

<b>Title:</b>	Running A Business from Home Procedure
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<b>Document Owner:</b>	Laura Hagan
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## 1. Introduction

- 1.1 Women's Pioneer Housing recognises the desire of its residents to engage in home-based work as employees or as entrepreneurs operating their own businesses either as an individual, in partnerships or as limited companies. For the purposes of this procedure, "working from home" will refer to both resident running their own business or being employed by a third party and working from their residential home. Remote home working where a resident works away from their employer's location for all or part of their working week on a permanent or adhoc basis known as office -based work is permitted without seeking approval.

## 2. Purpose

The purpose of this procedure is to:

- Support residents who seek to improve their employment opportunities through home-based work
- Ensure such activities do not conflict with tenancy agreements or legal/statutory obligations
- Provide clarity on what types of business activity are appropriate and how applications will be assessed

### 3. Scope

- 3.1 This procedure applies to all Women's Pioneer Housing residents and members of their households. Residents are responsible for ensuring that all household members comply with this procedure.

### 4. Requesting Permission to Run a Business

- 4.1 Residents must **seek written permission** from Women's Pioneer Housing before starting any business from home.
- 4.2 Each application will be considered individually. Residents must complete an application form available on Women's Pioneer website or by contacting the Customer services team on 020 8749 7112, or by email: [customerservices@womenspioneer.co.uk](mailto:customerservices@womenspioneer.co.uk). Women's Pioneer Housing will aim to get back to requests with a decision within 14 days.

The following information is required:

- Description and nature of the business
- Working hours
- Number of staff (if any)
- Customer visits or deliveries expected
- Insurance and legal registrations (e.g. Ofsted, DBS, public liability insurance)
- Any health and safety implications

4.3 Women's Pioneer Housing must be satisfied that:

- The resident will continue to use the property as their only or principal home
- The business will not cause nuisance, damage, or breach legal obligations
- The business is legally registered
- The business will not cause damage to WPH property or other residents' property

### 5. Conditions and Grounds for Refusal

5.1 WPH will assess applications against the following considerations:

**Potential reasons for granting permission include:**

- Low-impact businesses (e.g. administrative work, tutoring, online retail without on-site storage)
- Activities with no negative effect on neighbours or property

**We may refuse or withdraw permission if:**

- The business is likely to cause nuisance (e.g. noise, smells, footfall)

- It requires major adaptations or storage of stock/equipment
- There are fire or health and safety concerns
- Parking or deliveries would disturb other residents
- The resident lacks necessary insurance or certification
- The business is unethical, illegal, or could damage WPH's reputation

**Examples of typically permitted business activities (depending on circumstances):**

Permitted	Not Permitted
Cake Decorating	Car repairs/mechanics
Mail order business	Hairdressing
Online admin work	Courier/delivery/taxi services
Registered childminding	Cosmetics / Spa
Proofreading	Shop fronts or regular customer visits
Bookkeeping	Dog Walking
	Fitness Studio

## 6. Managing Complaints or Breaches

- 6.1 If a business causes nuisance or complaints are received WPH will contact the resident to investigate and attempt resolution. This may be adhoc or part of a tenancy audit.
- 6.2 If issues persist, WPH may **withdraw permission** and provide **28 days** for the resident to cease operations
- 6.3 Continued breaches may result in formal tenancy enforcement action, including a **Notice of Seeking Possession (NOSP)**
- 6.4 Where residents are found to be operating a business **without permission**, they will be required to apply retrospectively. If permission is refused, they must stop the business within 28 days or face legal action.

## 7. Activities Not Permitted Under Any Circumstance

- 7.1 Residents are not permitted to:
- Advertise their business externally on WPH properties
  - Use the home address for trade advertising
  - Park large commercial vehicles on site
  - Store hazardous materials or trade equipment
  - Carry out any vehicle repairs
  - Operate any machinery or mechanisms in anti-social hours

## 8. Related Policies

This procedure should be read in conjunction with:

- Anti-Social Behaviour Policy
- Complaints Policy
- Tenancy Agreement
- Health and Safety