



Home Office

Right to Rent



Right to Rent Checks: A guide to immigration documents for tenants and landlords

28 October 2022



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The primary guidance to assist landlords, letting agents and tenants when carrying out right to rent checks is the [Code of practice on right to rent: civil penalty scheme for landlords and their agents](#) and the [Landlord's guide to right to rent checks](#), where the list of acceptable documents can be found.

This document contains a visual guide to the types of immigration documents which can be presented by a tenant and accepted by a landlord or letting agent to satisfy a manual right to rent check. There is an FAQ section for landlords and tenants to address some common queries.

Landlords should conduct right to rent checks in a fair, justifiable and consistent manner, regardless as to whether they believe the tenant to be British, settled or a person with time-limited permission to be in the UK. Further information on avoiding discrimination is available in the [Code of practice for landlords: avoiding unlawful discrimination when conducting 'right to rent' checks in the private rented residential sector](#).

Conducting a manual document based right to rent check

For further information about the steps required to establish a statutory excuse against liability for a civil penalty when checking physical documents, this is detailed in the Landlord's guide to right to rent checks. To note, the adjustments to right to rent checks introduced on 30 March as part of the response

to COVID-19, ended on 30 September 2022. More information can be found on GOV.UK at:

<https://www.gov.uk/guidance/coronavirus-covid-19-landlord-right-to-rent-checks>

Digital evidence of immigration status

Individuals who have been provided with digital status via an eVisa can only prove their right to rent using the Home Office online service on GOV.UK: [Prove your right to rent in England](#). To obtain a statutory excuse against a civil penalty when conducting an online check, landlords and letting agents must use: [View a tenant's right to rent in England](#) side of the service on GOV.UK.

Individuals using the service will generate a 9-character long share code that can be passed on to a landlord, which, when entered alongside the individual's date of birth, enables the landlord to access their right to rent information.

The share code will be valid for 90 days from the point it has been issued and can be used as many times as needed within that time.



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Share codes can only be used for the purpose they were originally selected for. All status share codes begin with a letter denoting the purpose the share code can be used for. **Where a share code begins with the letter 'R', this will indicate that the share code has been generated by a tenant to evidence their right to rent.** Landlords will not be able to accept or use share codes which begin with the letter 'W' or 'S' as these are designed for other services.

Updates to this user guide

This version of Right to rent checks: a user guide for tenants and landlords updates that issued on 6 April 2022.

The most significant update to this document relates to the ending of the COVID-19 temporary adjusted checks on 30 September 2022.

Information on GOV.UK

[Coronavirus \(COVID-19: landlord right to rent checks\)](#)

[Right to rent checks from July 2021: information for landlords](#)

[The Home Office Landlord Checking Service](#)

[Make a report to the Home Office](#) (to maintain your statutory excuse)

Support

Landlord Helpline: telephone 0300 790 6268, Monday to Thursday, 9am to 4:45pm. Friday, 9am to 4:30pm.

Resolution Centre: if you need help accessing or using digital immigration status information, you can contact the [UKVI Resolution Centre](#).

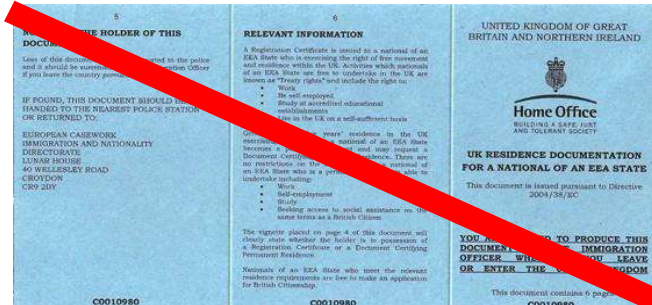
Telephone 0300 790 6268, Monday to Friday (excluding bank holidays), 8am to 8pm. Saturday and Sunday, 9:30am to 4:30p



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Documents which are no longer acceptable for a manual right to rent check

- A passport or national identity card showing that the holder is a national of the European Economic Area (EEA) or Switzerland
- A registration certificate or document certifying permanent residence issued by the Home Office to an EEA/Swiss citizen
- A residence card or permanent residence card issued by the Home Office to a family member of an EEA/Swiss citizen
- A biometric immigration document (current or expired) issued by the Home Office. This includes Biometric Residence Permits (BRPs) and Biometric Residence Cards (BRCs).



Front: EU format BRC and BRP issued until 31 December 2020



Back: EU format BRC and BRP issued until 31 December 2020



Front: British format BRC and BRP issued from 1 January 2021



Back: British format BRC and BRP issued from 1 January 2021



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Acceptable immigration documents which prove a time-limited right to rent

A current passport or other ‘travel document’ endorsed to show that the holder is allowed to stay in the UK for a time-limited period What to look for:

- the photograph should be a true likeness of the holder
- the date of birth on the passport should be credible and consistent with any other instance of when the holder has provided their date of birth
- the passport should not appear to obviously have been tampered with
- the passport should contain an expiry date, and must be current
- if the holder has a different name on the passport, it should only be accepted if there is a further supporting document which explains this (e.g. a marriage or deed-poll certificate). In these circumstances this document should be copied too
- the passport should clearly explain that the holder has leave to be in the UK for a limited time, and show the date that leave expires

If the individual provides this document, you should take a copy of the pages of the passport which contain the document expiry date, nationality, date of birth, signature, leave expiry date, biometric details, photograph and any page containing information indicating that the holder has an entitlement to enter or remain in the UK. You should retain the copies with a record of the date on which the check was made.

Endorsements can come in a number of different forms within a passport or travel document. A ‘travel document’ is a passport-type document issued by a government to somebody in lieu of a passport from their home nation.

If you conduct a check of this document in the correct manner as outlined here and in the Landlord’s guide to right to rent checks, you will establish a time-limited statutory excuse against liability for a civil penalty and you will need to carry out a repeat check before your statutory excuse expires. This time-limited statutory excuse lasts either 12 months, or until the expiry of the person’s permission to be in the UK, or until the expiry of the validity of the Home Office document which evidences their right to be in the UK, whichever is later.



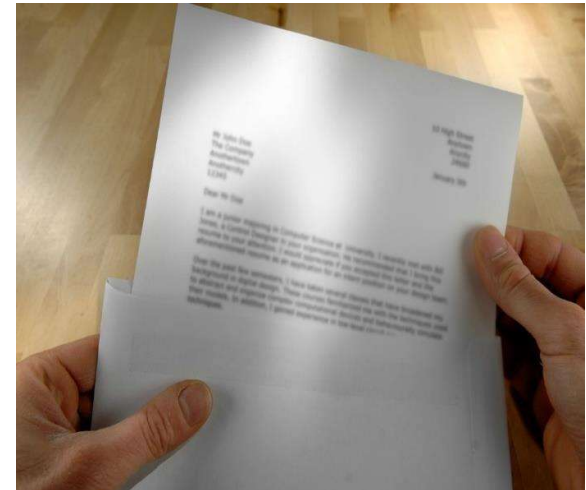


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Acceptable immigration documents which prove a time-limited right to rent

A document issued by the Bailiwick of Jersey, Bailiwick of Guernsey or the Isle of Man (UK Crown Dependencies) showing that the holder has been granted presettled (limited permission to stay) status, verified as valid by the Landlord Checking Service What to look for:

- The Isle of Man and Guernsey issue a letter to those granted status via their respective EU settlement schemes.
- Jersey issue a letter and operate an immigration status checker service for individuals to obtain confirmation of their status at any point. The results will go to their own email address, which they can present to you.



You are required to verify this document with the Landlord Checking Service via the form on GOV.UK or via telephone on 0300 790 6268.

If the individual provides this document, you should take a copy of each page. You should retain the copies with a record of the date on which the check was made.

You should retain the copy of the document from the UK Crown Dependency with the response from the LCS and record the date on which the check was made.

If you conduct a check of this document in the correct manner as outlined here and in the Landlord's guide to right to rent checks, you will establish a time-limited statutory excuse against liability for a civil penalty and you will need to carry out a repeat check before your statutory excuse expires. This time-limited statutory excuse lasts either 12 months, or until the expiry of the person's permission to be in the UK, or until the expiry of the validity of the Home Office document which evidences their right to be in the UK, whichever is later.

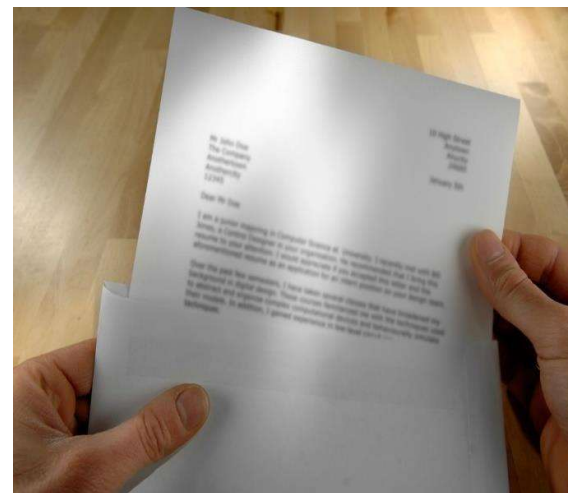


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Acceptable immigration documents which prove a time-limited right to rent

A document issued by the Bailiwick of Jersey, Bailiwick of Guernsey or the Isle of Man (UK Crown Dependencies) showing that the holder has made an application for limited permission to enter or stay What to look for:

- The Isle of Man and Guernsey issue a letter to those granted status via their respective EU settlement schemes.
- Jersey issue a letter and operates an immigration status checker service for individuals to obtain confirmation of their status at any point. The results will go to their own email address, which they can present to you.



You are required to verify this document with the Landlord Checking Service via [the form](#) on GOV.UK or via telephone on 0300 790 6268.

If the individual provides this document, you should take a copy of each page. You should retain the copies with a record of the date on which the check was made.

You should retain the copy of the document from the UK Crown Dependency with the response from the LCS and record the date on which the check was made. If you conduct a check of this document in the correct manner as outlined here and in the Landlord's guide to right to rent checks, you will establish a time-limited statutory excuse against liability for a civil penalty and you will need to carry out a repeat check before your statutory excuse expires. This time-limited statutory excuse lasts either 12 months, or until the expiry of the person's permission to be in the UK, or until the expiry of the validity of the Home Office document which evidences their right to be in the UK, whichever is later.



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Acceptable immigration documents which prove a time-limited right to rent

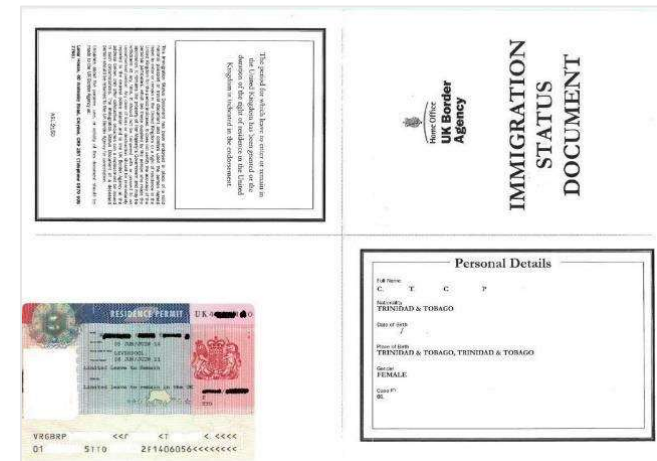
A current immigration status document issued by the Home Office to the holder with a valid endorsement indicating that the name person may stay in the UK for a time-limited period What to look for:

- any photograph should be a true likeness of the holder
- the date of birth on the document should be credible and consistent with any other instance of when the holder has provided their date of birth
- the document should include a Home Office logo
- the document should not appear to obviously have been tampered with
- the document should clearly explain that the holder has limited leave and the date that leave expires

If the individual provides this document, you should copy both sides in full.

You should retain the copies with a record of the date on which the check was made.

If you conduct a check of this document in the correct manner as outlined here and in the Landlord's guide to right to rent checks, you will establish a time-limited statutory excuse against liability for a civil penalty and you will need to carry out a repeat check before your statutory excuse expires. This time-limited statutory excuse lasts either 12 months, or until the expiry of the person's permission to be in the UK, or until the expiry of the validity of the Home Office document which evidences their right to be in the UK, whichever is later.





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Acceptable immigration documents which prove a time-limited right to rent

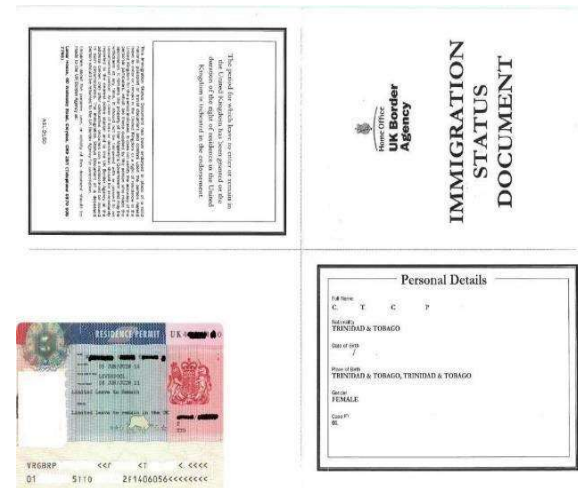
A Certificate of Application (non-digital) issued by the Home Office showing that the holder has made an application to the UK EU Settlement Scheme, on or after 1 July

Individuals with an outstanding valid application to the EU Settlement Scheme are issued with a Certificate of Application (CoA). Where an individual has been issued with a CoA, you should firstly establish whether this is a 'digital' or 'non-digital' CoA. Where the individual has a digital CoA, you must conduct an online check and do not need to check any physical documentation.

If the individual provides this document, you should take a copy of each page. You should retain the copies with a record of the date on which the check was made.

If the individual has a non-digital CoA, this will be in the form of an email or letter. You are required to verify this document with the Landlord Checking Service via [the form](#) on GOV.UK or via telephone on 0300 790 6268.

You should retain the copy of the document from the UK Crown Dependency with the response from the LCS and record the date on which the check was made. If you conduct a check of this document in the correct manner as outlined here and in the Landlord's guide to right to rent checks, you will establish a time-limited statutory excuse against liability for a civil penalty and you will need to carry out a repeat check before your statutory excuse expires. This time-limited statutory excuse lasts either 12 months, or until the expiry of the person's permission to be in the UK, or until the expiry of the validity of the Home Office document which evidences their right to be in the UK, whichever is later.



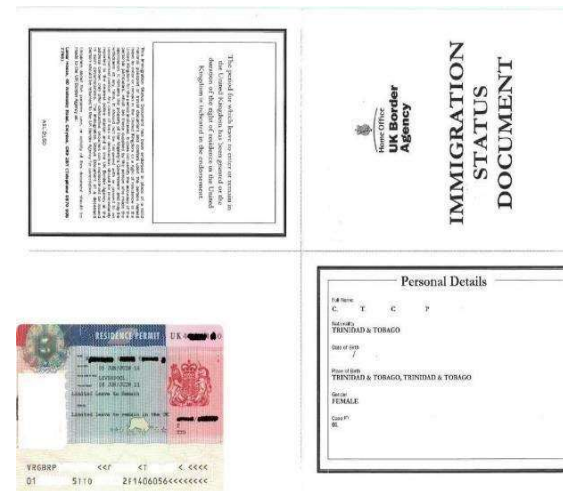


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Acceptable immigration documents which prove an unlimited right to rent

A document from the Bailiwick of Jersey, the Bailiwick of Guernsey or the Isle of Man (UK Crown Dependencies with respective EU Settlement Schemes) with proof of settled status What to look for:

- The Isle of Man and Guernsey issue a letter to those granted status via their respective EU settlement schemes.
- Jersey issue a letter and operate an immigration status checker service for individuals to obtain confirmation of their status at any point. The results will go to their own email address, which they can present to you.



You are required to verify this document with the Landlord Checking Service via [the form](#) on GOV.UK or via telephone on 0300 790 6268.

If the individual provides this document, you should take a copy of each page. You should retain the copies with a record of the date on which the check was made.

You should retain the copy of the document from the UK Crown Dependency with the response from the LCS and record the date on which the check was made. If you conduct a check of this document in the correct manner as outlined here and in the Landlord's guide to right to rent checks, you will establish a continuous statutory excuse against a civil penalty and you will not need to carry out any further right to rent checks, providing there is no change to the tenancy agreement.



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Acceptable immigration documents which prove an unlimited right to rent

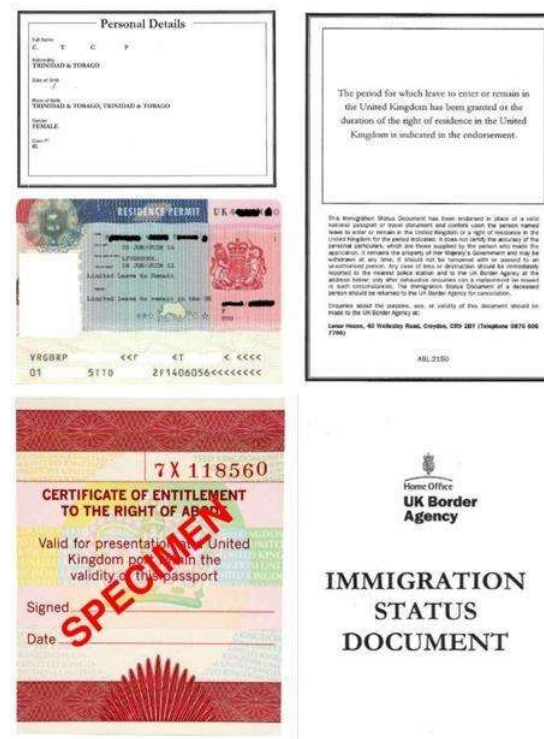
A current passport or other ‘travel document’ endorsed to show that the holder is either ‘exempt from immigration control,’ or has ‘indefinite’ leave in the UK, or has the ‘right of abode’ in the UK, or has ‘no time limit’ on their stay in the UK

A ‘travel document’ is a passport-type document issued by the Home Office to somebody in lieu of a passport from their home nation.

What to look for:

- the photograph should be a true likeness of the holder
- the date of birth on the document should be credible and consistent with any other instance of when the holder has provided their date of birth
- the document should not appear to obviously have been tampered with
- the document should contain an expiry date but can be accepted if this date has lapsed
- if the holder has a different name on the document, it should only be accepted if there is a further supporting document which explains this (e.g. a marriage or deed-poll certificate). In these circumstances, this document should be copied too
- the endorsement should show that the holder is ‘exempt from immigration control’, has ‘indefinite’ leave, has the ‘right of abode’ or has ‘no time limit’ on their stay in the UK

If the individual provides this document, you should take a copy of the pages of the passport or travel document which contains the document expiry date, nationality, date of birth, signature, leave expiry date, biometric details, photograph and also any page containing information indicating that the holder has permission to enter or stay in the UK. You should retain





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Acceptable immigration documents which prove an unlimited right to rent

the copies with a record of the date on which the check was made. Endorsements can come in a number of different forms within a passport or travel document.

A certificate of registration of naturalisation as a British citizen What to look for:

- the date of birth on the document should be credible and consistent with any other instance of when the holder has provided their date of birth
- the document should state which country the holder was born in
- the document should not appear to obviously have been tampered with
- the document should be dated
- if the holder has a different name on the document, it should only be accepted if there is a further supporting document which explains this (e.g. a marriage or deed-poll certificate). In these circumstances this document should be copied too

If the tenant provides this document, you should take a copy of the front and back. You should retain the copies with a record of the date on which the check was made.

If you conduct a check of this document in the correct manner as outlined here and in the Landlord's guide to right to rent checks, you will establish a continuous statutory excuse against a civil penalty, and you will not need to carry out any further right to rent checks, providing there is no change to the tenancy agreement.





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Annex A: Frequently Asked Questions for landlords and agents

I need help with carrying out a right to rent check, who should I contact?

You should call the Landlord Helpline if you need help with a check on 0300 790 6268, Monday to Thursday, 9am to 4:45pm Friday, 9am to 4:30pm.

My prospective tenant has presented me with a passport which contains an endorsement allowing them to stay in the UK for a short period of time. They told me that they have longer leave in the United Kingdom and that they have to obtain a biometric immigration document to evidence this. What should I do?

Whilst we encourage individuals to collect their biometric residence permit (BRP) before entering into a tenancy agreement we recognise that this is not always possible. If an individual is due to enter into a tenancy agreement before they collect their BRP then you are able to accept the short duration vignette in their passport as proof of their right to rent. You should ensure that the vignette is still valid (that the expiration date has not passed) and follow the manual check process. This will provide you with a statutory excuse for 12 months.

Once the individual has collected their BRP you may wish to conduct a further check which will provide you with a statutory excuse for the duration of their leave.

Do I have to employ somebody else to carry out document checks if I am not an expert?

No. You only have to be satisfied that the documents which you are checking seem genuine. You can make an arrangement with an agent who can carry out checks on your behalf. Anyone who is given a false document will only be liable for a civil penalty if it is reasonably apparent it is false.

How can I check the identity of people who cover their face for reasons of belief?

Individuals should be asked to show their face to check that it matches their facial image on their documents. Scarves which cover the hair need not be removed. Those carrying out the check should offer the opportunity for the prospective tenant to show their face in a private area and/or in the presence of a female.

My tenant has guests staying with them. Do I need to carry out right to rent checks on them?



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Annex A: Frequently Asked Questions for landlords and agents

House guests, such as friends or family members, will not ordinarily be treated as an 'occupier' under the Scheme because a guest will generally not be living in the accommodation as their only or main home. A landlord should make reasonable enquiries at the time the residential tenancy is entered into (including when it is renewed or varied) and make an assessment based on those enquiries as to whether someone will be living on the premises as their only or main home.

Where a person is living in accommodation as their only or main home and is paying rent to another occupier, they may be regarded as having entered into their own residential tenancy agreement with that occupier (as a subtenant or licensee) and it will fall to that occupier to carry out the right to rent checks.

My tenant has brought someone into the property as their only or main home and is receiving rent. Do I need to carry out right to rent check on them?

Your tenant will be responsible for the checks for anybody they enter into a separate subletting or licensee arrangement with.

My prospective tenant is a student who is coming to the UK and wishes to arrange his tenancy from overseas. What do I do?

You can agree a tenancy in principle and then check the tenant's documents in person when they arrive in the UK.

You may wish to see the tenant via live video link before agreeing the tenancy in principle. However, this does not negate the need for you to check the tenant's documents in person once they arrive in the UK. Recent arrivals to the UK should have evidence of a right to rent through the documents they used to enter the country.

Further information on carrying out right to rent checks on students can be found in the Landlord's guide to right to rent checks.

My prospective tenant has provided me with an EUSS Certificate of Application (CoA), stating that they have an outstanding application with the Home Office. Can I accept this as part of a right to rent check?

Yes. If your prospective tenant has a digital CoA ask your them for a share code, you can then use the GOV.UK online service 'view a tenant's right to rent in England' to check their right to rent. If only have a non-digital CoA then



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Annex A: Frequently Asked Questions for landlords and agents

you must check the CoA via the Landlord Checking Service to obtain a Positive Right to Rent Notice (PRRN) confirming their right to rent. You must make a copy the CoA and the PRRN to have statutory excuse against liability for a civil penalty.

How will an EEA citizen be able to satisfy a right to rent check without physical documentary proof of their status?

EEA citizens and their family members who have made a successful application to the EU Settlement Scheme, or the points-based system will have been provided an eVisa. They will use the Home Office right to rent service to prove their right to rent.

What is the Home Office online service?

The Home Office online right to rent service offers a simple way to check someone's right to rent digitally, without needing to check a physical document.

The individual will provide you with a share code and you must check their details using the online service on GOV.UK.

Are retrospective checks required on EEA citizens who began renting on or before 30 June 2021?

No. Landlords will maintain a continuous statutory excuse against a civil penalty if the initial check was undertaken in line with legislation and published guidance at the time.

I have found out my tenant has not made an application to the EU Settlement Scheme do I have to evict them?

No, encourage them to make an application. To maintain your statutory excuse against a civil penalty you [must make a report to the Home Office](#) via GOV.UK.

Can I still check my tenant's documents remotely?

The adjustments to right to rent checks introduced on 30 March 2020 as part of the response to COVID-19, ended on 30 September 2022.



More information can be found at: [guidance about the adjusted process](#)

From 1 October 2022, landlords must carry out the prescribed checks as set out in the guidance. A statutory excuse is a landlord's defence against a civil penalty.

In order to establish a statutory excuse against a civil penalty in the event that a tenant is found to be renting, despite not having the right to rent, the landlord must do one of the following before a tenancy commences:

1. a manual right to rent check
2. a right to rent check using IDVT via the services of an IDSP
3. a Home Office online right to rent check

Conducting any of these checks will provide landlords with a statutory excuse. Further information on how to conduct these checks can be found on GOV.UK at:

[Landlords guide to right to rent checks](#)



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Annex B: Frequently Asked Questions for prospective and existing tenants

How can I prove my right to rent?

If you are planning on proving your right to rent by presenting your landlord with documents from list A or B, it is advisable to have the relevant documents ready before you begin looking for a property.

There are three types of right to rent checks; a manual document-based check, a right to rent check using Identity Verification Technology (IDVT) via the services of an identity service provider (IDSP) or an online check via the Home Office online right to rent checking service.

If you have a valid British or Irish passport, or Irish passport card, you and your landlord or letting agent can choose to use IDVT via the services of an IDSP to check the validity of the document and that it belongs to the person claiming it.

It will not be possible to prove your right to rent using the online checking service in all circumstances, as not all individuals will have an immigration status that can be checked online at this stage. In these circumstances you should prove your right to rent by presenting your landlord with your documents.

If you have a Biometric Residence Permit, a Biometric Residence Card, status under the EU Settlement Scheme or have been granted status digitally via an eVisa, you can only evidence your right to rent using the online checking service.

My landlord has asked for a follow-up check. Do I need to do this?

Yes. Your landlord is required by law to carry out a followup check if you had a time-limited right to be in the UK when your initial check was carried out. You are required to comply with your landlord's request for a follow up check.

I have had my passport and/or other identity documents stolen. How can I satisfy a right to rent check?

If your passport or biometric immigration document has been stolen, a letter from a UK police force confirming that you have been the victim of a crime and have reported your passport as stolen, stating the crime reference number, which has been issued in the last three months, can be used as part of the evidence of your right to rent. This must be accompanied by another document from list A group 2.

I have recently been released from prison and have not been able to acquire any standard type of identity documentation. How can I satisfy a right to rent check?

You can use a number of documents in combination to prove your right to rent. These can include letters from HM Prisons, and the probation services. A full list of documents



which can be used in combination in order to satisfy a right to rent check are detailed at the front of this document.

I have never had a passport or driving licence. How can I satisfy a right to rent check?

If you do not have a passport or driving licence, you can use a number of other documents to prove your right to rent. A full list of documents which can be used in order to satisfy a right to rent check are detailed at the front of this document.

I have recently been homeless/sleeping rough and do not have any standard identification documents. How can I satisfy a right to rent check?

If you are working with a charity or voluntary organisation to assist you in obtaining private rented accommodation to prevent or resolve homelessness, a letter from them can be used as an acceptable document towards proving your right to rent. This should be used in combination with another document, however, there are a variety you can use including letters from a UK government department, local authority, or benefits paperwork. A full list of documents which can be used in combination in order to satisfy a right to rent check are detailed at the front of this document.

I have had to leave my home due to domestic violence and cannot access any of my identity documents. How can I satisfy a right to rent check?

You are not required to prove your right to rent if you are staying in a refuge or hostel, as they are exempt from the Right to Rent Scheme. The following applies for people seeking accommodation in the private rented sector.

There are a number of acceptable documents include documents which should be accessible to you without having to return to your previous address, such as, a letter from your employer, a British passport holder, or your local authority.

A full list of documents which can be used in combination in order to satisfy a right to rent check are detailed at the front of this document.

You can get help and support relating to domestic violence from Refuge. They operate a free 24-hour helpline in conjunction with Women's Aid – 0808 2000 247. Victim Support may also be able to offer advice.

I have recently left care/a foster family and do not have any identity documents. How can I satisfy a right to rent check?



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Annex B: Frequently Asked Questions for prospective and existing tenants

You can use a number of documents to prove your right to rent. A full list of documents which can be used in combination in order to satisfy a right to rent check are detailed at the front of this document.

You can seek help from the personal adviser assigned to you by the council. There are also a range of organisations who may be able to provide support, including:

[Rees Foundation - The Rees Foundation | Life-long support for care leavers](#)

[Home Page - Become \(becomecharity.org.uk\)](#)

[Help and housing for care leavers - Shelter England](#)

[Leaving care - rights4children](#)

I have a passport, but it has expired. How can I satisfy a right to rent check?

If you have an unlimited right to rent in the UK (i.e. you are a British or Irish citizen) you can use an expired passport to prove your right to rent. Also, if you have indefinite leave to remain in an expired passport you can also use this to prove your right to rent.

The Home Office has my documents. How can I satisfy a right to rent check?

If your passport is with the Home Office due to an ongoing immigration application or appeal, your prospective landlord can request verification of your right to rent from the Home Office Landlord Checking Service. In order to do this, you will need to provide them with a Home Office reference number; this can be an application or appeal number, or case ID number etc.

The Landlord Checking Service will respond to the landlord by email within 2 working days, with a clear “yes” or “no” response.

A “yes” response means that you do have the right to rent in the UK. The details of your immigration status and any applications you have made will not be disclosed.

My employer is holding my passport. How can I satisfy a right to rent check?

Your employer is not legally allowed to keep your passport, if they are not allowing you to hold it, you should contact the police.

You can satisfy a right to rent check without a passport by using a number of other documents. A full list of documents which can be used in order to satisfy a right to rent check are detailed at the front of this document.



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Annex B: Frequently Asked Questions for prospective and existing tenants

The police are holding my documents. How can I satisfy a right to rent check?

You can satisfy a right to rent check without a passport by using a number of other documents.

A full list of documents which can be used in order to satisfy a right to rent check are detailed at the front of this document.

I am a student and will be living in Halls of Residence. Will I be subject to right to rent checks?

No. Halls of Residence are exempt from right to rent checks. This is the case for both Halls of Residence owned by universities and colleges and private organisations.

My landlord has asked me to prove my right to rent using the online service, but I would prefer to show my documents. Do I have to complete an online check?

A landlord cannot insist you use the online service if you can provide a document from the acceptable document list. However, some individuals can only use the online service, for examples those with a biometric card or eVisa. Landlords cannot discriminate against those who choose to prove their right to rent using a document from the acceptable document list, to do so is against the law.

I am experiencing issues when using the online service, where can I find help?

If you need help accessing or using the online immigration status services, you can contact the UKVI Resolution Centre. Telephone: 0300 790 6268, Monday to Friday (excluding bank holidays), 8am to 8pm. Saturday and Sunday, 9:30am to 4:30pm.

The Resolution Centre provides telephone support to all account holders using the online immigration status services, and BRC/P holders using the right to rent services.

This includes supporting users through the online journey, helping them to access or recover their account, helping them to update their personal details or sharing status on behalf of account holders if they are unable to do so themselves

The Resolution Centre will also be able to assist users who are experiencing technical issues with their online immigration status, and where necessary, enable account holders' status to be verified through alternative means.



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Annex B: Frequently Asked Questions for prospective and existing tenants

My personal information on the online service is incorrect or out of date, how do I update it?

Information on how to keep your details up to date is available on GOV.UK at: [Using your UK Visas and Immigration account](#)