

Key information sheet

Running a business from home



Can I run a business from my home?

We believe that people should be supported to run a business from home wherever possible. Most tenancy agreements state that you must receive permission from us to run a business from home.

As part of our work to make neighbourhoods safe and pleasant places to live, we want to ensure that home-based businesses do not create a nuisance or problems for neighbours.

We recognise there are many types of business that you can run from home without causing any problems for your neighbours. We understand that working from home or running your own business can give you flexibility, which is great for people with young children or other caring responsibilities.

We will grant permission for you to run a business where it is suitable to your property and it will not cause a nuisance or pose a risk to your neighbours and the local community.

What do I need to do?

There are three steps involved:

Step 1

- Ask a member of staff for an application form, and return it to us when you have filled it out.
- Some types of business may require permission or a licence from the local Council – we can advise you on this and help you get in touch with them.

Step 2

- We will consider your application, with the overall aim of helping you make it possible.
- We will carefully look at the situation and benefits of your individual case, and think about how the business may affect your neighbours and the local community.

Step 3

- Wherever possible, we will give you permission. In some cases, we may give you permission subject to certain conditions or rules.
- We may not give permission if the business may cause noise, nuisance or safety concerns, such as an animal breeding business or boarding kennels.
- If you rent a garage from us, we will not grant permission to run a business from the garage.

What happens if I don't get permission?

We will grant permission whenever it is possible. If we decide that your planned business is not suitable to be run from your home, we will write to you to explain the reasons why we have refused permission. We can put you in touch with advice services that may be able to offer you advice and support about other options.

If you think that we have not been fair in dealing with your request, you can appeal against our decision. A senior manager, who was not involved in the original decision, will look at all the facts and discuss this with you.



If we become aware of any unauthorised business being run from home, we will first contact you to try and resolve the situation. We may be able to give you permission even though you didn't originally receive permission.

If your business is not suitable to the type of property or presents a nuisance or risk to your home or your neighbours, we will discuss the appropriate actions you will need to take.

If you do not take the appropriate actions, we may deal with this as anti-social behaviour or a breach of your tenancy agreement.

Where can I get help and information?

Many organisations support people to start up a small business. We can help you get in touch with the right support and advice.

Some types of business will need a licence from or registration with your local Council's Health and Safety or Environmental Health department.

If you receive Housing Benefit, we recommend you speak to your local Council for advice on how running a business from home may affect your housing benefit entitlement.

If you want more information, why not explore the following resources:

Business Link
www.businesslink.gov.uk

The Federation of Small Businesses
www.fsb.org.uk

Small Business
www.smallbusiness.co.uk

Forum of Private Businesses
www.fpb.org

Is4profit
www.is4profit.com