



Running a Business from Home Procedure

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Owner:	Fiona Ross	Job Title:	Head of Housing Services
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Version Control

Date	Owner	Version	Reason for Change
Nov 2019	Head of Housing Services	V3.0	3 yearly review – minor changes to put into new format

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1.0 Introduction

This procedure describes how we will deal with an application from a tenant to run a business from their home.

This procedure supports HM05 the [Estate Management policy](#).

Section 2.3 of the Tenancy Agreement states that if a tenant wishes to run a business from their home they must apply to us for permission.

2.0 Applying for Permission

When a tenant enquires about running a business the appropriate Housing Services Officer (HSO) will send them the Application Form (Appendix 1) and covering letter (Appendix 2).

Following receipt of the application the HSO will assess the implications of the proposed business on the tenancy and the impact it may have on the immediate neighbours and the neighbourhood generally.

In particular, the HSO will assess the extent to which there may be additional noise and/or disturbance internally or externally, either as a result of the work itself or increased traffic e.g. due to deliveries.

Where the proposed business involves work with those deemed to be in 'vulnerable' groups, such as young children coming to a child minder, the applicant will have to produce satisfactory evidence that they have the required registration with the relevant statutory authority, such as the local Social Work Department, which will include confirmation that they have passed the appropriate level of 'disclosure' check.

3.0 Granting or Refusing Permission

3.1 Guidelines for Decision-making

We will normally grant permission to run a business from home unless one or more of the following apply:

- a) Carrying out the business will result in an unacceptable level of noise affecting neighbours, either from within or immediately outside the tenant's home;
- b) Carrying out the business will result in unacceptable disturbance to immediate neighbours, e.g. because of the type of work, such as vehicle repairs, or regular movement of people or materials into and out of the property;
- c) There are health & safety issues, e.g. regarding the storage of flammable materials, and the level of risk to the household and immediate neighbours is

- deemed to be unacceptable;
- d) The new business will have a negative impact on one or more existing local businesses, e.g. vehicle repairs affecting the business of a local garage;
 - e) Satisfactory evidence of current registration with the appropriate statutory authority has not been provided;
 - f) The business activity could potentially cause damage to the tenancy or surrounding area;
 - g) Carrying out the business will result in a breach of tenancy.

The Senior Housing Services Officer (SHSO) will review the application and recommendation, discussing it with the HSO where necessary, and will then complete the form with their decision to approve or refuse the application.

4.0 Decision-making

The HSO will write to the applicant with the decision within 28 days of the initial application. Where the application is approved the HSO will give details of any conditions that may apply – for example will the application have to be renewed every year or two years.

The applicant will be sent 2 copies of the letter and will have to sign and return one copy to the HSO to confirm receipt and their agreement to any conditions, before they may start running the business.

4.1 Appeals

Where the application is not approved the HSO will give the reason(s) and will advise the applicant that they may appeal against the decision and if they wish to do so they should write to the HoHS within 2 weeks of receiving the letter with their reason(s) for appealing.

5.0 Implementation and Review

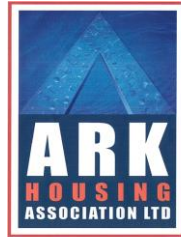
5.1 Implementation

The Head of Housing Services is responsible for ensuring that this procedure is implemented.

5.2 Review

The Head of Housing Services will ensure that this procedure is reviewed at least every 3 years.

Appendix 1 - Application



Application - Running a Business from Home

Name	
Address	
Phone Number	
Email	

What is the nature of the business?	
If it is an existing business, how long has it been operating from this property?	

Where within the property is the business conducted? e.g. rooms of house, garden, outbuildings	
Are the rooms/buildings solely used for this purpose?	

When are the rooms/buildings used for this purpose?	
What days and times does the business operate?	

How many people (including you) are employed by the business?	
How many of these work at the property?	
How many of these people DO NOT live at the property?	

How many vehicles operate from the property? Please specify business/personal use.	
How many car parking spaces are there at the property?	
Is there on-street parking restrictions?	

Do customers/clients visit the premises?	Yes / No
When do customers visit the premises?	

What would be the maximum number of clients at any one time?	
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Are goods delivered to the property?	
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When are they delivered?	
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Where are these goods stored?	
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What machinery/equipment is used in relation to the business?	
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What materials/ingredients are used by the business?	
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Provide details of fumes, odours and noise that are caused by any works in relation to the business?	
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What waste is produced by the business and how is it disposed of?	
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Is there, or will there be, any signage displayed at your property (that relates to the business)?	
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Please provide any further relevant information.
For example, further information about the business, any adverse effects on neighbours etc

SIGNED:

PRINT NAME:

DATE:

Appendix 2 - Letter

<date>

Name
Address

Dear ***

APPLICATION – RUNNING A BUSINESS FROM HOME

Further to your recent enquiry about running a business from your home, I have enclosed an application form.

Please complete and return this application, ensuring that you include any relevant proof of registration or any other information you feel may assist us in making a decision.

Subject to you submitting all the necessary supporting information, we would hope to give you a decision within 28 days of receipt of the completed application.

Please note that ARK must give you a decision BEFORE you start any business activity from the property.

If you have any further questions, please telephone me on 0131 478 ****

Yours sincerely,

NAME

Housing Services Officer