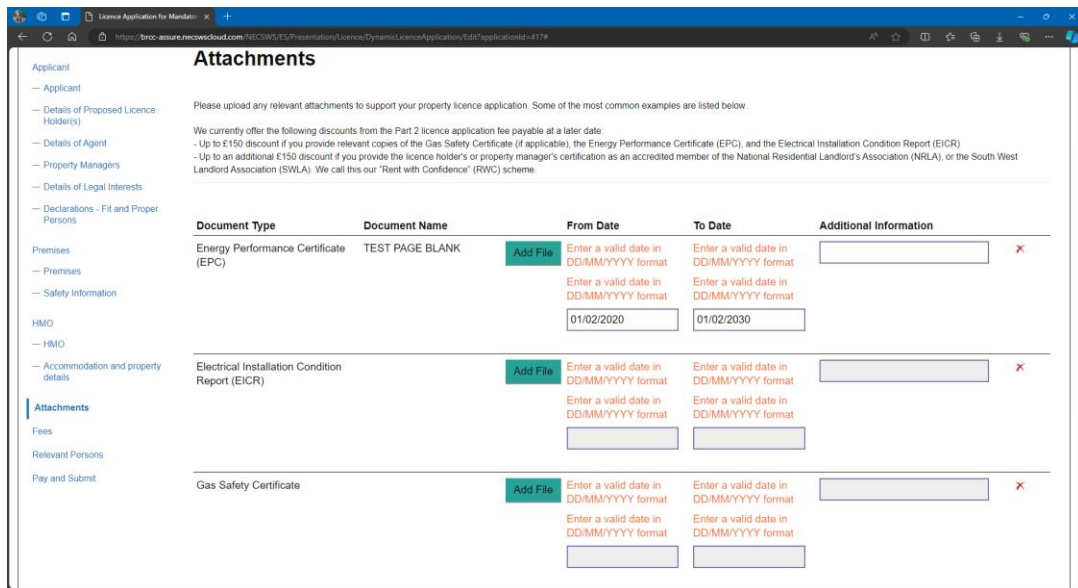
The screenshot shows a web browser window with the URL <https://brcc-assure.necswscloud.com/NECSWS/ES/Presentation/Licence/DynamicLicenceApplication/EditApplicationId-417#>. The page title is "Accommodation and property details". At the top, there is a "My Reference" field. Below it, a sidebar on the left lists navigation options: "Before You Start", "Applicant", "Premises", "HMO", "Attachments", "Fees", "Relevant Persons", and "Pay and Submit". The main content area is titled "Accommodation and property details" and contains the following sections:

- Further details of the accommodation and property**
- Select the type of property *** (with a dropdown menu showing "Please Select")
- What are the catering arrangements for occupants of the property. Include the number of meals provided per person per day. Leave blank if there are no catering arrangements** (with a text input field)

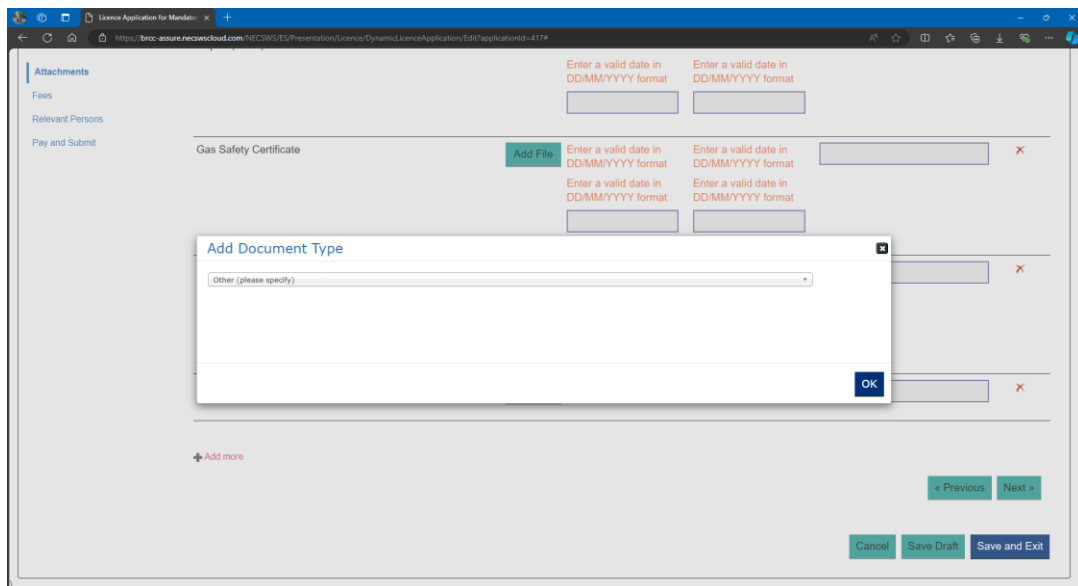
At the bottom right, there are navigation buttons: "Previous", "Next", "Cancel", "Save Draft", and "Save and Exit". A note at the top right states "Fields marked * are mandatory".

Attachments

- 4.45. You can upload relevant safety certificates and documentation on this page.
- 4.46. See [Fees, extra charges and discounts for property licences](#) for more information about which certificates and information entitle you to a discount on your application fees.
- 4.47. You can upload the relevant certificate by selecting “add file” and uploading the document from your device.
- 4.48. You should add a “from date” and a “to date” to indicate the dates the certificate is valid from/to.
- 4.49. You can add additional information or context in the “additional information” column.

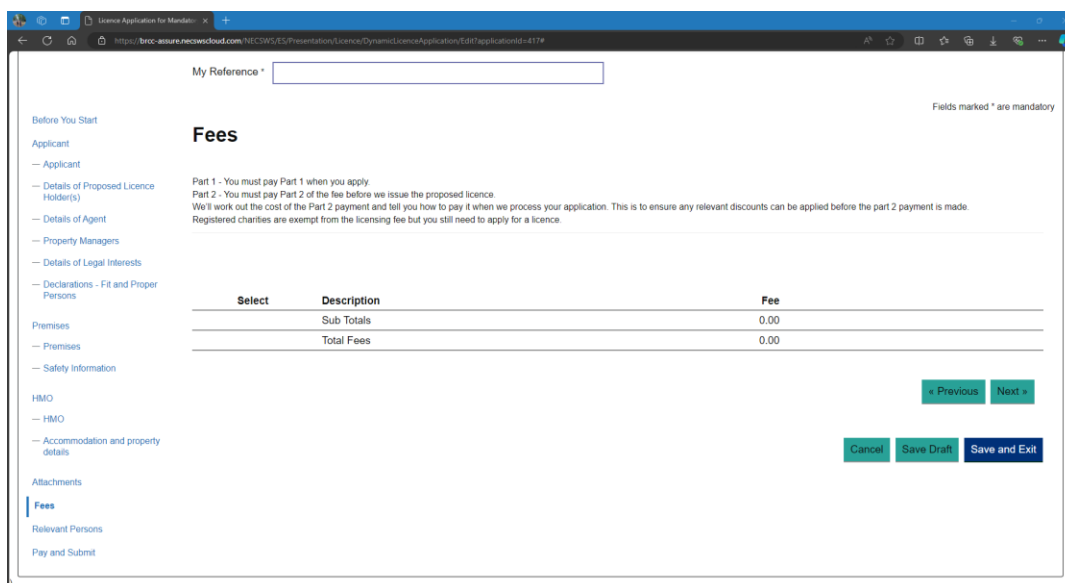


4.50. If the document you wish to upload is not listed, select “add more” from the bottom and select the document type, or choose “other”.



Fees

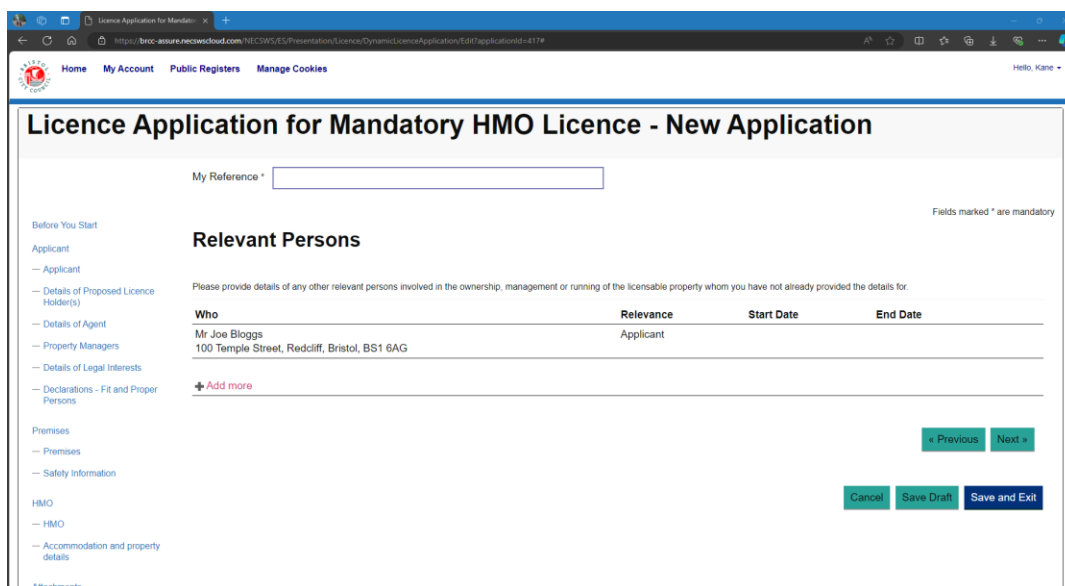
4.51. Once you have completed your application fully, the fees screen will show the part 1 property licence application fee that is due.



4.52. Click “save draft” and then “next”.

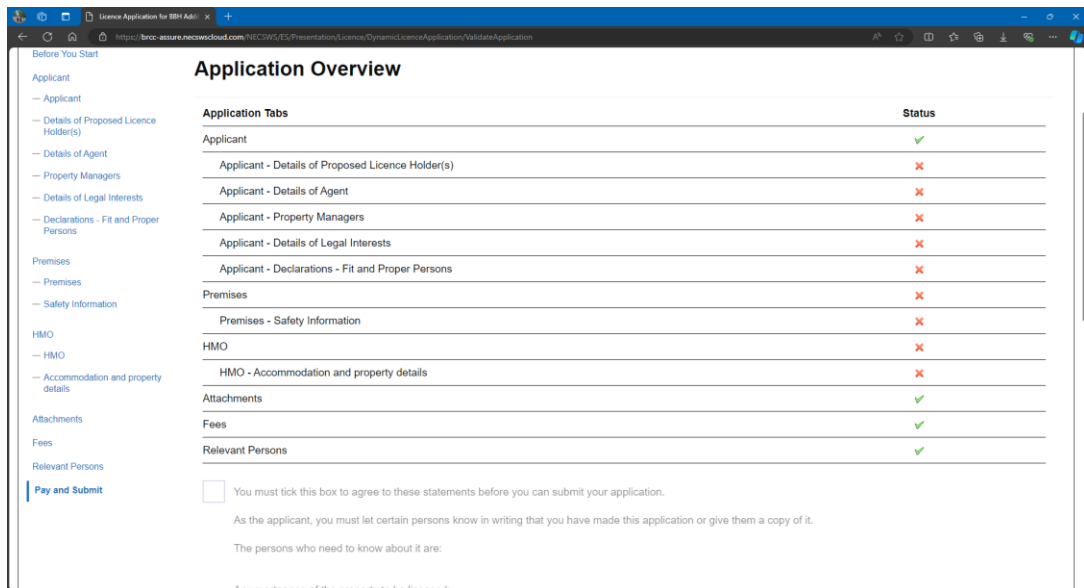
Relevant Persons

- 4.53. Any person or business entity added throughout the application will be listed here.
- 4.54. Use “add more” to add any more relevant people involved in the management or ownership of the property who have not otherwise been included on the application.

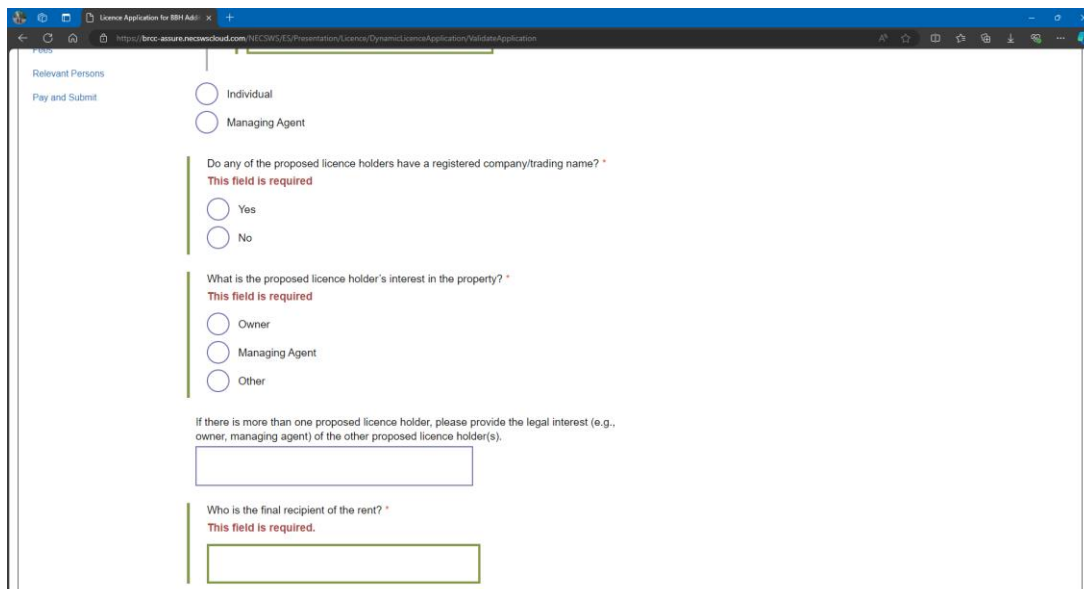


Pay and Submit

- 4.55. This page shows a summary of all the application form pages.
- 4.56. Any part of the form which has not been completed fully will be shown with a red cross.



4.57. Navigate back to those pages and any missing fields will be highlighted in green.

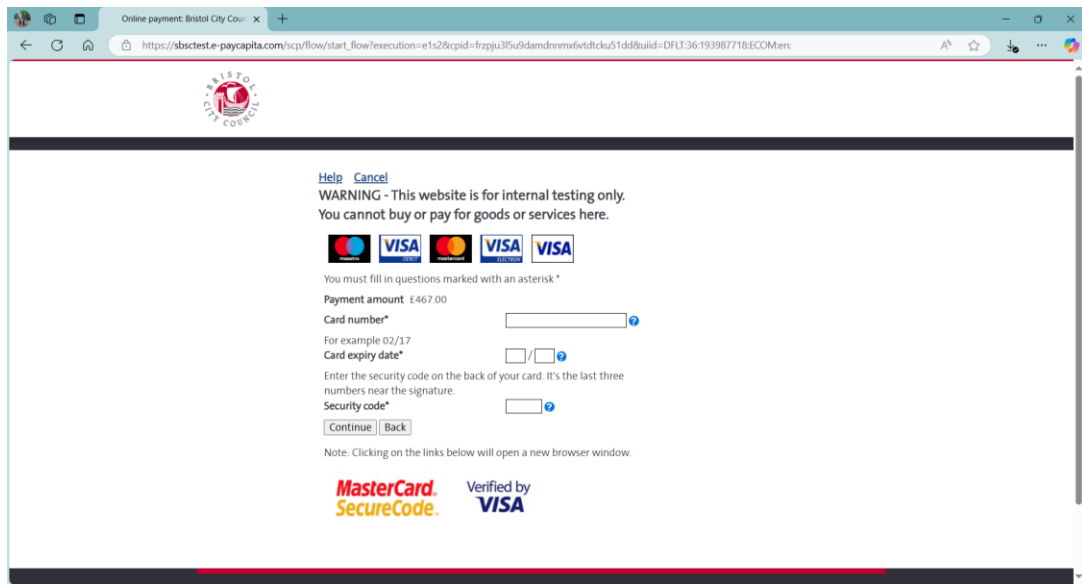


4.58. Only once all the items on “Pay and Submit” are shown with a green cross can you make the final declaration and submit your application with a payment.

4.59. Navigate back-and-froth from “Pay and Submit” page to those pages with a red cross to ensure all the application questions have been completed sufficiently.

4.60. Once all pages have been completed, on the “Pay and Submit” page, you will be able to read and agree to the final declaration, and select “pay and submit”.

4.61. You will be directed to the payment portal and then to your own bank’s authentication platform.



- 4.62. Once submitted, you will be directed back to your application list. Please make note of the reference number for your application (WK/000000000).
- 4.63. Quote this reference number in any correspondence with us.

5. Apply to renew a property licence

- 5.1. You can only apply to renew a property licence if the following conditions are met:
 - You are renewing a property licence of the same type (e.g., renewing a Mandatory HMO licence into a Mandatory HMO licence).
 - There have been at most 28 days since the previous licence expired. (If you apply after 28 days, you will be directly to apply for a new licence).
 - There are no changes to the licence holder(s) from the previous licence.
- 5.2. If you are applying to renew a property licence, use the form on our website at: [Renew an HMO property licence](#).
- 5.3. Follow the same steps from [section 3](#) and [section 4](#) of this guide.

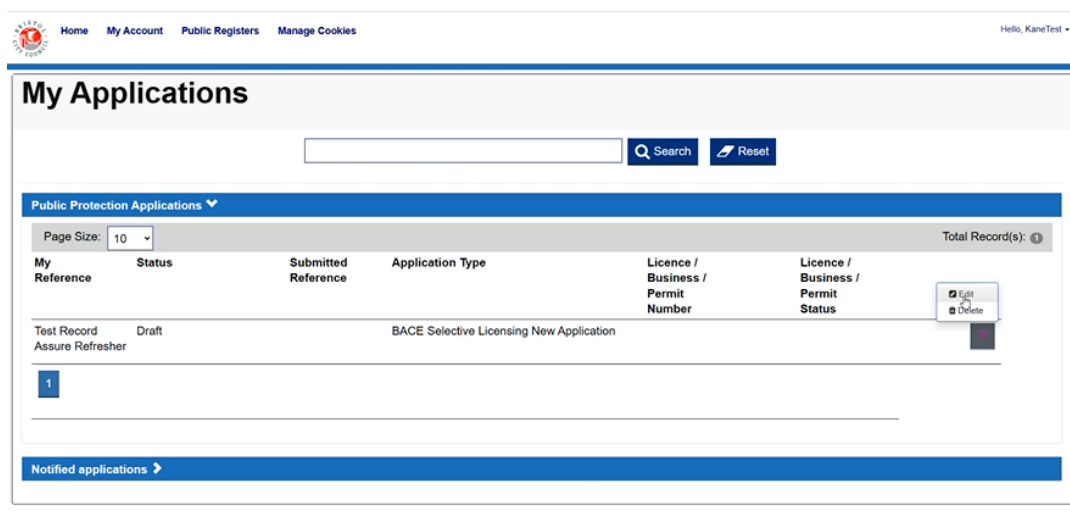
6. What happens after you apply for a licence?

- 6.1. See our [online guide to what happens after you apply for a licence](#).

Submitted Applications

- 6.2. To retrieve a copy of your application after you submit, go to [your account](#). Go to **My Account** to view a list of submitted or draft applications.

- If the status says “draft” – you have not completed, submitted, or paid for an application. Click the icon and choose “edit” to complete, submit, and pay for an application. It will then show as “submitted”.
- If the status says “submitted” – click the icon and choose “view” to see a PDF copy of your application submission.




Certificates

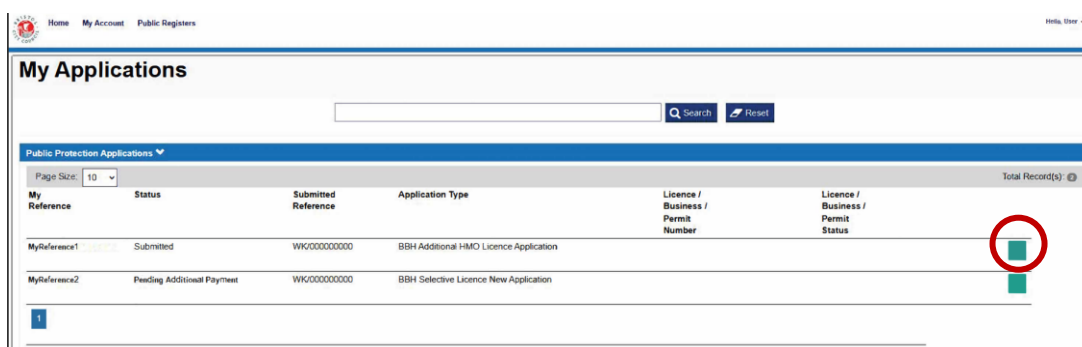
- 6.3. You may be entitled to a discount on your property licensing fees if you provide certain safety certification. See: [Fees, extra charges and discounts for property licences](#)
- 6.4. If you were unable to attach your safety certificates to your property licence application, you can either:
- Upload them via our website: [Property licensing document upload - bristol.gov.uk](#)
 - Email them to us at private.housing@bristol.gov.uk

Our team will then add these to your application record. If you are missing any certificates, we will let you know either when we request the part 2 payment, or when we issue the proposed property licence.

Part 2 Payments

- 6.5. Once we decide that we can grant a licence, we'll contact you. We'll tell you:
- how we've worked it out
 - if we've applied any discounts

- if there are additional charges
 - how and when to pay
- 6.6. You'll then have up to 28 days to pay part two of the licence fee. You can pay for this:
- on the [online payments](#) page (select 'Property Licensing Fees') – if you applied on or before 13/02/2025.
 - on your [property licensing account](#) – if you applied after 13/02/2025
- 6.7. Outstanding part 2 payments will show as “**Pending Additional Payment**” on your online account.
- 6.8. Select the  icon and choose “edit”. This will take you to the payment screen for your application.



My Reference	Status	Submitted Reference	Application Type	Licence / Business / Permit Number	Licence / Business / Permit Status
MyReference1	Submitted	WK000000000	BBH Additional HMO Licence Application		
MyReference2	Pending Additional Payment	WK000000000	BBH Selective Licence New Application		

- 6.9. We will then review your application and proceed to issuing your proposed property licence.

7. Your Account

After registering an account for the property licensing portal, you will be able to access and view all of the completed and draft property licence applications you have submitted.

You will receive automated emails and notifications throughout the property licensing process and will receive a PDF copy of a property licence application once it is submitted.

To view your submitted applications, or to complete and submit a draft application, log in to [your account](#).

You will also be able to make the part 2 property licence payment this way. We will write to you and let you know when that payment is due.