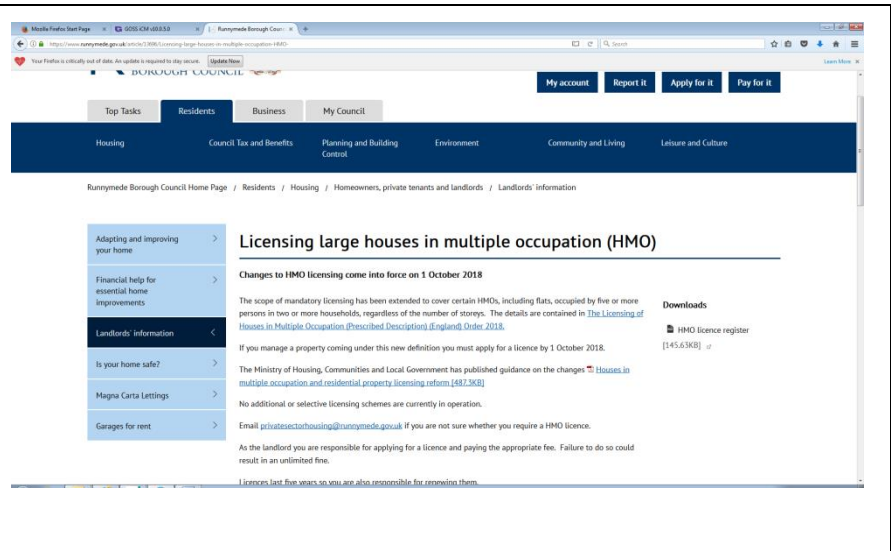
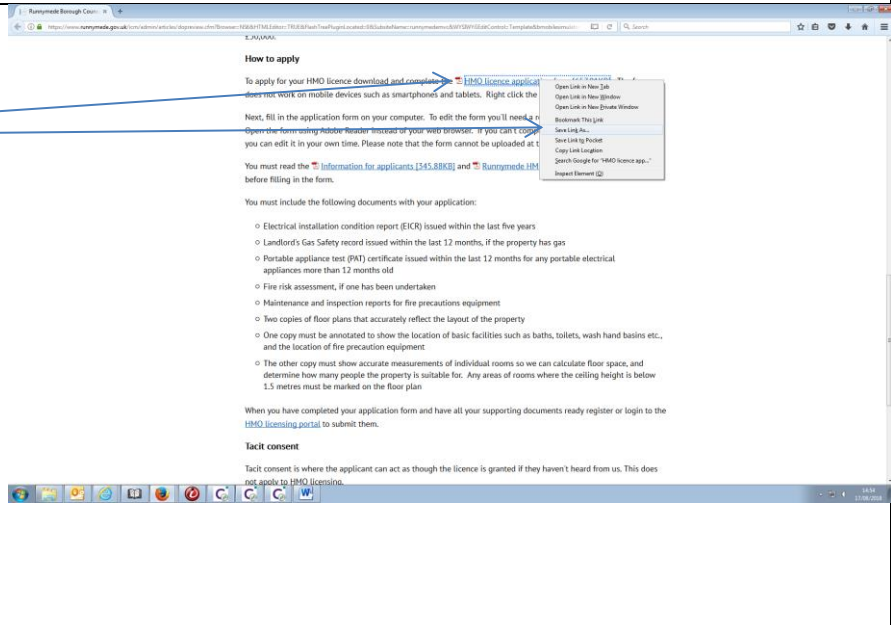


# Step by step guide to submitting a HMO licence application

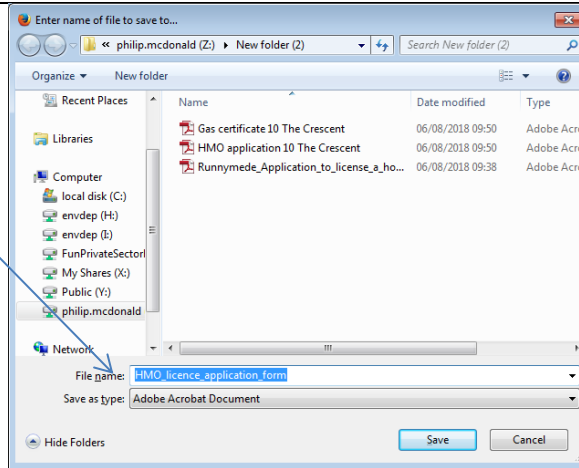
Go to [www.runnymede.gov.uk/hmollicence](http://www.runnymede.gov.uk/hmollicence) and download the application form



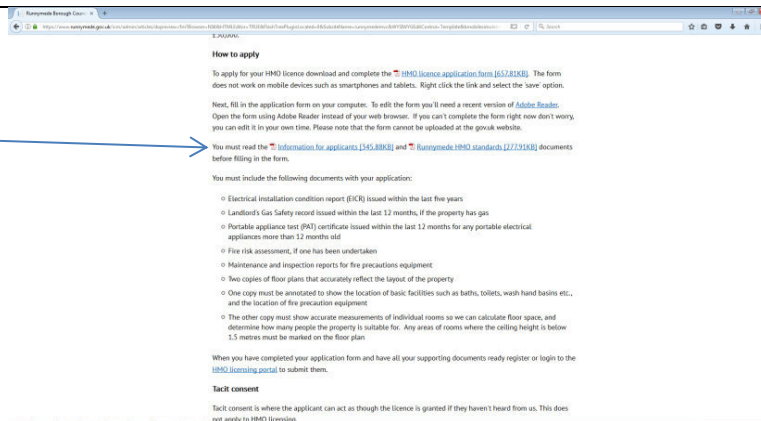
Right click on the link and select save as.



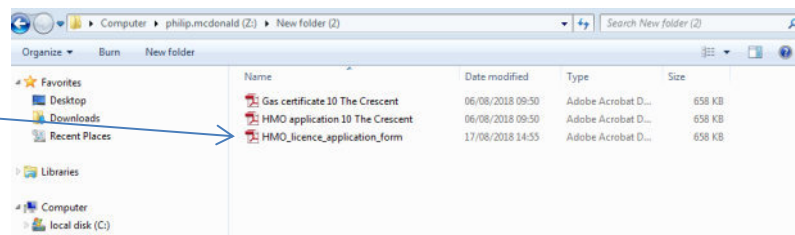
Save the form on your computer



Read the guidance documents before completing the application form

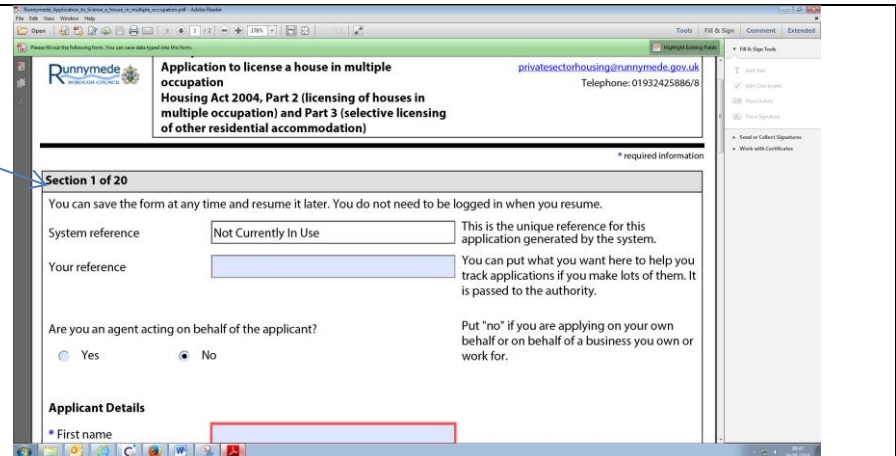


Open the application form on your computer. Do not open it using a web browser as it may not work.

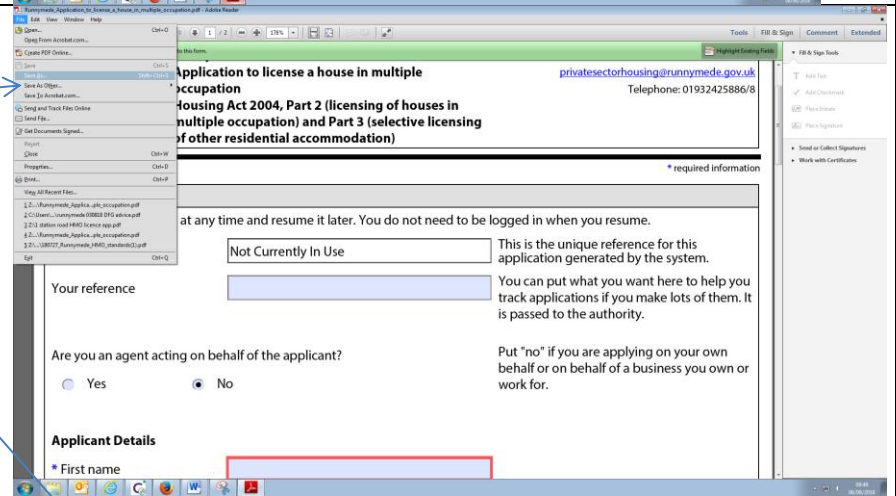


You will need to have a recent version of Adobe Reader installed on your computer. You can download this from <https://get.adobe.com/reader/>

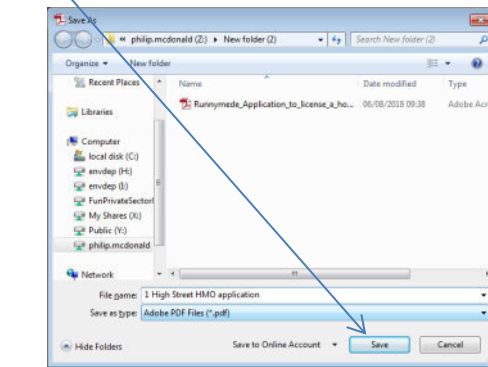
Complete all sections of the application form



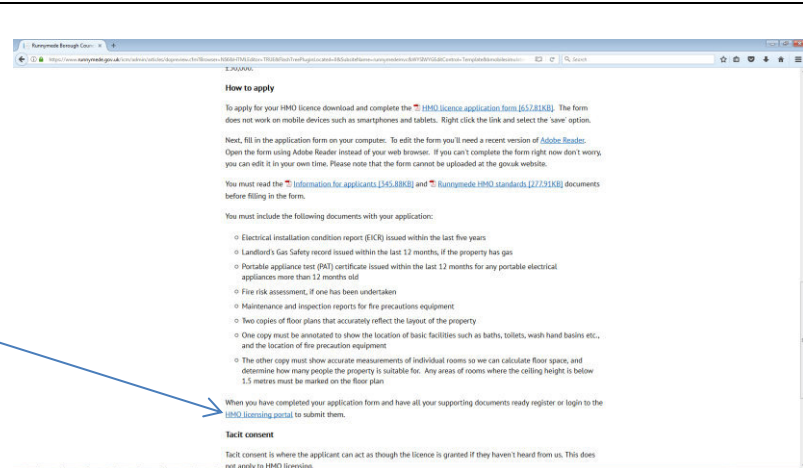
When you have completed the form, save it on your computer



Once you have filled the form in for the first time you can save a copy for each property you need to submit a licence for and just update the property details sections.



Go back to [www.runnymede.gov.uk/hmolicense](http://www.runnymede.gov.uk/hmolicense) and click on the link to go to the HMO licensing portal



If you have already registered, login with your email address and password

If you have forgotten your password click here and follow the instructions

If you have not used the portal before you will need to register for an account

Fill in your details to register

Email address

Your password must be at least 8 characters long and contain at least one lowercase letter and a number

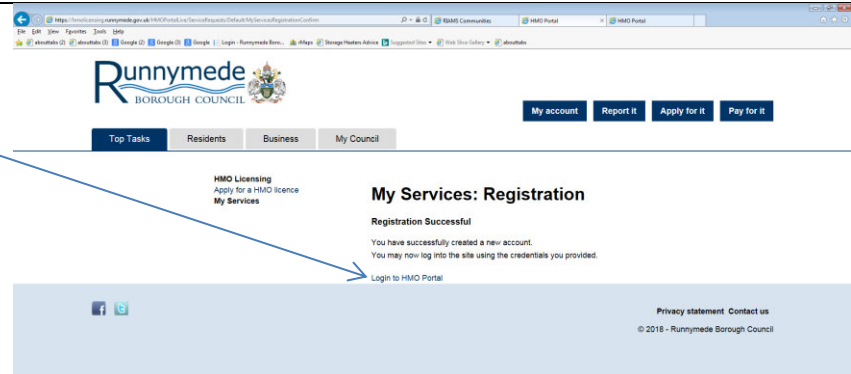
Your name and address

Phone number

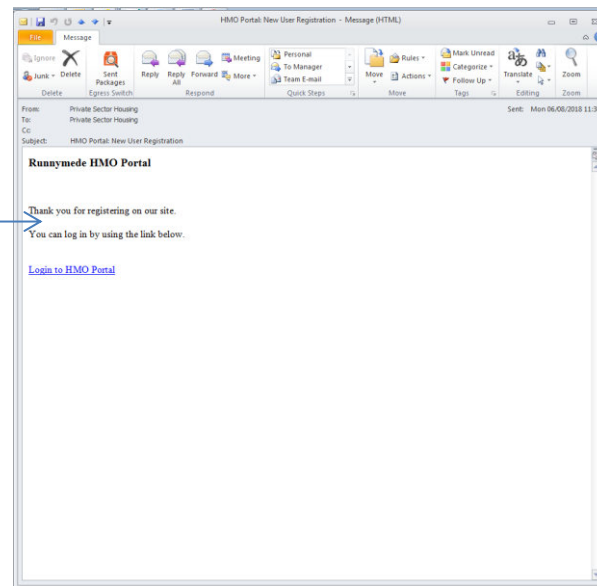
Enter a secret question and answer. This will be used to reset your password if you forget it

Press submit when complete

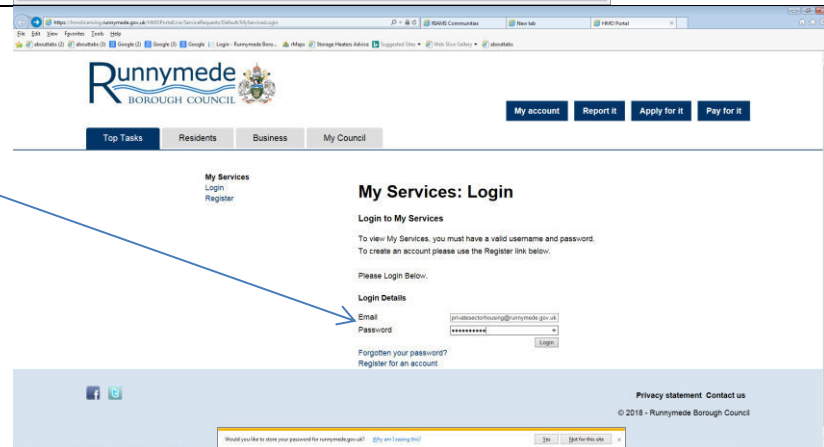
You can now log on to the portal



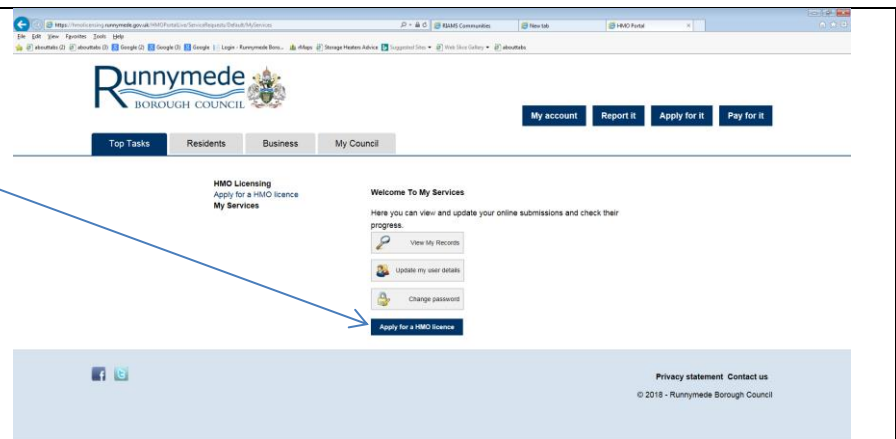
You will receive an email confirming you have registered successfully



Log on to the portal using your email and password that you registered with

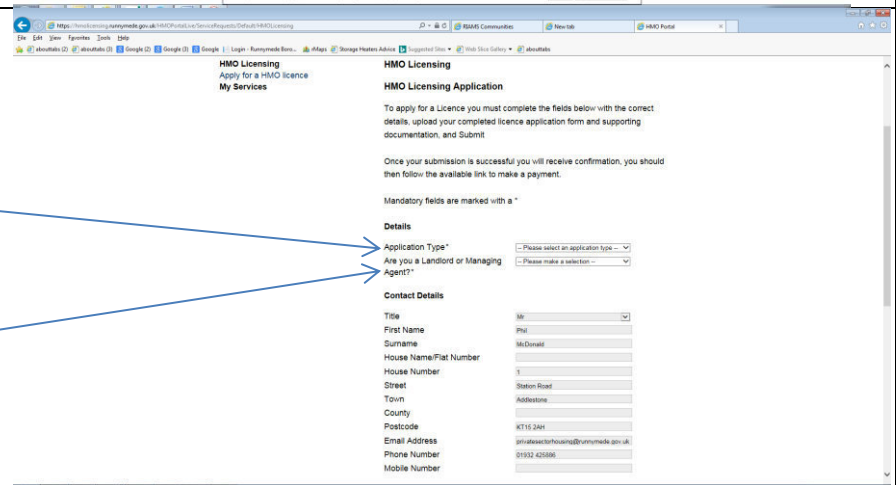


Click apply for a licence to upload your application form



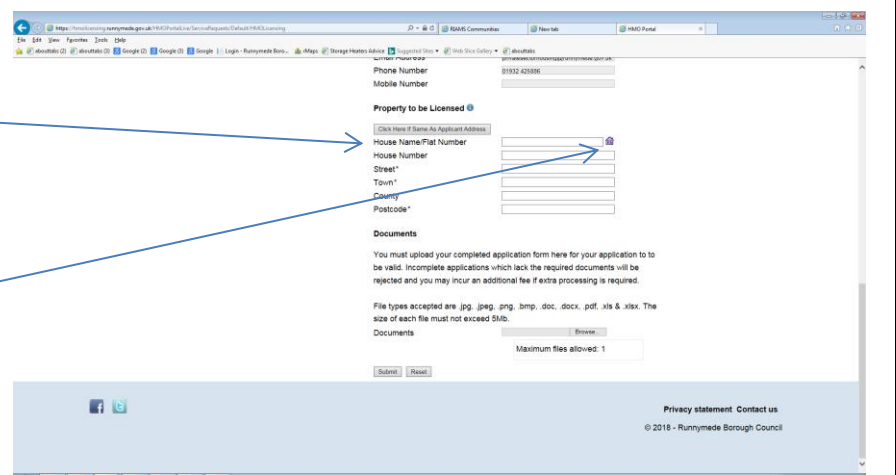
Select application type – new licence or renewal as appropriate

Select landlord or managing agent as appropriate

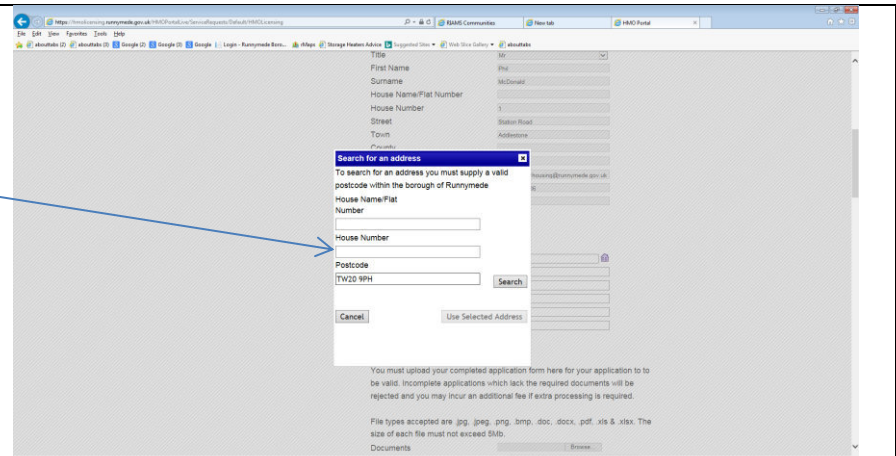


Enter the details of the property to be licensed

You can enter the details manually, or search for an address by clicking here

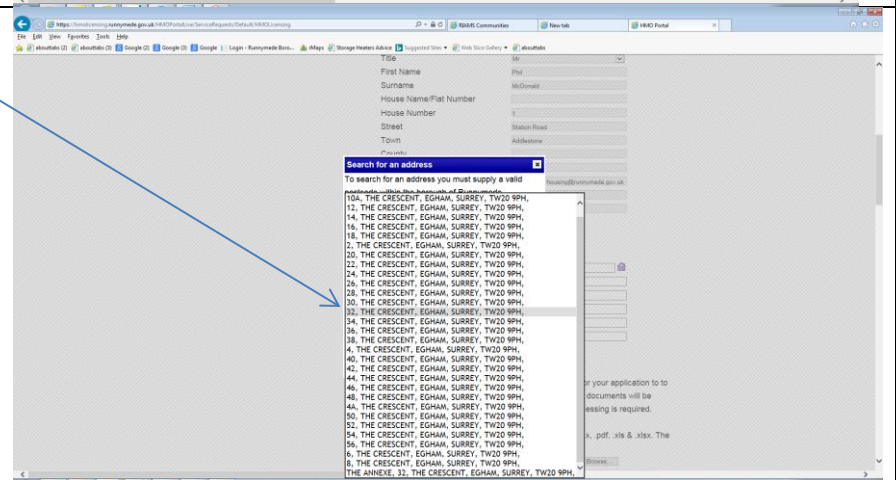


You can search using the house name/number and postcode, or just by postcode



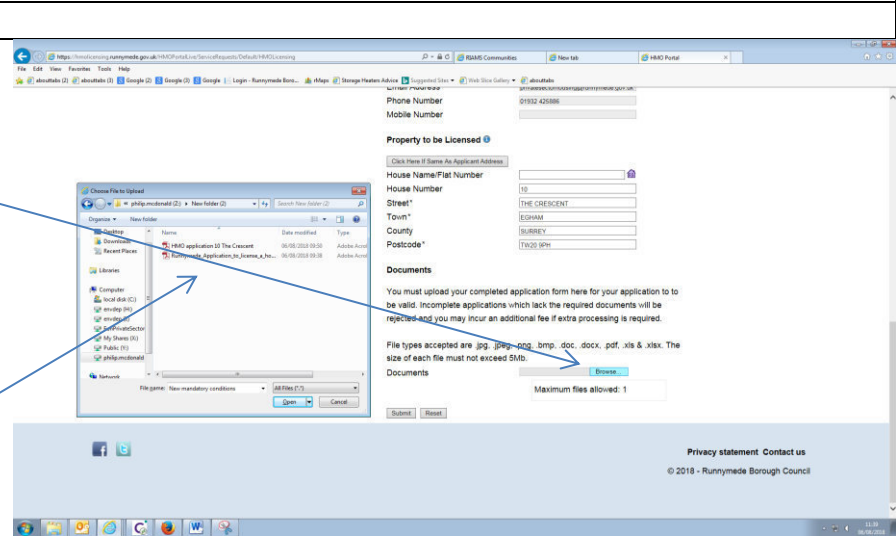
Select the required address from the list

If the address is not listed you will need to enter the details manually



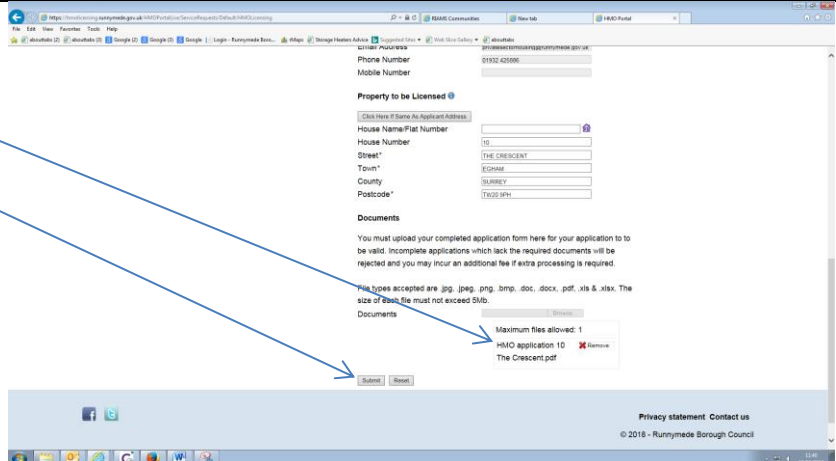
Now upload the application form

Click on browse

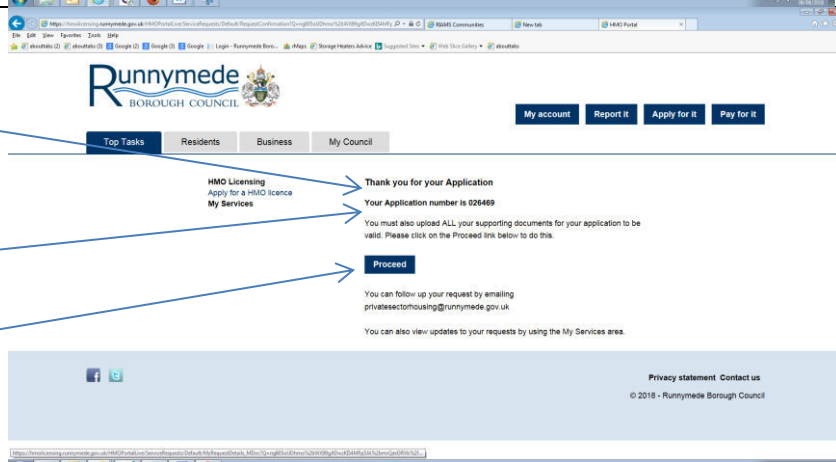


Chose the file to upload

When the file has finished uploading click on submit



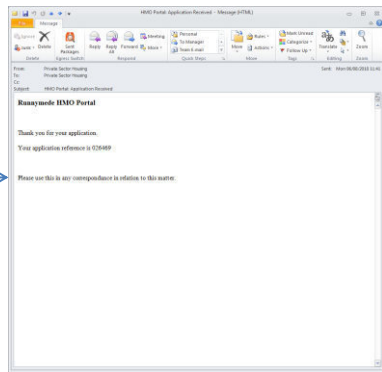
The application form has been successfully uploaded



This is your licence reference number

Click on proceed to upload your supporting documents

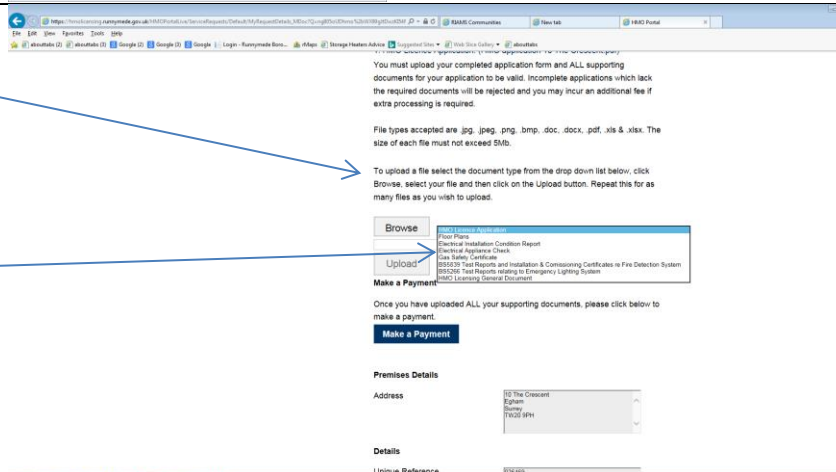
You will receive an email confirming your application has been submitted



Upload your supporting documents

Select the appropriate document type from the list

If the document is not listed, use the HMO licensing general document



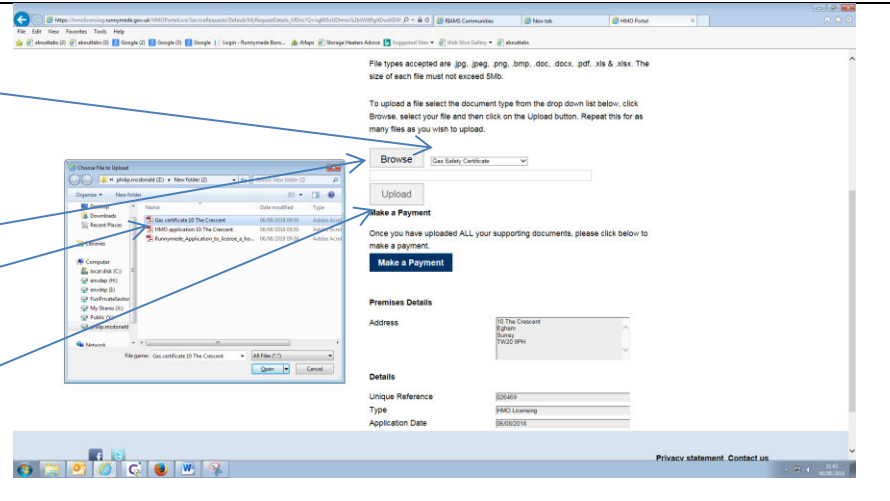


Choose the document type

Click on browse

Select the document to upload

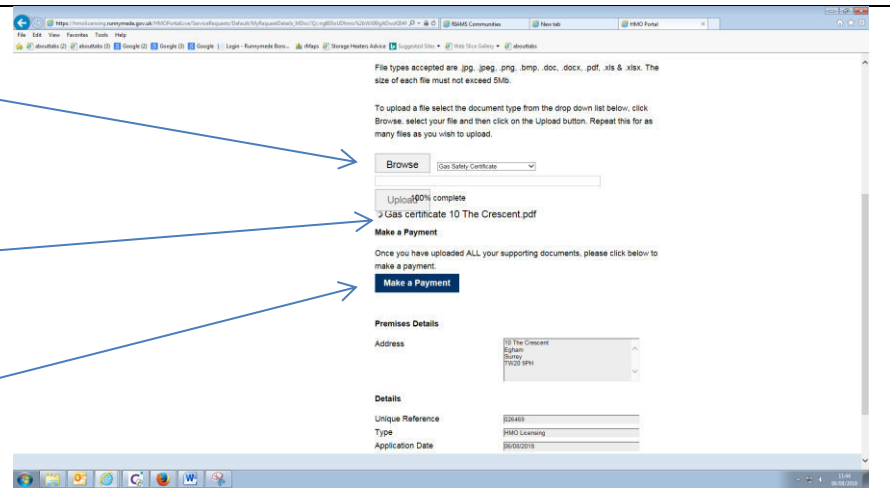
Click on upload



Upload all your supporting documents

Uploaded documents are listed here

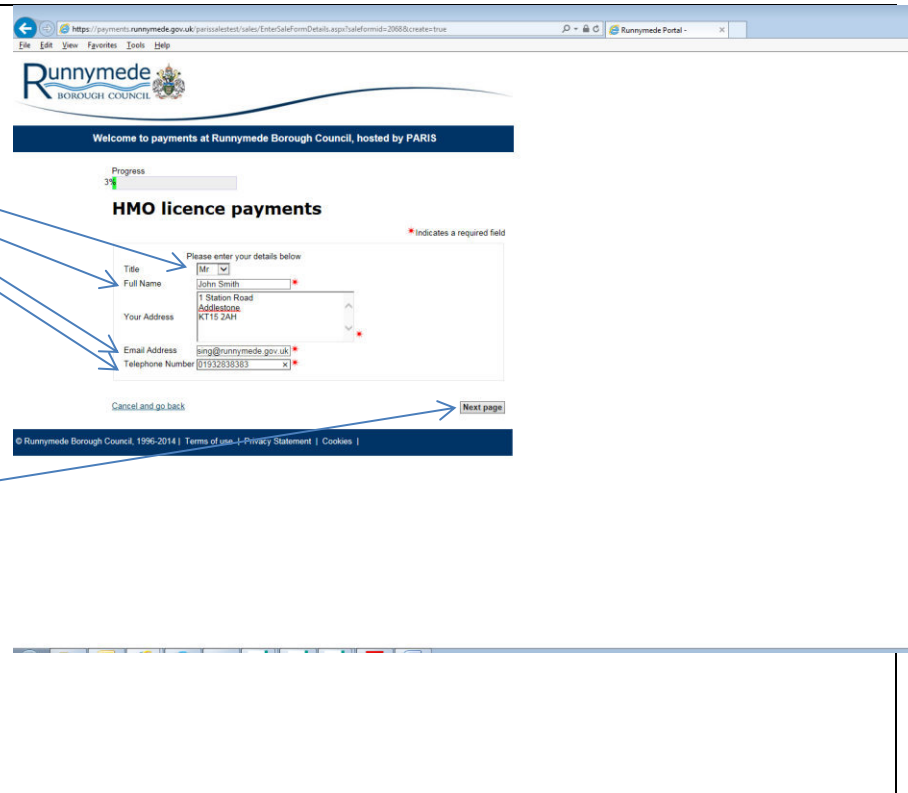
When all documents have been uploaded click on make a payment



Make a payment

Enter your details

Click on next page

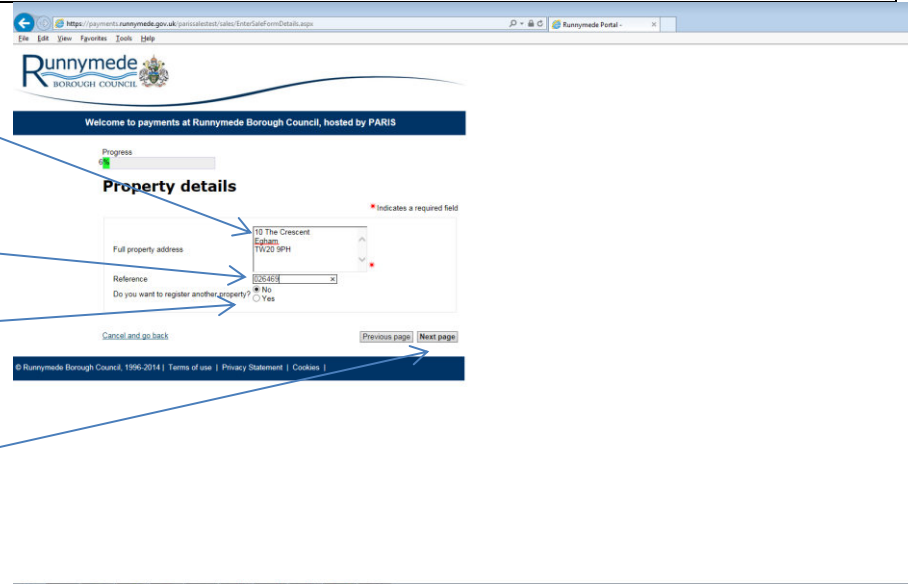


Enter the details of the property you are paying the licence fee for

Enter the application reference number

Click yes if you want to pay for another licence application

Click next page to proceed



Select how many licence applications you are paying for

If this is the first licence select basic licence fee

Only select assisted licence if we have told you this applies to your application

Select this option if the manager is a different person to the licence holder

Click on next page to proceed

Welcome to payments at Runnymede Borough Council, hosted by PARIS

Progress 98%

**Please select correct fees**

\* Indicates a required field

How many Basic licence fee are you applying for? 1 £574 each

Assisted licence Please select £724 each

Basic licence renewal Please select £501 each

Assisted licence renewal Please select £724 each

Where the manager is not the licence holder Please select Additional test is required £76 each

Cancel and go back Previous page Next page

**A £76 test of fitness fee for the licence holder will be added to the total charges.**

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Check that the total fee is correct

Click on process service to proceed

Welcome to payments at Runnymede Borough Council, hosted by PARIS

Progress 99%

**You have to pay..**

\* Indicates a required field

£650

Cancel and go back Previous page Process service

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The amount payable is displayed

Select pay for your transaction to proceed

https://payments.runnymede.gov.uk/parisalestest/sales/Processed.aspx?payable=true&scaleformid:2068

Runnymede BOROUGH COUNCIL

Welcome to payments at Runnymede Borough Council, hosted by PARIS

Progress - Item added 100%

### Your transaction

You have selected the following items

Item	Amount
HMO Licences (GPHS5810)	£ 650.00
Total :	GBP (£) 650.00

**Item successfully added**

Item successfully added

### Options

You can now edit or pay for your transaction.

[Edit your transaction](#)  
[Pay for your transaction](#)  
[Add another item \(optional\)](#)

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Enter your payment card details

Click on next page to proceed

https://payments.runnymede.gov.uk/parisalestest/sales/BeginPayment.aspx?returnpage:Processed.aspx&scaleformid:2068&pagenumber:1

Welcome to payments at Runnymede Borough Council, hosted by PARIS

Progress - Card details

Verified by VISA  
Learn more (opens in new window)

Mastercard SecureCode  
Learn more (opens in new window)

### Payment details

You are now ready to pay for the services you have selected

Please enter your card details in the form provided below

Item	Amount
HMO Licences (GPHS5810)	£ 650.00
Total :	GBP (£) 650.00

Mastercard VISA maestro VISA

### Enter your card details

[Help \(opens in new window\)](#)

Amount GBP (£)

Card number  [Help \(opens in new window\)](#)

Card holder name

Issue number  note: Maestro only

Valid from  eg: 1214

Expires end  eg: 1217 or 0118

\* Indicates a required field

[Cancel payment and go back](#) [Next page](#)

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Enter the card security code

Click on next page to proceed

The screenshot shows the 'Security details' step of a payment process. At the top, it says 'Welcome to payments at Runnymede Borough Council, hosted by PARIS'. Below this is a progress bar for 'Security details'. There are logos for 'Verified by VISA' and 'Mastercard SecureCode'. The 'Payment details' section shows a table of items: 'HMO Licences (GPHS5810)' for £ 650.00, with a total of 'GBP (£) 650.00'. The 'Card security details' section has a 'Card security code' input field with a red asterisk indicating it is required. There are 'Previous page' and 'Next page' buttons at the bottom right.

Check the email address is correct

Click on next page to proceed

The screenshot shows the 'Contact details' step of a payment process. It features the same 'Welcome to payments at Runnymede Borough Council, hosted by PARIS' header and progress bar for 'Contact details'. The 'Payment details' section is identical to the previous screenshot, showing 'HMO Licences (GPHS5810)' for £ 650.00 and a total of 'GBP (£) 650.00'. The 'Contact details' section includes an 'Email address' input field with the value 'privatesectorhousing@runnymede.gov.uk' and a 'Phone number' input field with the value '01932836383'. Both fields have red asterisks indicating they are required. There are 'Previous page' and 'Next page' buttons at the bottom right.

Click on process now to proceed

Runnymede Borough Council logo

Welcome to payments at Runnymede Borough Council, hosted by PARIS

Progress - Verify details

Verified by VISA and Mastercard SecureCode

Payment details

Please now check all your payment details to make sure you are happy with them

Item	Amount
HMO Licences (GPHS5810)	£ 650.00
Total	GBP (£) 650.00

Other details

Email address: privatesectorhousing@runnymede.gov.uk

Phone number: \*\*\*\*\*3

**Do not refresh the page while your payment is being processed**

Processing may take a few minutes if our system is very busy

If you are unsure or you don't get a confirmation screen after processing please ring the following number in normal office hours 01932 42373

Cancel payment and go back | Previous page | **Process now**

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Your payment has been processed

You may want to print this page for your records

We will check that you have paid the correct fee

If you are due a refund, or have to pay more, we will contact you

Runnymede Borough Council logo

Welcome to payments at Runnymede Borough Council, hosted by PARIS

### Your payment has been processed

✓ Your card has been authorised and your payment was successful

Please take note of the following details for your records

Receipt number	Net2/000907	Card number	*****0002
Date	09/08/2018 15:24:10	Card expires end	**20
Authorisation code	900000	Your email address	*****@e.gov.uk
Transaction type	09	Your phone number	*****3383
Merchant number	540436505374082		
Terminal id	23263576		
Amount	GBP 650.00		
Surcharge	GBP 0.00		
<b>Total charge</b>	<b>GBP 650.00</b>		

You paid for the following items

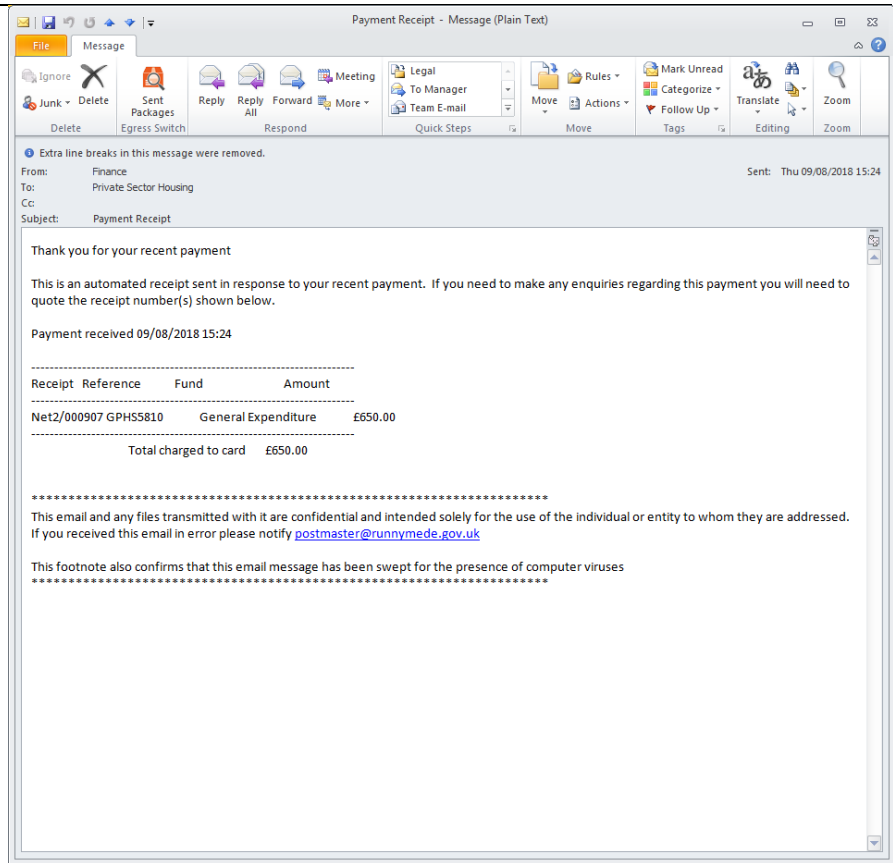
Item	Amount
HMO Licences (GPHS5810)	£ 650.00
Total	GBP (£) 650.00

Your transaction is now complete.

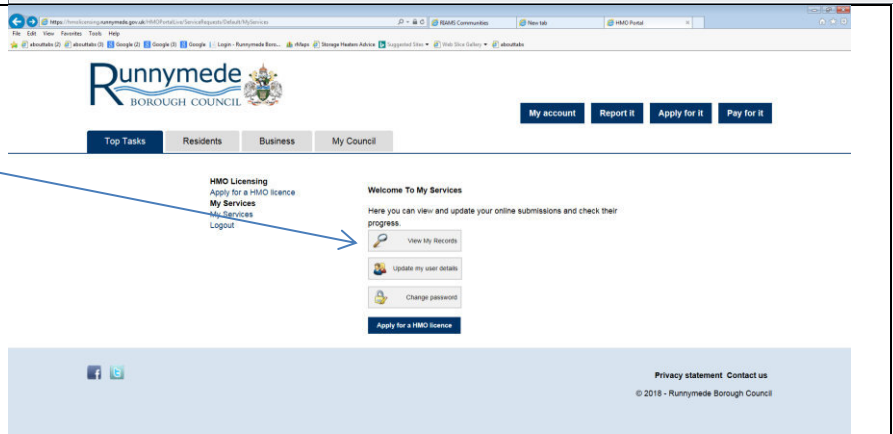
Please print a copy of this page for your receipt

Thank you

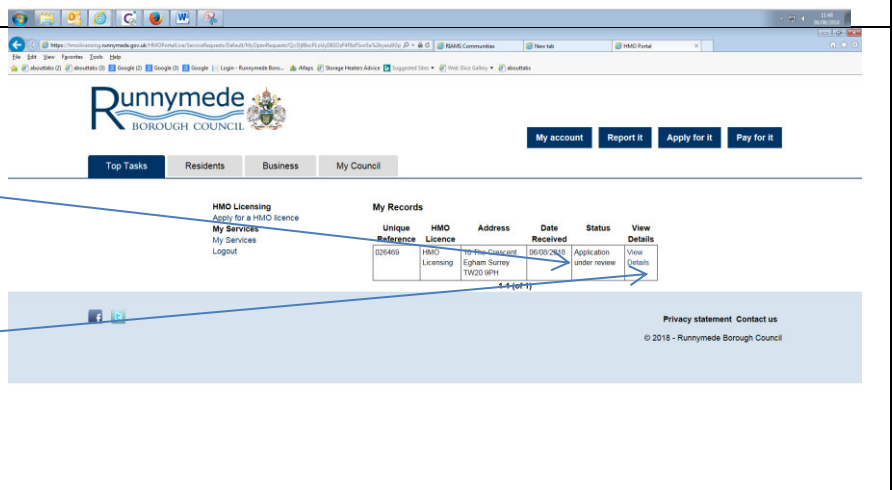
A receipt will be emailed to you



Click on view my records to see the applications you have submitted



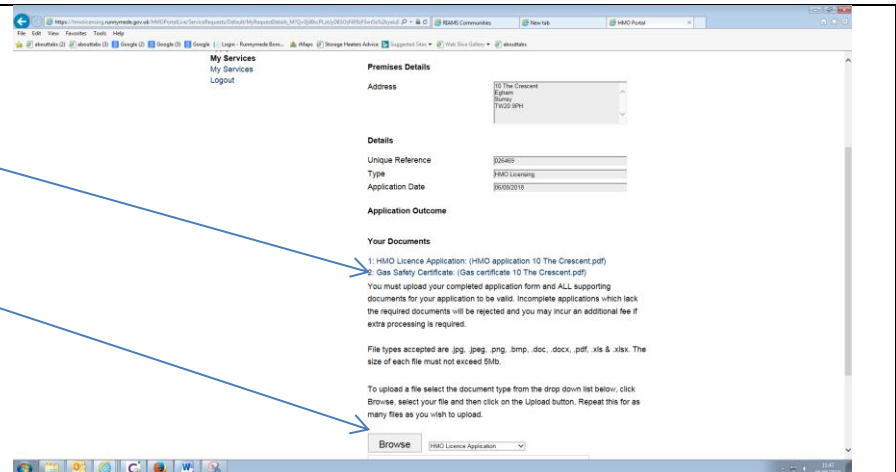
The status of your application is shown here



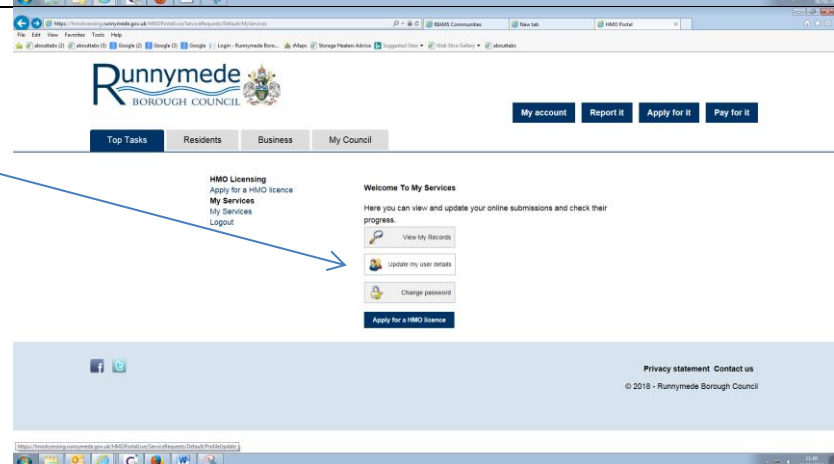
Click view details to see more, or to upload additional documents

The documents you have already uploaded are listed

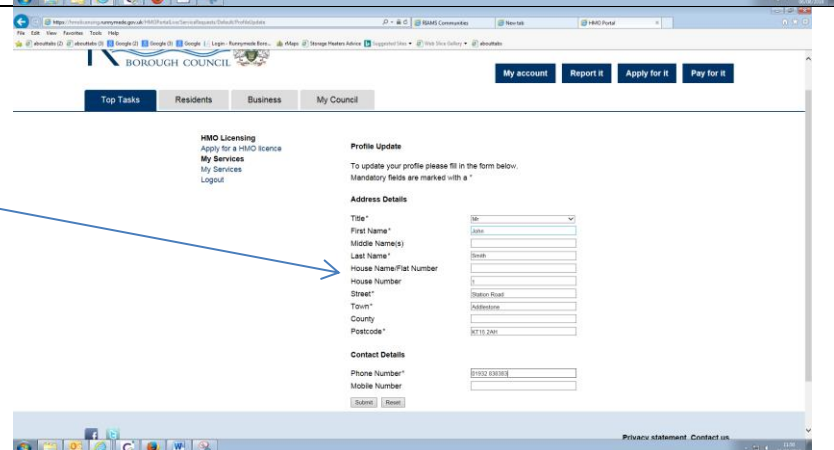
Upload additional documents here



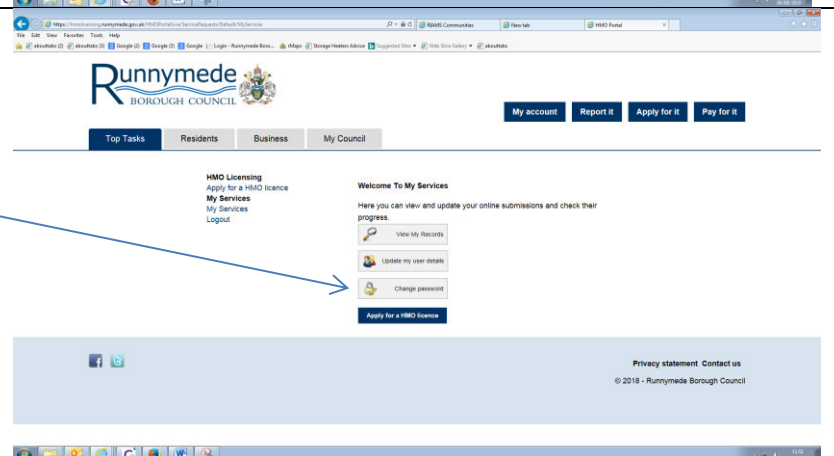
Click here to update your user details



You can update your name, address and contact numbers

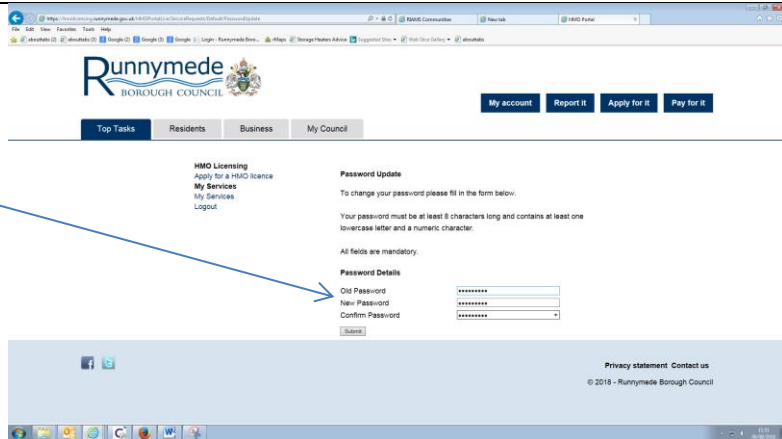


Click here to change your password

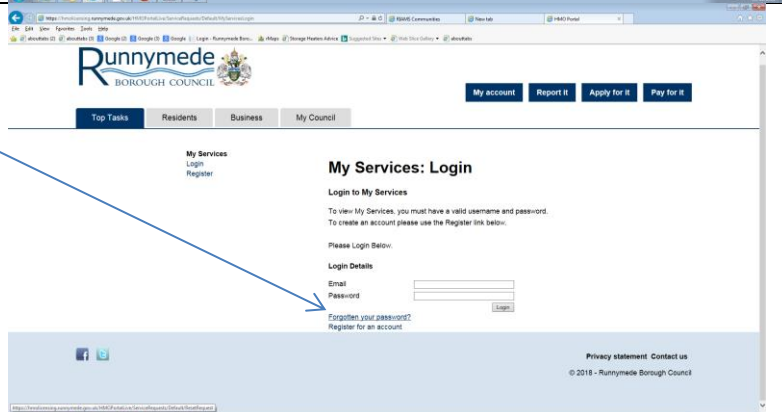




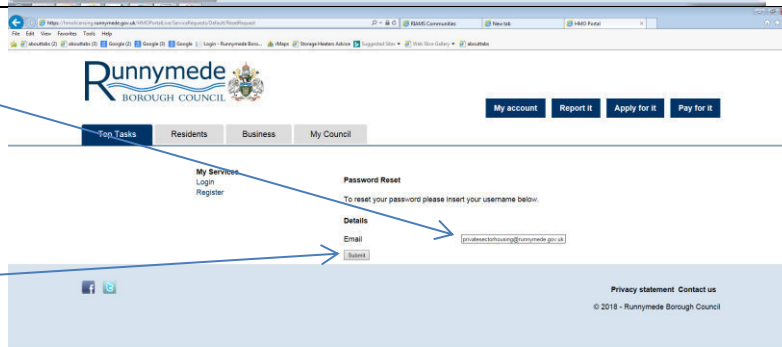
Update your password here



If you forget your password click on the forgotten password link

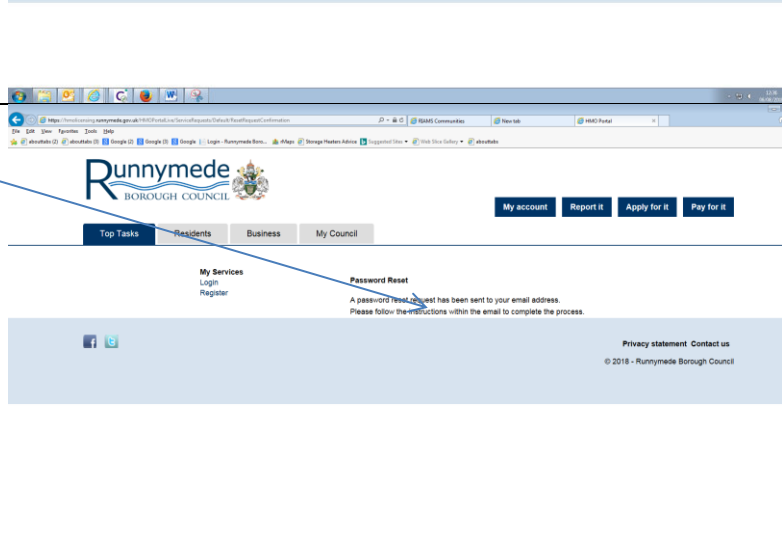


Enter the email address you registered with

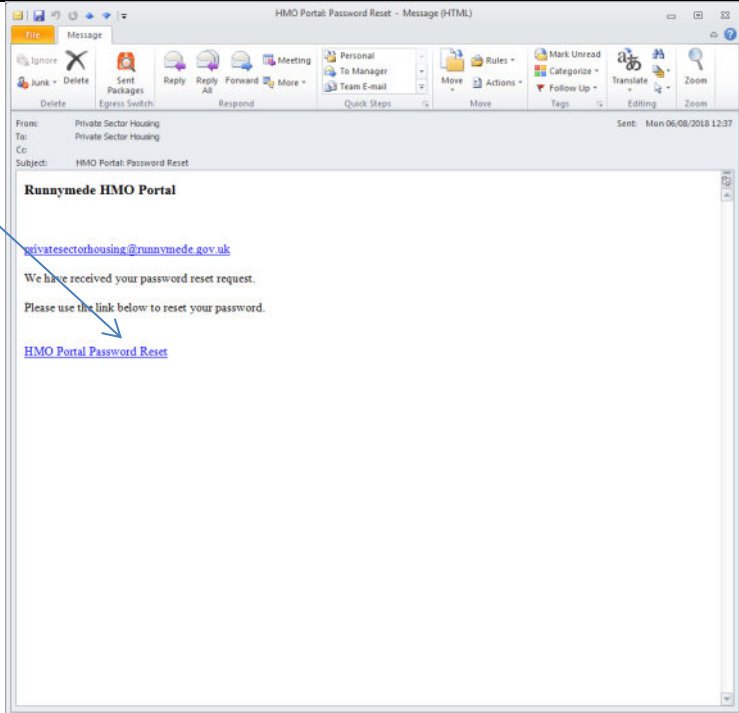


Click submit

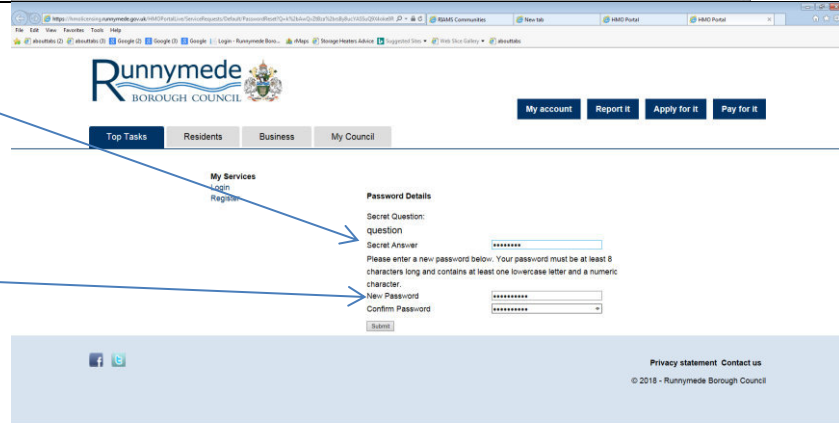
An email will be sent with a link to reset your password



Click on the link in the email



Answer the secret question that you set when you registered



Enter a new password

Your password has been successfully changed



You can now login