



If you wish to apply for indefinite leave to remain in the UK on form SET(LR), please read these guidance notes and the separate UK Visas and Immigration photograph guidance before making your application.

## CONTACTING US

### OUR WEBSITE

[www.gov.uk/government/organisations/uk-visas-and-immigration](http://www.gov.uk/government/organisations/uk-visas-and-immigration)

For information about immigration law and policy, the services offered by our Premium Service Centres, and to see and download application forms and related guidance.

## OUR PREMIUM SERVICE CENTRES

Our Premium Service Centres are for premium service applications only. For details of the services and facilities provided by each of the Premium Service Centres, please go to [www.gov.uk/ukvi-premium-service-centres/find-a-premium-service-centre](http://www.gov.uk/ukvi-premium-service-centres/find-a-premium-service-centre)

## GUIDANCE NOTES

### 1. Which applications do you need to use Form SET(LR) for?

Form SET(LR) must be used if you are applying for indefinite leave to remain on the basis of Long Residence in the UK.

The Windrush Scheme is for people who arrived in the UK many years ago and do not have documentation confirming their immigration status. If you are eligible under the Windrush Scheme you should not use form SET(LR). You should instead use the form available from Gov.UK, see <https://www.gov.uk/government/publications/undocumented-commonwealth-citizens-resident-in-the-uk>. There is no charge for applications made under the Windrush Scheme.

You must not use this form to make any other type of application including asylum or similar claims.

## 2. Qualifying for indefinite leave to remain

In order to qualify for indefinite leave to remain, all applicants aged 18-64 must meet the two parts of the Knowledge of Language and Life (KOLL) requirement by:

- passing the Life in the UK test,

and demonstrating the required level of English language by:

- having a speaking and listening qualification in English at B1 level or above of the Common European Framework of Reference for Languages (CEFR) which is included on the list of [recognised English test qualifications](#) from an [approved test centre](#), or
- having a degree that was taught or researched in English, or
- being a national of an English-speaking country

Guidance regarding the KOLL requirement can be found on [our website](#).

## 3. The fee

When making large or multiple payments using your credit card, the anti-fraud measures that banks operate sometimes stop the full payment being taken. This can happen for a number of reasons. To prevent this you may inform your bank of your intention to make large or multiple payments in advance so that your bank allows the full payment to be taken when you submit your application. Please be aware that not all banks offer this service.

If you do not pay the specified fee, the application will be invalid and will be returned to you.

We will not refund the fee if we refuse the application or if you withdraw it.

For information about methods of payment, please see the payment details guidance on page 2 of the form.

For applications made in person at a Premium Service Centre, the total fee includes a £100 appointment fee, which may be retained should the applicant fail to attend their appointment without good reason.

For more information about the current fees, please go to [our website](#).

## 4. When to apply

You should apply before the end of your permitted stay in the UK.

There is a qualifying period to complete for a Long Residence application. It runs either from

- the date on which you entered the UK with a visa;

or, if you did not enter the UK with such a visa, from

- the date on which you were first granted permission to remain in the UK.

If you entered the UK with a visa several weeks or more after the date from which it was valid for use, you may need to apply for an extension of stay to complete the relevant qualifying period. Please do not apply more than 28 days before completing the qualifying period. If you apply earlier than that, your application may be refused. If that happens, we will not refund the fee and you will have to pay again when reapplying.

## 5. Making sure your application is valid

Paragraphs 34-34I of the Immigration Rules specify certain requirements with which an application on a form specified for the purpose of the Rules must comply. To make a valid application, you must:

- apply on the current version of form SET(LR)
- pay the specified fee by one of the methods specified in the payment guidance.
- provide photographs of yourself as specified in the application form
- provide a valid passport, national identity card or travel document
- complete section 2E (Personal History) as required
- sign the declaration in section 6.
- send the application by prepaid post or, if permitted, by courier to the Home Office.

If you fail to do any of these things, your application will be invalid and we will return it to you. This could result in the loss of appeal rights if your permitted stay has run out by the time you make a valid application.

## 6. Ensuring your application is complete

You must complete every relevant section of the form and provide all the documents specified for your particular application. If you do not do this, we reserve the right to decide your application on the basis of the information and documents provided.

It is important, therefore, to provide an explanation if you cannot give us all relevant information or documents when making your application.

## 7. Completing the form

Please use a black pen to complete the form; write names, addresses and similar details in capital letters.

In the payment details and other sections where you give personal details and addresses, leave an empty box between each part of the name and of the address.

Please note that we always use the personal details in an applicant's passport, national identity card or travel document for official purposes, including any residence permit if the application is granted.

Take care to complete all sections as required, including the Personal History section. Follow the guidance on page 2 of the form when completing the payment details. Read the notes in various sections of the form.

You must enclose a letter of explanation if you are unable to provide all the required information or any relevant specified documents.

## 8. Photographs

For your application to be valid, it is mandatory to provide the following photographs:

- 2 identical passport-size photographs of yourself with your full name written on the back of each one.

The photographs you provide must also comply with the format requirements specified in the separate [Home Office photograph guidance](#).

Please ensure that you place the photographs in a small sealed envelope and attach it to section 1 of the form as instructed there - and without any staples, clips, pins or anything else which could mark or damage the photographs.

## 9. Documents

Documents provided with the application must be originals. All supporting evidence must be in the form of original documents. In addition you should provide photocopies of each of these documents including any pages of your passport(s) that contain personal details, visas or immigration stamps (foreign or UK). These do not have to be notarised by a solicitor or legal representative. If you are unable to provide the original document, we may accept a copy certified by the body or authority which issued the original (for example, a copy of a savings book certified by the building society or bank), or by a notary. The reasons for not being able to provide the original document must be explained in a covering letter. We are unlikely to grant your application without the original document. Any documents which are not in English must be accompanied by a reliable English translation. Make sure passports or travel documents are signed.

## 10. Applying by post - the address

If you are applying by post the address to which you must send application form SET(LR) is:

The Home Office  
SET(LR)  
Indefinite Leave to Remain  
PO Box 591  
Durham  
DH1 9FS

Posting it to any other address will not only delay your application but could make it invalid. This address is only to be used when sending your application. Please use the address given in part 16 for any other correspondence about your application.

If you use Recorded or Special Delivery, this will help us to record the receipt of your application. Make sure that you keep the Recorded or Special Delivery number.

We will return your passport(s) and other documents by Recorded Delivery. If you would like them to be returned by Special Delivery, you must provide a prepaid Special Delivery envelope which is large enough.

You will receive a letter of acknowledgement within a few days of your application being received unless there is a problem concerning the payment of the fee, in which case you will be contacted as soon as possible.

## 11. Applying in person

We offer a premium service to people who apply in person at our Premium Service Centres. This service is available only for applications which are straightforward and do not require further enquiries.

To apply in person, you must make an appointment in advance with one of the Premium Service Centres, you can do this through [our website](#). If you make one for some time ahead, please check that the application form you use is still valid on the day of your appointment.

If you are taking the Life in the UK test, you must allow at least 2 working days between passing the test and attending your appointment.

For the latest information about our Premium Service Centre opening times and services, please see [our website](#).

Please ensure that your Premium Service appointment is within 28 days of you completing your qualifying period. If you attend a PSC appointment and submit your application more than 28 days before completing your qualifying period your application will normally be refused and your fee retained.

## **12. Decision times**

For the latest information on our service standards please go to our website.

Applications which are not straightforward and/or which require further enquiries take longer to decide. These include applications by people who have remained here unlawfully after the expiry of their permitted stay.

As we cannot tell in advance how long it will take for particular cases to be decided, our general advice is not to make any travel arrangements until your passport(s), national identity card(s) or travel document(s) are returned.

## **13. Your status while your application is being considered**

If you apply before the end of your permitted stay in the UK, your existing immigration status, including any permission to work, will continue until your application is decided.

## **14. Contacting us after you have applied**

If you need to contact us after you have applied, please do so as follows.

To send us more information about your application, write to the following address (not the one to which you posted your application):

The Home Office  
Liverpool Settlement Casework  
PO Box 306  
Liverpool  
L2 0QN

and give the following details in your letter:

- the applicant's full name, date of birth and nationality
- any Recorded or Special Delivery number
- the date on which the application was posted
- the Home Office reference number if you have one.
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If you need your passport because you have to travel urgently and unexpectedly, use the [return of documents request form](#).

Your application will be treated as withdrawn if your passport is returned for travel abroad before we are able to decide the application.

## **15. Obtaining application forms**

You can obtain application forms, the accompanying guidance notes and the Home Office photograph guidance from our [website](#).

## **16. Other enquiries**

We also have the following freephone textphone number: 0800 38 98 28 9.

## **17. Choosing an immigration adviser**

Immigration advisers are regulated by the Office of the Immigration Services Commissioner (OISC). Their website at [www.oisc.gov.uk](http://www.oisc.gov.uk) contains a list of authorised advisers. It also has links to websites for solicitors, barristers and legal executives. If you have a complaint about an immigration adviser or need other information, the OISC contact details are:

Office of the Immigration Services Commissioner (OISC)  
5th Floor  
21 Bloomsbury Street  
London  
WC1B 3HF

Telephone: 0345 000 0046

Alternatively the Solicitors Regulation Authority, which regulates solicitors in England and Wales, can help you find a solicitor if you contact them on 0870 606 2555 or visit their website at

[www.sra.org.uk](http://www.sra.org.uk)

The address and telephone number for any complaints about a solicitor are:

Legal Ombudsman  
PO Box 6806,  
Wolverhampton,  
WV1 9WJ

Telephone: 0300 555 0333

## **18. Complaints about our service**

If you wish to make a complaint about our service, please refer to the complaints page on our website for detailed information on how to do so.

## **19. Data protection notice**

We will treat all information provided by you in confidence but may disclose it to other government departments, agencies, local authorities, the police, foreign governments and other bodies for immigration purposes or to enable them to perform their functions.

We may also use the information provided by you for training purposes. The information in the payment details page will be known to the private contractor engaged by the Home Office to process application payments.

## **20. Biometric residence permits**

A leaflet explaining the Biometric Residence Permit including the application process is available to download from our [website](#).

## **21. Requesting the return of your documents**

If you have sent your documents to us with your application, but you now need them back urgently, you can request the return of your documents via email. We normally return your documents within 20 working days but we don't recommend that you book any travel until you have received your documents. See the [Return of Documents page on our website](#).

**22.** You have the right to appeal if this application is refused.