
Running a Business from your home

Can I run a business from my home?

Yes. Some of Hanover's tenancy agreements currently say that the property cannot be used to run a business or for any business purpose. However this would be unfair and unnecessarily restrictive in practice.

Hanover will only refuse permission or take action to enforce the tenancy agreement, if a business might cause nuisance or annoyance to neighbours and other residents in the neighbourhood; or if the business could harm the Hanover's reputation as a good landlord. Any business activity which causes a health and safety risk or hazard will be refused.

What type of business can I run?

Any business in keeping with the use of the property as your home will normally be acceptable. This might include:

- Anything involving a computer e.g. website design, writing articles,
- Art or crafts e.g. painting or jewellery design,
- Small scale repairs e.g. watch or jewellery repairs,
- Home sewing or repair and alteration services.

What type of business is unsuitable?

Any business which might cause nuisance or annoyance, or which would be more suited to a non-domestic location. This will include any business which:

- Relies on regular large deliveries of goods or materials,
- Involves large delivery vehicles loading or unloading, causing noise nuisance or blocking roadways,
- Operates at unsocial hours,
- Uses communal areas on an estate,
- Uses noisy machinery,

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- Involves storage of unsightly or dangerous materials,
 - Involves untidy and unsightly garden areas.

Examples of unsuitable businesses include:

- Workshop, mechanical, vehicle repairs,
- Large domestic appliance repairs,
- Gardening or contract work needing bulky storage,
- Vehicle hire services,
- Mail order company involving regular large scale deliveries

Can I manage my business from home, but carry it out elsewhere?

Businesses which take place elsewhere, e.g. handyman or repair services, are usually acceptable as long as they do not involve storage of bulky materials or vehicles which might cause nuisance to others.

How do I get approval?

If you wish to run a business from your home, please write to your Housing Manager giving details of the business. Each case will be considered individually, taking account of the guidelines explained above. You will be told in writing of the decision. If approval is given, subject to any restrictions e.g. operating hours, materials storage, etc., these will be clearly explained. Approval may be withdrawn if problems or nuisance subsequently arise. You will be responsible for ensuring that you have suitable business insurance and liability cover for any activity which is approved.

What if I disagree?

You should contact your Housing Manager explaining why you disagree. You will receive an acknowledgement within five working days and a full reply within ten days of receipt of your complaint. If you are still dissatisfied, you should use Hanover's complaints policy to pursue the matter.

Details of this policy are available from your Estate Manager