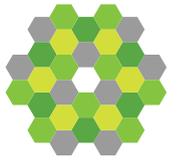


HM Land Registry

Help protect yourself from property fraud –
keep your contact details up-to-date



October 2023



Could you be at risk of property fraud?

If you own a property, it could be a target for fraudsters, especially if you don't live there. This leaflet provides important information from HM Land Registry on what you can do to help protect your property.

Protect your property

Your property is probably your most valuable asset. As such, it can be an attractive target for fraudsters, which is why you need to do what you can to protect your ownership.

HM Land Registry is a government agency that maintains the register of property ownership in England and Wales. If your property is registered, making sure we can contact you will provide you with better protection against fraudsters.

What is property fraud?

Property fraud can happen in many ways. Fraudsters may attempt to acquire ownership of a property either by using a forged document to transfer it into their own name, or by impersonating the registered owner. Once they have raised money by mortgaging the property without the owner's knowledge, they disappear without making repayments leaving the owner to deal with the consequences.

Who is at risk?

In particular, fraudsters may target properties:

- owned by a landlord, such as a buy-to-let owner or property developer
- where the owner lives somewhere else for all or part of the year
- where the owner is in temporary or long-term residential care
- where the owner has died and the property is held in trust
- which no longer have a mortgage.

What is HM Land Registry doing to reduce the risk of property fraud?

As part of our broad anti-fraud strategy, we have put measures in place to reduce the risk of property fraud. These measures are kept confidential to ensure security and are continuously reviewed. From time to time, we may introduce additional checks to provide added security. We work closely with the police and other agencies to reduce the risk of property fraud.

What can you do to help protect your property from fraud?

The key thing is to make sure that HM Land Registry can contact you wherever you live

This means giving us your up-to-date contact address (what we call your 'address for service') and ensuring that you let us know whenever it changes.

This is because we may need to write to you when we receive an application regarding your property. If we don't have an up-to-date contact address for you, you may not receive this important information from us.

Whenever possible, we will enter an address for service in the register that conforms with official sources such as Royal Mail. This is to ensure swift and correct delivery of correspondence.

For added peace of mind, we can hold up to three contact addresses for you, including an email address and an address abroad.

Updating your contact details is free.

How do I update my contact address?

All you need to do is complete the form at the end of this leaflet. This can be used to either check the contact details we currently have, or to update them.

Once you have completed the form, send it to
Citizen Centre
PO Box 74
Gloucester
GL14 9BB

You will need to provide evidence of identity when returning your form. What you need to provide will depend on who you are and whether you are applying on behalf of someone else.

See overleaf for further details

Register your title

If your property is not registered, you may wish to consider applying to register it. Registering your title with us helps to safeguard ownership of your property, giving you the best possible protection.

For more information, please visit our website at www.gov.uk/land-registry, contact us on **0300 006 0411** or email customersupport@landregistry.gov.uk

Make thorough checks on your tenants and property

If you are a landlord, it is also a good idea for you or your letting agent to verify the true identity of tenants by carrying out additional identity checks.

If your property is empty, you should inspect it from time to time to check for unauthorised entry.

Additional information for completing attached form

You must provide:

- a passport-sized photograph taken within the last three months
- your date of birth
- the length of time you have lived at your current address
- any other addresses you have lived at in the last five years.

We also require a photocopy of either:

- one item from List A below or
- two items from List B but no more than one of each type.

List A

- the biodata page of a current valid full passport (i.e. the page displaying the passport number, expiry date, photograph etc) or
- a current United Kingdom, EU, Isle of Man or Channel Islands photocard driving licence (not a provisional licence).

List B

The following documents **must be ones you have received in the post** rather than electronically. They must **relate to the property** you are applying to change the contact address for and **show either your existing address or a new address** that you want to add to the register:

- a utility bill less than three months old
- a council tax bill for the current year
- a mortgage statement for the mortgage accounting year just ended.

If you are **applying on behalf of someone else**, such as a relative, you will need to supply this information for yourself. If you are sending us two items from **List B** they must show **your own address**.

You do not need to supply identity evidence information for the people you act for. However, you must make it clear who you are acting for.

Your application will not be accepted unless either:

- the people you act for have signed section 4 of the form at the back of this leaflet, or
- you have provided documentary evidence for each person you are acting for that demonstrates you are entitled to act for them. This could be a written, signed consent or some other form of documentary evidence such as a power of attorney or court order.

If you are the **individual representing a corporate body**, i.e. if the property is registered in the name of a limited company, you will need to lodge a completed form *ID2 Certificate of identity for a body corporate* as evidence of your identity and authority to represent the company. See *Completing forms ID1 and ID2*, available at www.gov.uk, for more information about how to do this.

If you have difficulties providing any of the above information please call **0300 006 0411** to discuss whether alternative arrangements are possible or email customersupport@landregistry.gov.uk

Data protection

HM Land Registry may share, check and verify the information that you provide with:

- other government departments and agencies
- law enforcement agencies
- other relevant organisations and bodies

and access information relating to you from the databases of the organisations and bodies mentioned above, for verification purposes.

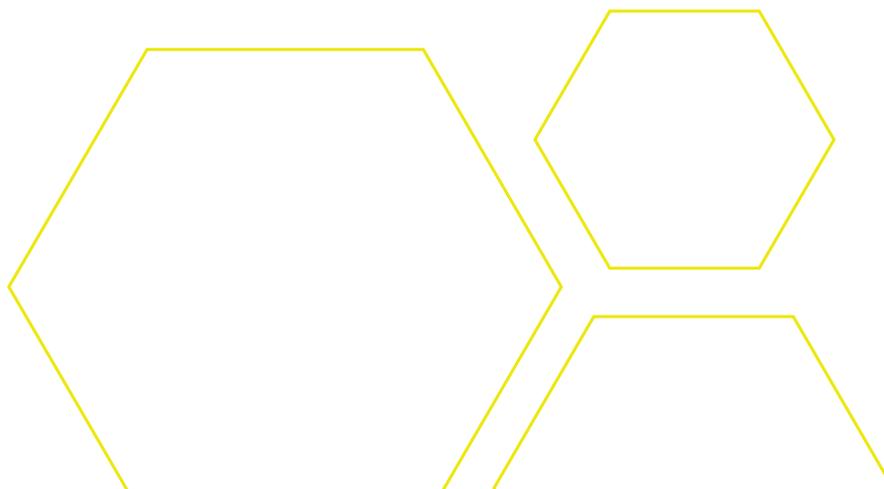
By providing the information set out in this leaflet you will be indicating your agreement to HM Land Registry processing your information in this way.

If you would like further information on this privacy policy please email dataprotection@landregistry.gov.uk

To find out more about property fraud and what you can do to safeguard your property, visit www.gov.uk/propertyfraud

This publication can be made available in alternative formats on request. If you require an alternative format please call our Customer Contact Centre on **0300 006 0411**

If you have any enquiries about change of address, or any other matter, please telephone **0300 006 0411**.



Any parts of the form that are not typed should be completed in black ink and block capitals.

You, the applicant must be one of the registered owners of the property whose address is being updated or act for them. If you are making an application on behalf of a registered owner, the registered owner is required to sign section 4 unless you also lodge evidence of your authority to act for them, such as a power of attorney or court order, in which case you must sign section 4. In all cases you, as the applicant, must sign section 5. This form is only applicable to update the address of the registered owner(s). It is not possible to update the address of a deceased owner.

Please return this form to:
Citizen Centre
PO Box 74
Gloucester
GL14 9BB

1 Your details

Full name: _____

Date of birth: DD / MM / YY _____

Your current address (This is the address to which the completed application will be returned)

Postcode: _____

Telephone number (If we have a query regarding your application we may phone you on this number between 9am-5pm week days only)

Landline: _____

Mobile: _____

HM Land Registry may share, check and verify the information you are providing with:

- other government departments and agencies
- law enforcement agencies
- other relevant organisations and bodies and access information relating to you from the databases of the organisations and bodies mentioned above, for verification purposes, see our [Personal Information Charter](#).

By providing the information requested in this form you will be indicating your agreement to HM Land Registry processing your information in this way.

If you would like further information on this privacy policy please email dataprotection@landregistry.gov.uk

If you dishonestly enter information or make a statement that you know is, or might be, untrue or misleading, and intend by doing so to make a gain for yourself or another person, or to cause loss or the risk of loss to another person, you may commit the offence of fraud under section 1 of the Fraud Act 2006, the maximum penalty for which is 10 years' imprisonment or an unlimited fine, or both.

Is this form open to public inspection?

The form is open to inspection except for identity evidence, including the date of birth and photograph, which are exempted from public inspection by rule 133 of the Land Registration Rules 2003.



Affix a passport style photograph that is **less than 3 months** old in the box provided.

The photograph must be:

- in full colour
- show your full face, and
- be printed on photographic paper – not ordinary paper.
- Scanned images and photocopies are not acceptable.

If you need help or further information completing the form please call **0300 006 0411**.

Please list **all** the addresses you have lived at in the last **5 years** together with the dates, **starting with your current address**.

Address	Postcode	From MM/YY	To MM/YY

2 Property

State the full address and postcode of **the property that you wish to update**. If you wish to update your address on more than one property, please attach a separate sheet.

Postcode

Note: If the property does not have a full postal address and Postcode (e.g. "land at ...") please provide the title number to enable us to identify the land.

Title number:

3 Evidence of your identity

Private individuals:

I enclose:

either

a copy of one document from List A

or

copies of two documents from List B but no more than one of each type.

Do not send originals

List A

- Passport biodata page (the page with your photo on)
 - Current UK, EU, Isle of Man or Channel Islands Photocard driving licence (not a provisional licence)
- (Any documents not in English or Welsh must be accompanied by a verified translation)

List B

These must relate to the property in section 2. However if you are applying on behalf of someone else, such as a relative, you will need to supply this information for yourself i.e. they must show your name and your address. Documents must be those you have received in the post rather than electronically.

- Utility bill less than three months old (internet bills are not acceptable)
- Council tax bill for current year
- Mortgage statement for last completed year

Corporate bodies:

I enclose a fully completed and verified form ID2 together with this form which must be completed by the company's representative.

Checklist – Applications to update registered owners’ contact address

Ensure you have completed or considered each of these points and that you have enclosed, or will attach, all the relevant information before you send us your application.

I have:

- completed any parts of the form that are not typed in **black ink** and in **block capitals, except for email addresses, which are case sensitive.**
- attached a passport-style photograph at section 1, ensuring it is **less than 3 months old**
- listed at the top of page 2, **my current address and any previous addresses, if applicable**, I have lived at in the last 5 years, and I have included the dates that I lived at each property
- completed section 2 with the full address of the registered property that I am seeking to update with my contact details
- enclosed evidence of my identity – I enclose a copy of one item from List A **or** two items from list B. Note: if you are lodging List B evidence, it should relate to the registered property you are seeking to update and **not your current address**
- completed section 4 with the full names and up to 3 contact addresses for each registered owner seeking to update their contact details. **For an email address I have entered individual characters which are legible.**
Note: each registered owner must sign section 4 beneath the changes to the contact addresses requested
- as the applicant named at section 1, I’ve signed and dated the certificate at section 5.