

APPLYING FOR A WINDOW CLEANER LICENCE

Do I need a licence to be a window cleaner?

Yes, a licence is required by any person engaged in window cleaning whether as an employee or self-employed.

Do I need a Window Cleaner's Licence if I work as a general handyman and do odd jobs for customers at their homes, which includes cleaning windows?

Yes. Individuals who do a variety of jobs for customers do require a licence.

Are there exemptions?

Yes. An individual or company who is employed as a cleaner do not require a licence as the windows are regarded as an extension of the house (hovering, dusting etc).

Do I need to be insured?

Yes. You must hold Public Liability insurance for a window cleaner and if you employ any other window cleaners you must also hold Employer's Liability insurance. You are also advised to take out personal insurance cover in case you are involved in an accident.

Why do I need a licence?

The licensing system is in place to ensure public safety. Every person who applies for a licence is assessed to see if they are "fit and proper" to have a licence.

Who can apply?

Any person can apply.

Is there an age limit?

No.

How do I apply?

An application form must be completed. Please complete the form fully. The application form must be accompanied by the fee and 1 passport sized photograph.

You can send us your completed application or hand it into Pullar House, 35 Kinnoull Street, Perth, PH1 5GD.

When do I apply for a renewal of my licence?

An application form must be completed and submitted before the expiry of your current licence.

How long does a licence last?

A licence is generally for either 1 year or 3 years.

How much does it cost?

The application fee payable depends on the length of licence that you want. A one year licence is £116 and a three year licence is £175. Please note that fees change annually.

How can I pay?

Online on submission of your application or alternatively Perth & Kinross Council accept cards, cash and cheque payments. Cheques should be made payable to Perth and Kinross Council. Card payments can be made over the phone (01738 475180 between 9am and 1pm weekdays) or in person at Pullar House. Cash payments can be made at a cash desk at Pullar House. Please do not send cash in the post.

How long does it take for me to get a licence?

By law we have 9 months to deal with an application. However, we aim to deal with applications in around **6 weeks**. We cannot start to process your application until we have everything we need from you. Please use the checklist on the application form to make sure you have sent us everything.

If we receive objections, representations or information about you, then it will take longer to deal with your application.

I have applied for a licence – what happens now?

Your application is entered into our database. We then send your information to Police Scotland. We allow them 28 days to consider your application.

You will get an acknowledgement letter which will explain the next part of the process.

Why do you send my application to the police?

Everyone who applies for a licence is assessed to make sure they are suitable to hold a licence. Part of that assessment involves looking at whether you have criminal convictions or whether the police hold other information about you which might suggest that you are not suitable. This is an important safeguard in protecting the public as many licence holders are in positions of trust or in jobs where public safety is very important.

What happens once you have all of the information you need?

Once we have received responses and a copy of your insurance, we can then decide whether to grant your licence. If there are objections, representations or other information which means that the Licensing Department are unable to grant your licence, then your application will be sent to the Licensing Committee. There is more information about this process below.

What is the Licensing Committee and why would I need to attend?

The Licensing Committee is made up of Councillors. You will be invited to attend the Licensing Committee if your application cannot be dealt with by staff within the Licensing Department. This is usually due to an objection or representation being received from the police.

The Committee meets every 6 weeks. We have a separate leaflet regarding attendance at the Committee which you should read if you are asked to attend.

Can the Council attach conditions to a window cleaner licence?

Yes. The Council may impose any conditions on the grant of a licence which they consider reasonable and if a licence is granted, you will be issued with a copy of the conditions for window cleaners which must be observed with a licence.

Why would a licence be refused?

The law allows us to refuse your application in certain circumstances. A decision to refuse a licence will only be made by the Licensing Committee and not the Licensing Department.

The most common reason for refusing to grant a licence is that the person is not suitable, or “fit and proper” to have a licence.

Do I receive a full refund if I am refused a licence?

No, as your application has been fully processed. However, if you applied for a 3 years licence you will be refunded the difference between a 1 year and 3 year licence.

If I am not from the UK can I still get a licence?

Yes. However, if you have not lived in the UK for at least 10 years you will need to get a Certificate of Good Conduct or Criminal Record Certificate from your country of origin. This is so we can make sure we have the same information about your criminal history as we have for people who have lived in the UK for 10 years. You should contact your Embassy or Consulate to find out how to do this. If the information you get is not produced in English then you will need to arrange for it to be translated. You will have to meet the cost of getting this information, along with the cost of any translation.

Who should I contact if I have any further queries relating to window cleaner licences?

Telephone 01738 475180 or e-mail civillicensing@pkc.gov.uk

Where should I send my completed application?

Corporate and Democratic Services – Legal and Governance Services
Perth and Kinross Council
Pullar House
35 Kinnoull Street
Perth
PH1 5GD