

# Business in the Home Policy

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## 1. Introduction

1.1 This policy sets out our approach to tenants running a business from their home.

## 2. Scope

2.1 This policy applies to all tenants of Peabody Group and its subsidiaries.

2.2 This policy does not cover leaseholders, who should refer to their terms of their individual lease.

## 3. Our approach

3.1 Our tenancy agreements state that a tenant must not operate a business at their home without our written consent.

3.2 We would not normally allow our homes to be used for non-residential purposes, but there are a few cases where we would allow a resident to operate a business. This is generally if it would not cause a nuisance to neighbours or affect the structure of the home.

3.3 Before making the decision, it should be clear that the home is still being used as the only or principal home and that the business will not cause a nuisance or annoyance to neighbours.

3.4 The following are examples of where permission is likely to be refused:

- Vehicle repairs
- Where industrial machines are installed
- Where an activity would create dust, fumes, noise or vibration
- Where a business would involve parking vehicles outside a property or deliveries to the property.

3.5 The following are examples of where permission could be given:

- Office administration
- Childminding (see 3.8)
- Dressmaking (but not using industrial machines).

### **Request to carry out a business**

3.6 The tenant needs to write to us to request permission to run a business from their home.

3.7 We will need to establish the nature of the business, what machinery, if any, will be used, whether staff will be employed and what hours the business will operate. We should also be satisfied that the property is being used as the tenant's principal home.

3.8 Where permission is given, it will be subject to the business not causing a nuisance or annoyance to neighbours and that any statutory obligations are met e.g. childminders should be registered, insurance obtained, Health and Safety risks mitigated.

3.9 If the business causes a nuisance or annoyance then permission will be withdrawn and the tenant will be given a reasonable time, depending on the nature of the business, to stop

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operating. If the business does not stop operating, we will serve a Notice of Seeking Possession (NOSP), followed by further action if necessary.

### Operating a business without consent

- 3.10 Where it becomes known that a business is operating without consent, we will send a letter to the tenant asking for information about the business so that we can consider whether to give permission.
- 3.11 Where permission is refused, the tenant will be given 28 days to stop running the business from their property. Where they fail to do so we will consider legal action, which might include serving a NOSP.
- 3.12 Where the tenant fails to give information on the business they are running, it will be taken that permission is refused and they will be asked to stop running the business or face the possibility of legal action, which might include serving a NOSP.

### Working from home

- 3.13 Tenants are responsible for arranging their own home contents insurance and checking that their policy also covers them to work from home.

## 4. Responsibilities

- 4.1 The Managing Director North Counties has overall responsibility for this policy.
- 4.2 All Managing Directors are responsible for the delivery of, and compliance with, this policy and associated policies.
- 4.3 For Town and Country Housing, the operations director is responsible for the delivery of, and compliance with, this policy and associated policies.
- 4.4 The Assistant Directors of Customer Service are responsible for training and monitoring that this policy is followed.
- 4.5 For Town and Country Housing, the Assistant Director of Housing is responsible for training and monitoring that this policy is followed.

## Approval

<b>Version number</b>	1.1
<b>Effective from</b>	7 November 2025
<b>Policy owner</b>	Managing Director North Counties