

## How to contact us

Phone us on (0116) 299 3900. Our phone lines are open from 8.30am to 5.00pm Monday, Tuesday and Thursday, from 9.30am to 5.00pm on Wednesdays, and from 8.30am to 4.30pm on Fridays. You can talk to an officer or leave the change of address details on our phone message service, just have all the names and dates ready when you call.

Fax us on: 0116 254 7322.

Visit or write to us at: Revenues & Benefits Service, Phoenix House, 1 King Street, Leicester LE1 6RN.

E-mail us at: [council.tax@leicester.gov.uk](mailto:council.tax@leicester.gov.uk)

We are open from 8.45am to 4.30pm Monday, Tuesday and Thursday, from 9.30am to 4.30pm on Wednesdays, and from 8.45am to 4.00pm on Fridays.

Visit our website at:  
[www.leicester.gov.uk/housing](http://www.leicester.gov.uk/housing)

By Minicom on: 0116 252 7584  
(for deaf and hearing impaired callers with Minicom only).

**If you need help reading this publication or require it in a different format please contact the Revenues & Benefits Service on (0116) 299 3900.**



# Landlords, Houses in Multiple Occupation and the Council Tax

## Help for Landlords and their Tenants.



Contact Council Tax at: Phoenix House,  
1 King Street, Leicester LE1 6RN.  
Telephone: 0116 299 3900. Fax: 0116 254 7322.  
Email: [council.tax@leicester.gov.uk](mailto:council.tax@leicester.gov.uk)  
[www.leicester.gov.uk/housing](http://www.leicester.gov.uk/housing)

## What is a House in Multiple Occupation (HIMO)?

A house in multiple occupation (HIMO) is a house or flat that was originally built, or has been changed for living in by one or more people who are not part of the same household. One example of a change is where the rooms have individual locks on the doors. Examples of HIMO's include bedsits, homes shared by people who are not related to each other, halls of residence and hostels.

### How do you know if more than one household lives in a property?

If the property has any common parts used by all of the people living there, such as entrances and exits, or shared facilities like a kitchen, bathroom or toilet, then it is a HIMO.

It also depends on the kind of agreement occupiers have with their landlord. If each person who lives there pays rent separately, or has an agreement that only lets them occupy a part of the property, we will class the property as a house in multiple occupation.

### Who pays the Council Tax bill for a HIMO?

Council Tax law says the landlord, not the occupier(s) must pay the Council Tax bill. The rent charged to the occupier can include an amount towards the Council Tax. The amount included is a private matter between the landlord and the occupier that

does not involve the Revenues & Benefits Service. The bill must stay in the landlord's name – it cannot be given to the occupier(s) to pay.

### What if I do not agree that the property is a HIMO?

If you think your property is not a HIMO, you can appeal against our decision. You will need to write to us and give your reasons, and provide any evidence to support your appeal. We will review our decision and let you know if we are going to change our records. If we still decide not to change our records you have a right of appeal to a Valuation Tribunal. More information about this will be given to you after we have reviewed our first decision.

### How can landlords help the Revenues & Benefits Service?

As well as HIMO's, we know there are many other rented properties in the City. Help us improve our service to you and your tenants by letting us know of any changes in tenancy when they happen. You can help us give a better service for everyone if you:

- Keep original tenancy agreements to show us when asked.
- Give us the exact dates when tenancies start and end.
- Give us the full names and dates of birth of your tenants.
- Give us previous and forwarding addresses for tenants.
- Confirm if any tenants are full time students, and if so, where they study.

- Inform us if you change a property you own to increase or reduce the number of flats.
- Let us know if your tenants rent a property as furnished or not.
- Give us a daytime contact phone number for you.

By helping us in this way we can then send out the right bill quicker, award discounts and exemptions correctly, and reduce unnecessary paperwork. This all saves time and keeps costs down.

Council Tax law requires the owner or landlord of a property to tell us about changes in occupation within 21 days of it happening. If you do not tell us about a change within a short time of it happening, we will not necessarily change our records if we cannot confirm the occupier details you have given. You may be asked to give more information to show someone was living at a property, for instance, a gas or electricity bill that is in their name.