



HM Government

How to rent

The checklist for
renting in England

October 2023



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If you have downloaded a copy of this guidance, please check you have the most up-to-date version by following this link:

[GOV.UK/government/publications/how-to-rent](https://www.gov.uk/government/publications/how-to-rent)

The landlord or the letting agent should give the current version of this guide to the tenant when a new assured shorthold tenancy starts. There is no requirement for them to provide the document again if the assured shorthold tenancy is renewed unless the document has been updated.

Who is this guide for?

This guide is for people who are renting a home privately under an assured shorthold tenancy, either direct from a landlord or through a letting agency. Most of it will also apply if you are in a shared property but in certain cases, [your rights and responsibilities will vary](#).

The guide does not cover [lodgers](#) (people who live with their landlord) or people with [licences](#) (such as many property guardians – see this [specific guidance on property guardians](#)), nor tenants where the property is not their main or only home.



1. Before you start

Key questions

- **Is the landlord or letting agent trying to charge any fees for holding the property, viewing the property or setting up a tenancy agreement?** Since 1 June 2019, most fees charged in connection with a tenancy are banned. A charge to reserve a property is permitted but it must be refundable and it cannot equate to more than one week's rent. Viewing fees and tenancy set-up fees are not allowed. See the '[Permitted fees](#)' section below for more details.
- **How much is the deposit?** Since 1 June 2019, there has been a cap on the deposit that the tenant is required to pay at the start of the tenancy. If the total annual rent is less than £50,000, the maximum deposit is five weeks' rent. If the annual rent is £50,000 or above, the maximum deposit is six weeks' rent. The deposit must be refundable at the end of the tenancy, usually subject to the rent being paid and the property remaining in good condition, and it must be 'protected' during the tenancy. See the '[Deposit protection](#)' section below.
- **How long do you want the tenancy for?** The landlord must allow you to stay in the property for a minimum of six months. Most landlords offer tenancies for a fixed term of six or 12 months. However, it is possible to negotiate a longer tenancy, or you could agree to a tenancy which rolls over on a weekly or monthly basis. These tenancies have no fixed end date after the minimum of six months.
- **What can you afford?** Think about [how much rent you can afford to pay](#). 35% of your take-home pay is the most that many people can afford, but this depends on what your other outgoings are (for example, whether you have children).
- **Are you are entitled to Housing Benefit or Universal Credit?** If so, you may get help with all or part of your rent. If you are renting from a private landlord, you may receive up to the Local Housing Allowance rate to help with the cost of rent. Check with this [online calculator](#) to see if you can afford to live in the area you want. You should also look at this [guidance on managing rent payments on Universal Credit](#).
- **Which area would you like to live in and how are you going to look for a rented home?** The larger the area you are prepared to look in, the better the chance of finding the right home for you.
- **Do you have your documents ready?** Landlords and agents will want to confirm your identity, [immigration status](#), credit history and possibly employment status.
- **Do you have the right to rent in the UK?** Landlords in England must check that all people aged 18 or over have the right to rent before the start date of the tenancy agreement. There are three types of right to rent checks: a manual document-based check, a check using Identity Verification Technology via the services of an identity service provider, or a check via the Home Office online checking service. Your landlord can't insist which option you choose but not everyone can use the online service. [Further information on how to prove your right to rent to a landlord](#) can be found on GOV.UK.
- **Will you need a rent guarantee?** Some landlords might ask someone to [guarantee your rent](#). If you don't have a guarantor, you can ask [Shelter](#) for advice.
- **Do you need to make changes to the property?** If you are disabled or have a long-term condition and think you may need to make changes to the property to allow you to live independently, discuss these with your landlord or agent.

Ways to rent a property

Direct from the landlord

Look for landlords who belong to an [accreditation scheme](#). Accreditation schemes provide training and support to landlords in fulfilling their legal and ethical responsibilities. Your local council can advise you about accreditation schemes operating in your area.

The [National Residential Landlords Association](#) and the [Guild of Residential Landlords](#) run national schemes.

If your landlord lives outside the UK, you may be responsible for paying tax on the rent to HM Revenue and Customs. For advice, call their non-resident landlord scheme helpline on 0300 322 9433.



Through a letting agent

Letting agents must be members of a redress scheme. You should check which [independent redress scheme](#) the agent is a member of in case you have an unresolved dispute.

If they receive money from you, such as rent payments, you should also check they are a member of a client money protection scheme. See a [list of approved schemes](#). By law, this information should also be clearly visible to you at the agent's premises and on their website.

Reputable agents are often accredited through a professional body such as [the Guild of Property Professionals](#), [Propertymark](#), [Safeagent](#), [the Royal Institution of Chartered Surveyors](#) or [the UK Association of Letting Agents](#).

If your landlord lives outside the UK, the letting agent will be responsible for paying any tax due on the rent to HM Revenue and Customs.



Watch out for scams!

Be clear who you are handing money over to, and why.

2. Looking for your new home

Things to check

- **Deposit cap.** Check that the tenancy deposit you're being asked for is not more than five weeks' rent where annual rent is less than £50,000, or six weeks' rent where annual rent is more than £50,000.
- **Deposit protection.** If the landlord asks for a deposit, check that it will be protected in a [government-approved scheme](#). Some schemes hold the money, and some insure it. You may be able to access a [bond or guarantee scheme](#) that will help you put the deposit together. Contact your local council for advice.
- **You may be offered a deposit replacement product as an alternative to a cash deposit.** A landlord or agent cannot require you to use a deposit replacement product but may allow it as an option without breaking the Tenant Fees Act. There are several different deposit replacement products available. Depending on the product, you may need to pay a non-refundable fee up-front (often equivalent to one week's rent) and/or a monthly payment for the duration of your tenancy. With most products, you will still be responsible for the costs of any damages incurred at the end of the tenancy or required to pay an excess on any claim for damages or unpaid rent. It is strongly advised to always check the terms and conditions and to see if it is regulated by the [Financial Conduct Authority](#).
- **Length of tenancy.** There is usually a fixed period of six or 12 months. If you want more security, it may be worth asking whether the landlord is willing to agree to a longer fixed period. Alternatively, you may be offered a weekly or monthly assured shorthold tenancy which does not last for a fixed period. Even with those tenancies, the landlord must allow you to stay for a minimum of six months.
- **Smoking and pets.** Check if there are any rules about them, as well as for other things such as keeping a bike, dealing with refuse and recycling.
- **Bills.** Check who is responsible for bills such as electricity, gas, water and council tax. Usually, the tenant pays for these bills. See [advice on paying bills](#).
- **Fixtures and fittings.** Check you are happy with them, as it is unlikely that you will be able to get them changed once you have moved in.
- **Smoke alarms and carbon monoxide detectors.** Landlords must make sure there is at least one smoke alarm on every floor used as living accommodation, and carbon monoxide alarms in all rooms that have a fixed combustion appliance and are used as living accommodation.
- **Safety.** Check that the property is safe to live in, and use the ['How to rent a safe home'](#) guide to help you identify possible hazards.
- **Fitness for human habitation.** Your property must be safe, healthy and free from things that could cause serious harm. If not, you can take your landlord to court. For more information, see the [Homes \(Fitness for Human Habitation\) Act 2018 guide for tenants](#). You should also check whether your tenancy agreement excuses you from paying rent if the building becomes unfit to live in due to, for example, a fire or flood.
- **Flood risk.** Your area may be at risk of flooding. [Check the long-term flood risk](#) to find out.

Check who your landlord is

Make sure you have the name of your landlord and an address in England or Wales where you can serve them notices in writing. Landlords are obliged to provide you with this information and the rent is not 'lawfully due' until they do so.

If the property is a flat, ask whether the landlord is the owner or leaseholder of the flat, and ask whether the freeholder – for example, the owner of the block – has agreed to the flat being let out. If the landlord has a mortgage, ask whether the mortgage company has agreed to the letting. The landlord may not need the freeholder's consent but if there is a mortgage, the lender's consent will always be needed. Be aware that you may have to leave the property if the landlord does not keep up the mortgage payments.

If the property is a house, ask whether the landlord is the owner, whether the landlord has a mortgage and whether the mortgage company has agreed to the letting. You may have to leave the property if the landlord does not keep up the mortgage payments.

If the landlord is not the property owner and they claim to be a tenant, a family member or a friend, be very cautious as it could be an unlawful sub-letting.

Permitted fees

The government's [guidance on the Tenant Fees Act](#) contains information about the fees that letting agents and landlords are prohibited to charge tenants, as well as the fees that are permitted.

Permitted fees are as follows:

- rent
- a refundable tenancy deposit capped at no more than five weeks' rent where the total annual rent is less than £50,000, or six weeks' rent where the total annual rent is £50,000 or above
- a refundable holding deposit (to reserve a property) capped at no more than one week's rent
- payments associated with early termination of the tenancy, when requested by the tenant
- payments capped at £50 (or reasonably incurred costs, if higher) for the variation, assignment or novation of a tenancy
- payments for utilities, communication services, TV licence and council tax
- a default fee for late payment of rent and replacement of a lost key/security device giving access to the housing, where required under a tenancy agreement

All other fees, including the following, are banned:

- viewing fees – any charge for viewing the property
- tenancy set-up fees – any charge for setting up the tenancy or contracts
- check out fees – any charge for leaving the property
- third party fees – any charge for actions done by someone other than the landlord or tenant but that the landlord must pay for

Licensing requirements

Houses in multiple occupation

Houses in multiple occupation are usually properties where three or more unrelated people share facilities such as a kitchen or bathroom.

Some [houses in multiple occupation must be licensed](#). Check that your landlord has the correct licence. There are extra requirements for landlords of houses in multiple occupation whether they need a licence or not. Go to [GOV.UK/private-renting/houses-in-multiple-occupation](https://www.gov.uk/private-renting/houses-in-multiple-occupation) for more information.

Selective licensing

Some single-family dwellings may also need to be licensed. Check with your local council whether the house is within a selective licensing scheme area. Selective licensing requires all landlords of privately rented housing in a designated area to obtain a licence for each individual property. It gives the local council powers to inspect properties and enforce standards to address specific property issues.



3. When you've found a place

Check the paperwork

- **Tenancy agreement.** Make sure you have a written tenancy agreement and read it carefully to understand your rights and responsibilities before you sign it. The landlord or agent usually provides one, but you can ask them to consider using a different version instead. The government has published a [model tenancy agreement](#) which can be downloaded for free. If you have any concerns about the agreement, [seek advice before](#) you sign. If you are unhappy with the tenancy agreement, the Tenant Fees Act allows tenants to walk away from unfair terms without forfeiting the holding deposit.
- **Inventory.** Agree an inventory (or check-in report) with your landlord before you move in and, as an extra safeguard, make sure that you take photos. This will make things easier if there is a dispute about the deposit at the end of the tenancy. If you are happy with the inventory, sign it and keep a copy. From 1 June 2019, landlords or letting agents cannot charge certain fees. See the government's [guidance on the Tenant Fees Act](#) for more information.
- **Meter readings.** Remember to take meter readings when you move in. Take a photo showing the meter reading and the date and time, if possible. This will help make sure you don't pay for the previous tenant's bills.
- **Contact details.** Make sure that you have the correct contact details for the landlord or agent, including a telephone number you can use in case of an emergency. You are legally entitled to know the name and address of your landlord.
- **Code of practice.** Ask whether your landlord or agent has signed a code of practice, which may give you additional assurance about their conduct and practices.

Things the landlord must provide you with

- **A copy of the guide,** 'How to rent: the checklist for renting in England', either as a hard copy or, with your agreement, via email as a PDF attachment.
- **A gas safety certificate** before you occupy the property. They must also give you a copy of the new certificate after each annual gas safety check, if there is a gas installation or appliance.
- **Deposit paperwork.** If you have provided a deposit, the landlord must protect it in a government-approved scheme within 30 days and give you prescribed information about it. Make sure you get the official information from your landlord, and that you understand how to get your money back at the end of the tenancy. Keep this information safe as you will need it later.
- **The energy performance certificate,** which contains the energy performance rating of the property you are renting, free of charge at the onset of your tenancy. As of April 2020, all privately rented properties must have an energy performance rating of E or above (unless a valid exemption applies) before being let out. You can also [search online for the energy performance certificate](#) and check its rating.
- **A report that shows the condition of the property's electrical installations.** The landlord also has to give this to the local council if they ask for it. The electrical wiring, sockets, consumer units (fuse boxes) and other fixed electrical parts in rented homes must be inspected and tested every five years, or more often if the inspector thinks necessary. Throughout the whole time a tenant is living at the property, national electrical safety standards must be met.
- **Evidence that smoke and carbon monoxide alarms are in working order at the start of the tenancy.** Tenants should then regularly check they are working.

Check if the property is suitable for your needs if you are disabled

- **Accessibility.** If you are disabled or have a long-term condition, you can [request reasonable adjustments](#) from your landlord or agent. This could include changes to the terms of your agreement, or home adaptations and adjustments to common parts of a building to make your home accessible to you. Your landlord or agent should respond in a reasonable timeframe and if they refuse a request, they should explain why they do not consider it reasonable. Your landlord can ask you to pay for the changes you asked for. However, you can check to see if you are eligible and apply for a [Disabled Facilities Grant](#) to help with the cost of adaptations. Your landlord can also apply for funding on your behalf.

4. Living in your rented home

Things the tenant must do

- **Pay the rent on time.** If your rent is more than 14 days late, you could be liable for a default fee. This is limited by the Tenant Fees Act to interest on the outstanding amount, capped at 3% above Bank of England base rates. The landlord or agent cannot charge any other fees. For more information, please read the [government's guidance on the Tenant Fees Act](#). Further, you could lose your home because you have breached your tenancy agreement. If you have problems, GOV.UK has links to [further advice on rent arrears](#). Also check out these [practical steps for paying your rent on time](#).
- **Pay any other bills** that you are responsible for on time, such as council tax, gas, electricity and water bills. If you pay the gas or electricity bills, you can [choose your own energy supplier](#).
- **Look after the property.** Get your landlord's permission before attempting repairs or decorating. It's worth getting contents insurance to cover your possessions too, because the landlord's insurance won't cover your things.
- **Be considerate to the neighbours.** Anti-social behaviour may be a reason for your landlord to evict you.
- **Don't take in a lodger** or sub-let without checking whether you need permission from your landlord.

Things the tenant should do

- Make sure you know how to operate the boiler and other appliances and know where the stopcock, fuse box and any meters are located.
- Regularly test your smoke alarms and carbon monoxide detectors – at least once a month.
- Report any need for repairs to your landlord. Failure to report the need for repairs could be a breach of your tenancy agreement. In extreme circumstances there may be a risk to your deposit if a minor repair turns into a major problem because you did not report it.
- Consider obtaining insurance for your contents and belongings. The landlord will usually have insurance for the property but it will not cover anything that belongs to you. If your area is at [risk of flooding](#), make sure your insurance covers this.
- Consider having smart meters installed. Smart meters can help you keep an eye on your energy bills and make changes to save money. If the energy bills are in your name or you prepay for your energy, you can choose to have smart meters installed, though you should check your tenancy agreement first and let your landlord know. If your tenancy agreement says you need your landlord's permission to alter metering at your property, they should not unreasonably prevent it. Smart Energy GB has independent information about the [benefits of smart meters for tenants](#) and how to ask your supplier for the installation. If your landlord pays the energy bills, you can ask them to have smart meters installed.
- [Register to vote at your new address.](#)

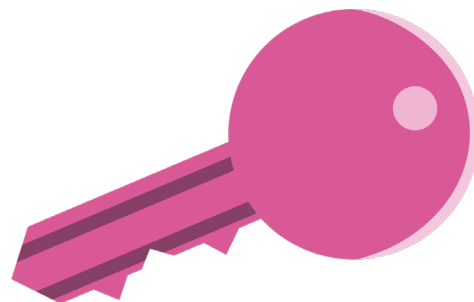
Things the landlord must do

- Maintain the structure and exterior of the property.
- Ensure the property is free from serious hazards throughout your tenancy.
- Fit smoke alarms on every floor and carbon monoxide alarms in rooms with fixed combustion appliances such as boilers, and make sure they are working at the start of your tenancy. If they are not there, ask your landlord to install them.
- Deal with any problems with the water, electricity and gas supply.
- Maintain any appliances and furniture they have supplied.
- Carry out most [repairs](#). If something is not working, [report it to your landlord or agent](#) as soon as you can.
- Arrange an annual [gas safety check](#) by a Gas Safe engineer (where there are any gas appliances).
- Arrange an electrical safety check by a qualified and competent person every five years (this applies to new tenancies from 1 July 2020 and existing tenancies from 1 April 2021).
- Consider requests for reasonable adjustments from tenants who have a disability or long-term condition. Reasonable adjustments could include changes to the terms of your tenancy or allowing adaptations or adjustments to your home or common parts of the building. Landlords (or agents) must respond to your request in a reasonable timeframe. If they refuse a request they must explain why. [Foundations](#) can offer advice on getting home adaptations.
- Seek your permission to access your home and give at least 24 hours' notice of proposed visits for things like repairs. Those visits should take place at reasonable times – neither the landlord nor the letting agent is entitled to enter your home without your express permission.

- Get a licence for the property if it is a [licensable property](#).
- Ensure the property is at a [minimum of energy efficiency band E](#) (unless a valid exemption applies).
- Carry out a Right to Rent check.

Things the landlord should do

- Insure the building to cover the costs of any damage from flood or fire.
- Check regularly to ensure that all products, fixtures and fittings are safe and that there haven't been any product recalls. Help is available at [the Royal Society for the Prevention of Accidents](#), [the Chartered Trading Standards Institute](#) and [the Child Accident Prevention Trust](#).
- Ensure blinds are safe by design and they do not have looped cords to prevent accidents. This is especially important in a child's bedroom. More information can be found on the [Royal Society for the Prevention of Accidents' website](#).



5. At the end of the fixed period

If you want to stay

If you want to extend your tenancy after any initial fixed period, there are a number of important issues to consider. Check [Shelter's website](#) for advice.

Do you want to sign up to a new fixed term?

If not, you will be on a 'rolling periodic tenancy'. This means you carry on as before but with no fixed term. Your tenancy agreement should say how much notice you must give the landlord if you want to leave the property – one month's notice is typical. Shelter publishes advice on how you can end your tenancy.

Your landlord might want to increase your rent

Your landlord can increase your rent by agreement, or as set out in your tenancy agreement, or by serving you with a [notice proposing a new rent](#).

If your landlord has served you with a notice proposing a new rent, you can make an application to [challenge the proposed rent in the tribunal](#).

The deposit cap introduced by the Tenant Fees Act 2019 means you may be entitled to a partial refund of your tenancy deposit. The government's [guidance on the Tenant Fees Act](#) explains whether this affects you.

If you or the landlord want to end the tenancy

The government has announced that it plans to put an end to 'no fault' section 21 evictions by changing existing legislation. Landlords will still be able to issue you with a section 21 notice until new legislation comes into effect. If you receive a section 21 notice from your landlord, seek advice from [Shelter](#) or [Citizens Advice](#). If you are eligible for legal aid, you can also contact [Civil Legal Advice](#) for free and confidential advice.

There are things that both landlords and tenants must do at the end of the tenancy.

Giving notice

It is a legal requirement for landlords to give you [proper notice if they want you to leave](#). Normally, the landlord must allow any fixed period of the tenancy to expire and they must give you the correct period of notice, which varies depending on the type of tenancy and the reason they want you to leave.

If you have been served with a notice that your landlord wants you to leave, you should read it at once. The notice should contain helpful information. Acting on it straight away may, in certain circumstances, allow you to keep your home. If you are unsure how to respond or worried that you will become homeless, you should access advice and support as soon as possible – for example, through contacting [Citizens Advice](#) or [Shelter](#), who can provide free, expert advice on your individual circumstances. If you are eligible for legal aid, you can also contact [Civil Legal Advice](#) for free and confidential advice.

If you do not leave at the end of the notice period, your landlord will need to apply for a court order to evict you, and must arrange for a warrant of possession to be executed by bailiffs if you remain in your home after the date given in the order.

However, if you seek advice and support as early as possible, it is more likely that you will be able to resolve any issues and remain in your home.

For more information about your rights and responsibilities when your landlord wants you to leave your home, see '[Understanding the possession action process: A guide for private residential tenants in England and Wales](#)'.

If you want to end the tenancy

Your tenancy agreement should say how much notice you must give the landlord if you want to leave the property. One month's notice is typical, and you must give it in writing. Make sure you keep a copy of the document and a record of when it was sent. Please see the 'If things go wrong' section below if you want to leave sooner than the notice period set out in the tenancy agreement.

Rent

Make sure that your rent payments are up to date. Do not keep back rent because you think that it will be taken out of the deposit.

Bills

Do not leave bills unpaid. This might have an impact on your references and credit rating.

Clear up

Remove all your possessions, clean the house, dispose of rubbish and take meter readings. Try to leave the property in the same condition that you found it in. Check this against your copy of the inventory and take photos that show how you have left the property.

Dispose of any unwanted furniture via a local collection service.

Return the keys

Return all sets of keys that were provided. If you do not, the landlord may charge you for changing the locks.

Inspection

Try to be present when the property is inspected to check whether any of the tenancy deposit should be deducted to cover damage. If you do not agree with proposed deductions, contact the relevant [deposit protection scheme](#).

6. If things go wrong

Most problems can be resolved quickly and easily by talking to your landlord or letting agent.

There are often legal protections in place for the most common problems that you may experience during the tenancy. The following links will tell you what they are or where to look for help.

- If you have a complaint about a letting agent's service and they don't resolve your complaint, you can complain to an [independent redress scheme](#). Letting agents must be members of a government-approved redress scheme.
- If you want to leave the property within the fixed term or more quickly than permitted in the tenancy agreement, you should discuss this with your landlord. If your landlord or letting agent agrees to end the tenancy early, you should make sure that this is clearly set out in writing and that you return all your sets of keys. If you do not, your landlord may make a court claim against you to gain possession of the property.
- You could be charged if you want to end the tenancy early, although this fee must not exceed the loss incurred by the landlord or the reasonable costs to your letting agent if you are renting through them. Unless or until a suitable replacement tenant is found, you will be liable for rent until your fixed-term agreement has ended or, in the case of a statutory periodic tenancy, until the required notice period under your tenancy agreement has expired. The government's [guidance on the Tenant Fees Act](#) contains more information.
- If you are having financial problems or are falling into rent arrears, speak to your landlord as they may be helpful and are likely to be more sympathetic if you talk to them early on. Should you need further help, contact your local council, [Citizens Advice](#) or [Shelter](#) as soon as possible. If you are eligible for legal aid, you can also contact [Civil Legal Advice](#) for free and confidential advice. Also check out these [practical steps for managing your rent payments](#).
- If the property is in an unsafe condition and your landlord won't repair it, contact your [local council](#). They have powers to make landlords deal with serious health and safety hazards. You can also report this to your local Trading Standards office.
- You may be able to take your landlord to court yourself if you think the property is not fit for habitation, under the [Homes \(Fitness for Human Habitation\) Act 2018](#). The court can make the landlord carry out repairs and pay you compensation. You may also be able to take your landlord to court if they do not carry out some repairs. For more information, please see [Shelter's advice](#) on section 11 of the Landlord and Tenant Act 1985.
- If you have a serious complaint about the property and your local council has sent a notice to the landlord telling them to make repairs, [your landlord may not be able to evict you](#) with a section 21 notice (no-fault eviction) for six months after the council's notice. You can still be [evicted with a section 8 notice](#) if you break the terms of your tenancy.
- Failure to comply with a statutory notice is an offence. Depending on the notice, local councils may prosecute or fine the landlord up to £30,000. Local councils have powers to apply for [banning orders](#) which prevent landlords or property agents from managing or letting out property if they are convicted of certain offences. If a landlord or property agent receives a banning order, they will be added to the Database of Rogue Landlords and Property Agents. There is a [specific process for banning order offences](#).

- If a landlord or letting agent charges you a prohibited payment (a banned fee according to the Tenant Fees Act 2019) or unlawfully keeps a holding deposit, they could be liable for a fine of up to £5,000. If there are multiple breaches, they could be liable for a fine of up to £30,000 as an alternative to prosecution. Local councils are responsible for issuing these fines. Landlords or letting agents cannot rely on giving notice under section 21 to obtain a possession order if they have not repaid any unlawful fees or deposits they have charged under the terms of the Tenant Fees Act. Tenants are also able to make an application to the tribunal to recover a prohibited payment, which can order a landlord or agent to repay a payment which has been charged unlawfully. The government's [guidance on the Tenant Fees Act](#) contains more information.
- If your landlord is making unannounced visits or harassing you, contact your local council. If more urgent, dial 999.
- If you are being [forced out illegally](#), contact your local council. [Shelter](#) and [Civil Legal Advice](#) may also be able to help you. If your landlord wants you to leave the property, they must notify you in writing, with the [right amount of notice](#). You can only be legally removed from the property if your landlord has a court order for possession and a warrant is executed by court bailiffs.
- If you live with your partner and you separate, you may have the right to carry on living in your home.
- If you are concerned about finding another place to live, contact the housing department of your local council straight away. Depending on your circumstances, they may have a legal duty to help you find accommodation and they can also provide advice. The local council should not wait until you are evicted before taking action to help you.

Protection from eviction

Landlords must follow strict procedures if they want you to leave your home. They may be guilty of harassing or illegally evicting you if they do not follow the correct procedures.

Landlords must provide you with the correct notice period and they can only legally remove you from your home by obtaining a court order for possession and arranging for a warrant to be executed by court bailiffs. See '[Understanding the possession action process: A guide for private residential tenants in England and Wales](#)'.

For anyone facing the loss of their home, free Government funded legal advice and representation (legal aid) is available through the Housing Loss Prevention Advice Service. If you receive written notice that someone is seeking possession of your home you should make contact with the Housing Loss Prevention Advice Service at <https://www.gov.uk/guidance/legal-aid-for-possession-proceedings>.

Government funded legal advice is also available for other housing and debt matters. You can have an initial discussion with an adviser to find out about the support available by contacting [Civil Legal Advice \(CLA\)](#) or by visiting [find-legal-advice.justice.gov.uk](https://www.find-legal-advice.justice.gov.uk) and entering the property post code and tick the category 'housing'.

Rent repayment orders

Rent repayment orders require a landlord to repay a specified amount of rent to a tenant and/or a local council, where there has been an illegal eviction or failure to licence a property that requires licensing.

Rent repayment orders also cover breach of a banning order or failure to comply with certain statutory notices. Where a rent repayment order is made, local councils may keep the money if the tenant's rent was paid by state benefits. Where a tenant has paid rent themselves, the money is returned to them. If benefits covered part of the rent, the amount is paid back pro-rata to the local council and the tenant.

[More information on how to apply for a rent repayment order](#) is available on GOV.UK.

If you are reading a print version of this guide and need more information on the links, please contact us on 0303 444 0000 or at 2 Marsham Street, London, SW1P 4DF.

7. Further sources of information

Read further information about [landlord and tenant rights and responsibilities](#).

Read the government's [guidance on the Tenant Fees Act](#). This includes:

- what the Tenant Fees Act covers
- when it applies and how it will affect you
- helpful questions and answers

Tenancy deposit protection schemes

Your landlord must protect your deposit with a government-backed tenancy deposit scheme.

- [Deposit Protection Service](#)
- [MyDeposits](#)
- [Tenancy Deposit Scheme](#)

Client money protection schemes

Your agent must protect money such as rent payments through membership of a government-approved client [money protection scheme](#).

Letting agent redress schemes

Every letting agent must belong to a government-approved redress scheme. Use the links below to find out which scheme your agent belongs to.

- [The Property Ombudsman](#)
- [Property Redress Scheme](#)

You can also contact the redress schemes to make a complaint about your letting agent.

Homes (Fitness for Human Habitation) Act 2018

[Guide for tenants](#)

Help and advice

- [Citizens Advice](#) – free, independent, confidential and impartial advice to everyone on their rights and responsibilities
- [Shelter](#) – housing and homelessness charity who offer advice and support
- [Crisis](#) – advice and support for people who are homeless or facing homelessness
- [Your local council](#) – to make a complaint about your landlord or the condition of your property
- [Housing Loss Prevention Advice Service](#) – free legal advice if you are at risk of losing your home

- [MoneyHelper](#) – free and impartial money advice
- [The Law Society](#) – to find a lawyer
- [Gas Safe Register](#) – for help and advice on gas safety issues
- [Electrical Safety First](#) – for help and advice on electrical safety issues
- [Foundations](#) – a national organisation that can provide advice and help disabled people apply for funding to make adaptations to their home
- [Smart Energy GB](#) – for help and advice on installing a smart meter and tips on energy efficiency

Also in this series

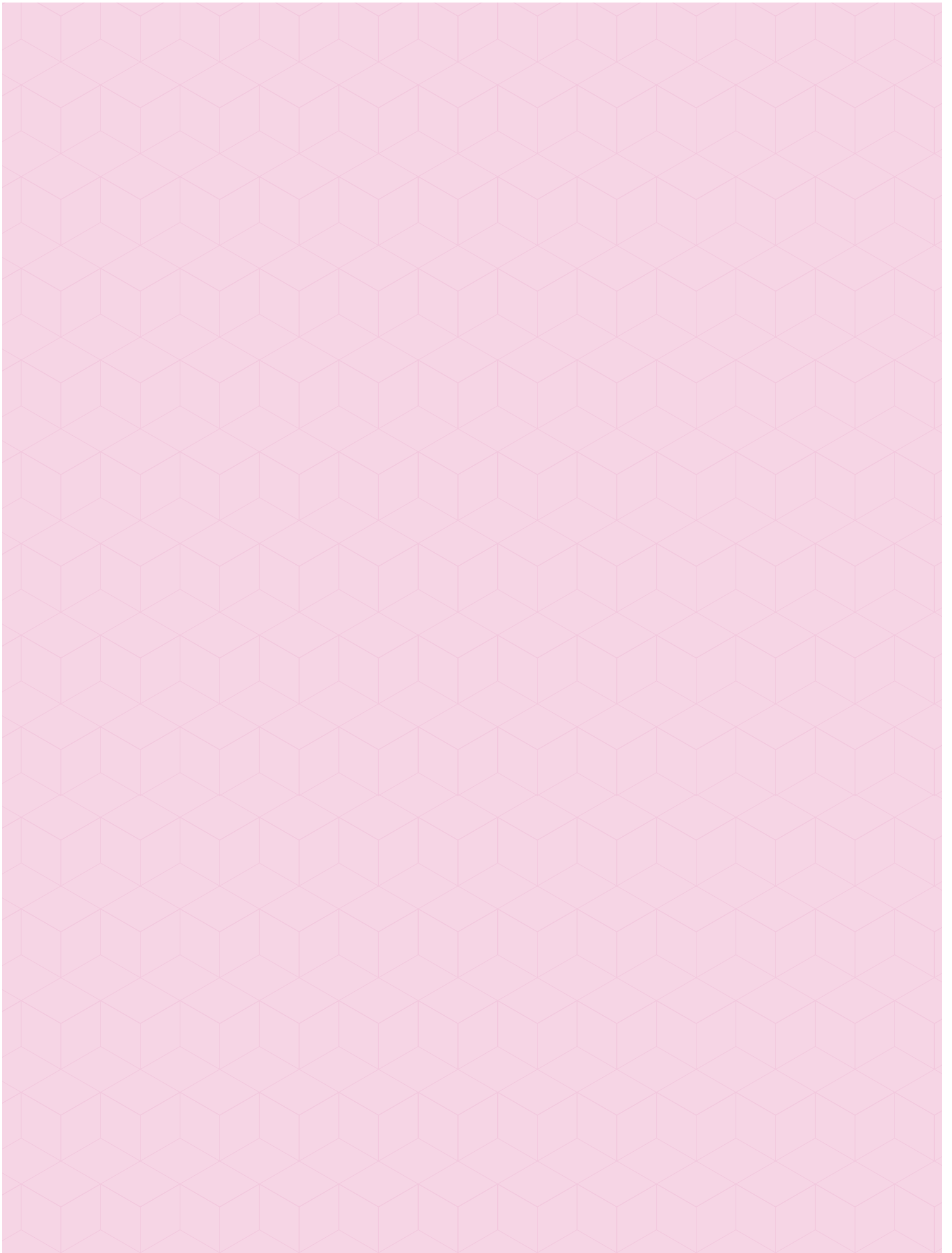
The government's '[How to rent a safe home](#)' guide helps current and prospective tenants ensure that a rented property is safe to live in.

The government's '[How to let](#)' guide provides information for landlords and property agents about their rights and responsibilities when letting out property.

The government's '[How to lease](#)' guide helps current and prospective leaseholders understand their rights and responsibilities.

The government's '[How to buy a home](#)' guide provides information to home buyers.

The government's '[How to sell a home](#)' guide provides information to those looking to sell their home.





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

28 October 2022



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.



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.

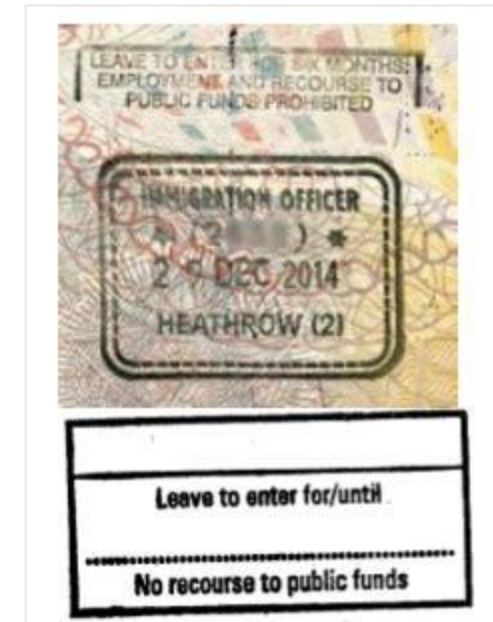
Resolution Centre: if you need help accessing or using digital immigration status information, you can contact the [UKVI Resolution Centre](#).

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



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.

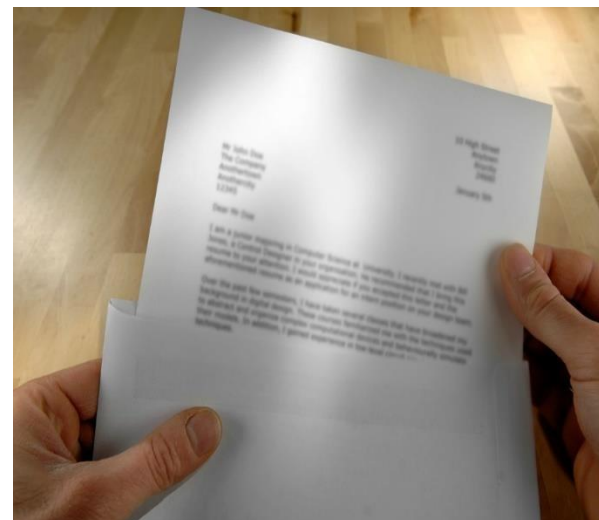
Endorsements can come in a number of different forms within a passport or travel document. A ‘travel document’ is a passport-type document issued by a government to somebody in lieu of a passport from their home nation.

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.



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.

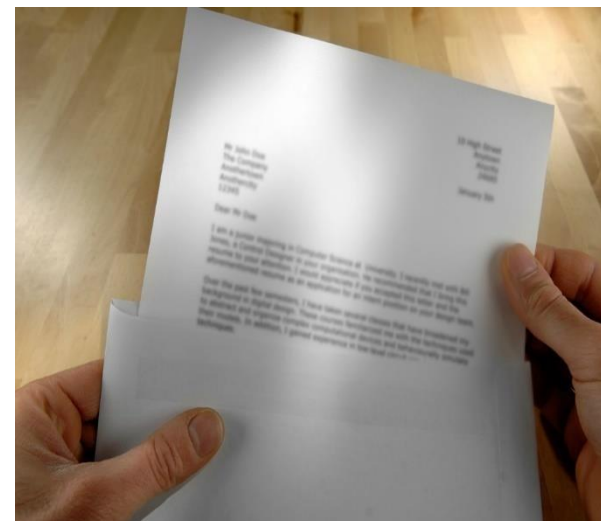
You should retain the copy of the document from the UK Crown Dependency with the response from the LCS and record the date on which the check was made.

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.



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.

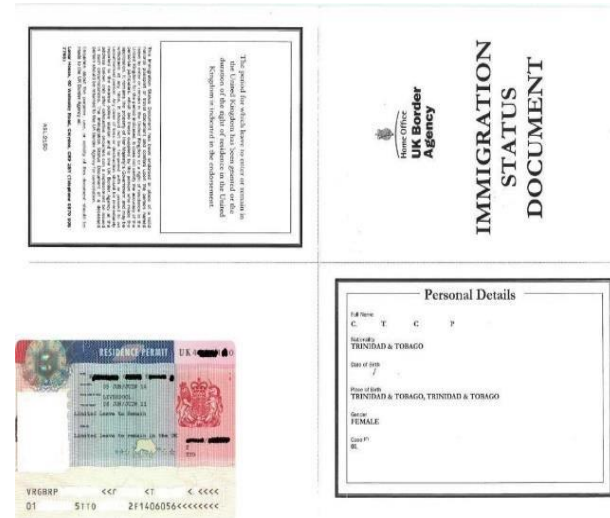
If the individual provides this document, you should take a copy of each page. You should retain the copies with a record of the date on which the check was made.

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.



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.



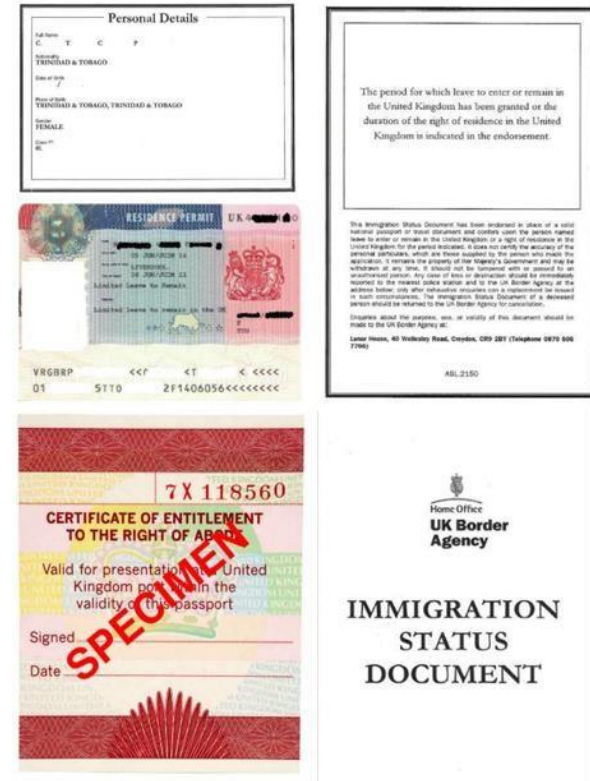
A current passport or other ‘travel document’ endorsed to show that the holder is either ‘exempt from immigration control,’ or has ‘indefinite’ leave in the UK, or has the ‘right of abode’ in the UK, or has ‘no time limit’ on their stay in the UK

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





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.

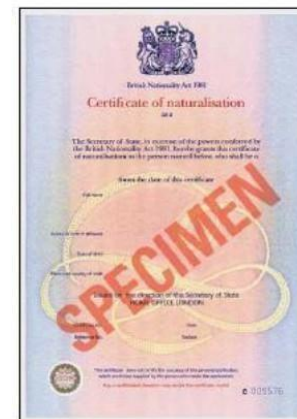
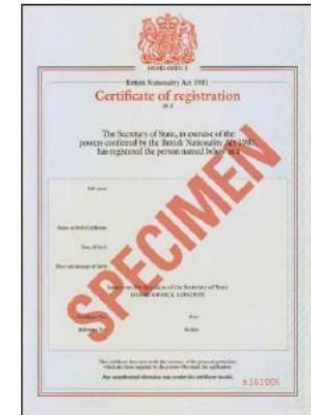
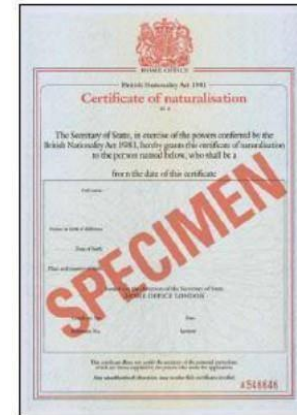
A certificate of registration of naturalisation as a British citizen What to look

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.





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?



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



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](#)



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?



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.



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.



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](#)