



Home Office



Easy  
Read

# A guide to documents for right to rent checks

For landlords and tenants



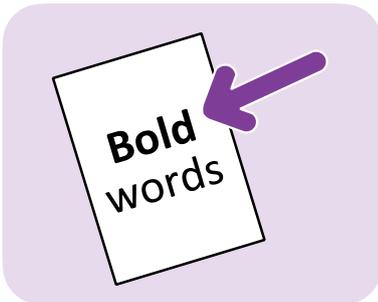
# Easy Read



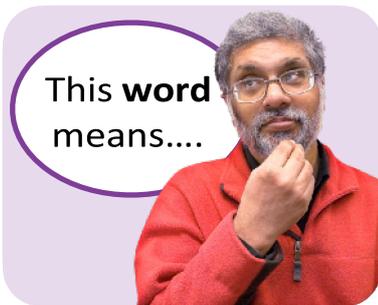
This is an Easy Read version of some information. It may not include all of the information but it will tell you about the important parts.



This Easy Read booklet uses easier words and pictures. You may still want help to read it.



Some words are in **bold** - this means the writing is thicker and darker.



These are words that some people will find hard. When you see a bold word, we will explain it in the next sentence.



Blue and underlined words show links to websites and email addresses. You can click on these links on a computer.

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# About this guide



This Home Office guide is to help **landlords** and **tenants** understand which documents they need for a **right to rent check**.



A **landlord** is a person or company that owns a home and **rents** it to someone to live in, called a **tenant**.



A **tenant** pays money to the landlord to live in their home.



A **right to rent check** is when the landlord checks that the tenant is allowed to rent a home in the UK.



This guide explains the different documents that you will need to do a right to rent check.



At the end of the guide, we will answer some common questions that landlords and tenants might ask about right to rent checks.

# Rules for landlords



Landlords must do right to rent checks to avoid getting a fine or going to court.



They must treat tenants fairly and do each right to rent check in the same way, no matter what the tenant's background is.



There are rules about this set out in 2 documents on the government website, called Codes of Practice:

[www.gov.uk/government/publications/right-to-rent-landlordscode-of-practice](http://www.gov.uk/government/publications/right-to-rent-landlordscode-of-practice)

*The Code of Practice documents are not in Easy Read.*



There is also a separate guide for landlords on the government website, about doing right to rent checks:

[www.gov.uk/government/publications/landlords-guide-to-right-to-rent-checks#other-steps](https://www.gov.uk/government/publications/landlords-guide-to-right-to-rent-checks#other-steps) *There is an Easy Read version of the guide.*



The rules for right to rent checks that were put in place during Covid-19 have now stopped.

They finished on 30 September 2022.



There is a guide for landlords about this on the government website:

[www.gov.uk/guidance/coronavirus-covid-19-landlord-right-to-rent-checks](https://www.gov.uk/guidance/coronavirus-covid-19-landlord-right-to-rent-checks)

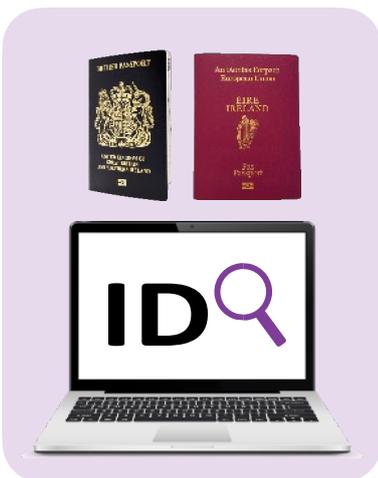
*The guide is not in Easy Read.*

# Doing a right to rent check

There are 3 ways that landlords can do a right to rent check:



1. By getting documents from the tenant that show they are allowed to rent a home in the UK.



2. By using a company that can check the tenant's ID online and show they are allowed to rent a home in the UK.

This is only for tenants with a British or Irish passport.



3. By using the Home Office online checking service.

This is only for tenants with a non-British or Irish passport.



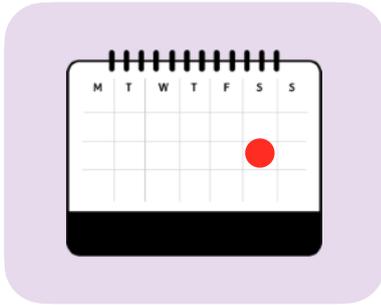




- A document or card from the Home Office to say someone is allowed to be in the UK.



# Documents that show someone is allowed to rent for a limited time



A **limited time** means up until a certain date.



Some people will be allowed to rent a home in the UK for a limited time.

This is called a ‘time-limited right to rent’.

## Passport



People who are visiting the UK on their passport will be allowed to rent a home during their visit.

## What the tenant must show

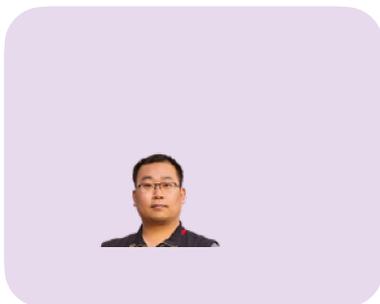
The document these tenants will need to show they have a time-limited right to rent:



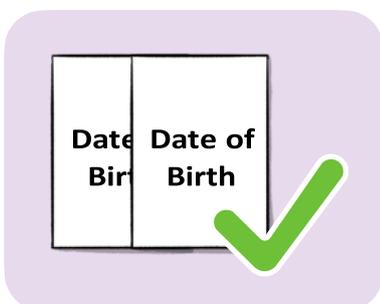
- Their passport that shows they are allowed to stay in the UK for a certain amount of time.

## What the landlord must check

The landlord must check the passport has:



- A photograph that looks like the person.



- A date of birth that matches the person's other documents.

The landlord must also check that passports have:



- Not been changed by someone who should not have changed it.



- A date that they run out. The passport must still be in date.



- A page which says that the person is allowed to be in the UK for a certain amount of time.



If the person's name has changed from the one on the passport, they must show why their name has changed.



For example, if the person changed their name because they got married, they should show their marriage certificate.

The landlord should make a copy of all of the pages of the passport that show:



- The person's personal details.



- The date the person has to leave the UK. This will be stamped in the passport.



The right to rent check will last for 12 months, or until the date the person has to leave the UK.



The landlord must do another check before this time ends to make sure the tenant is allowed to stay for longer, if the tenant wants to carry on renting from the landlord.

## Document from Jersey,

# Guernsey or the Isle of Man



Officials in Jersey, Guernsey or The Isle of Man can give some people permission to stay in the UK for a longer period of time.

This is called 'pre-settled status'.



People who have applied for pre-settled status have a right to rent while they wait for the application to go through.

## What the tenant must show

The document these tenants will need to show they have a time-limited right to rent:

- A letter from the Isle of Man or Guernsey that shows they have been given pre-settled status, or



- An email from Jersey that shows they have been given pre-settled status, or



- A letter or email that shows they have applied for pre-settled status and are waiting for it to be given.

## What the landlord must check

The landlord must check the letter or email is correct by contacting the Landlord Checking Service:



- Website:  
[www.eforms.homeoffice.gov.uk/  
outreach/lcs-application.ofml](http://www.eforms.homeoffice.gov.uk/outreach/lcs-application.ofml)



- Telephone:  
0300 790 6268

The landlord should keep a copy of:



- The letter or email from the tenant.



- The message from the Landlord Checking Service saying it is correct.



- The date that the letter or email was checked.



The right to rent check will last for 12 months, or until the date the person has to leave the UK.



The landlord must do another check before this time ends to make sure the tenant is allowed to stay for longer, if the tenant wants to carry on renting from the landlord.

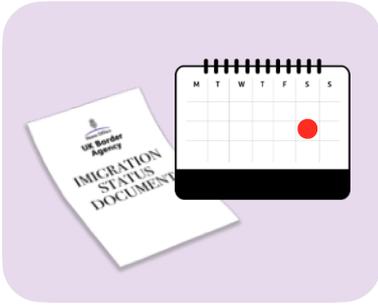
## Immigration status document



An **immigrant** is a person who has come from another country to live in the UK.



**Immigration status** is the person's right to be in the UK. It is given by the Home Office.



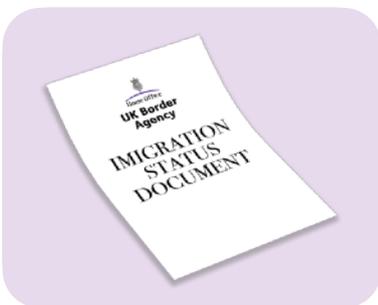
An immigration status document says how long the person is allowed to stay in the UK.



If someone does not have immigration status, it means they are not allowed to be in the UK.

## What the tenant must show

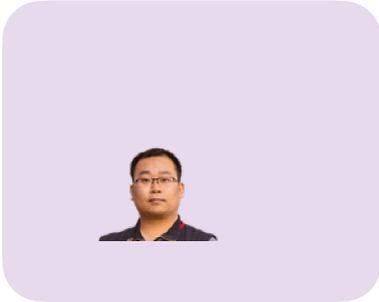
The document these tenants will need to show they have a time-limited right to rent:



- An immigration status document from the Home Office.

# What the landlord must check

The landlord must check that the immigration status document



has: ● A photograph that looks like the person.



● A date of birth that matches the person's other documents.

The landlord should also check the document:



● Has a Home Office logo.



- Has not been changed by someone who should not have changed it.



- Says the person has a limited time that they are allowed to be in the UK and the date it ends.

Landlords should keep a copy of:

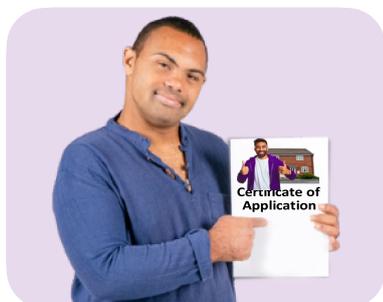


- Both sides of the Home Office immigration status document.



- The date the document was checked.

# Certificate of application to the UK EU Settlement Scheme



A **certificate of application** is a document that shows a person has applied to the **UK EU Settlement Scheme**.



The **UK EU Settlement Scheme** is a way for people from European Union (EU) countries to live in the UK.



In 2021, the UK left the EU. This was called 'Brexit'.



Since Brexit, people from other EU countries who want to live in the UK have had to apply to live here.



People who are waiting for their application to go through, have a right the rent while they wait.

## What the tenant must show

The document these tenants will need to show they have a time-limited right to rent:



- A certificate from the Home Office that shows they have applied for the UK EU Settlement Scheme after 1 July 2023.

This is called a ‘Certificate of Application’.

## What the landlord must check



If the tenant’s certificate is online, the landlord will need to do an online check.



If the certificate is not online, the tenant should have a copy of it in a letter or email.

The landlord must check the letter or email is correct by contacting the Landlord Checking Service:



- Website:  
[www.eforms.homeoffice.gov.uk/outreach/lcs-application.ofml](http://www.eforms.homeoffice.gov.uk/outreach/lcs-application.ofml)



- Telephone:  
0300 790 6268

# Documents that show someone is allowed to rent for an unlimited time



An **unlimited time** means there is no end date.

Some people have permission to be in the UK for an unlimited time, which means:



- They can stay in the UK for as long as they want.



- They are allowed to rent a home in the UK when they are here.



This is called an 'unlimited right to rent'.

# Document from Jersey, Guernsey or the Isle of Man



People who have had their application to the UK EU Settlement Scheme accepted, can live in the UK for as long as they want.

This is called 'settled status'.



People can get proof of their settled status from officials in Jersey, Guernsey or The Isle of Man.

## What the tenant must show

The document these tenants will need to show they have an unlimited right to rent:

- A letter from the Isle of Man or Guernsey that shows they have been given settled status, or



- An email from Jersey that shows they have been given settled status.

## What the landlord must check

The landlord must check the letter or email is correct by contacting the Landlord Checking Service:



- Website:  
[www.eforms.homeoffice.gov.uk/  
outreach/lcs-application.ofml](http://www.eforms.homeoffice.gov.uk/outreach/lcs-application.ofml)

- Telephone:

0300 790 6268

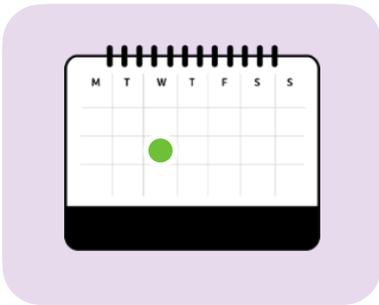


The landlord should keep a copy of:

- The letter or email from the tenant.



- The message from the Landlord Checking Service saying it is correct.



checked.

- The date that the letter or email was

## Passport



Some people have permission to come in and out of the UK whenever they want.



They are allowed to rent a home in the UK when they are here.

## What the tenant must show

The document these tenants will need to show they have an unlimited right to rent:



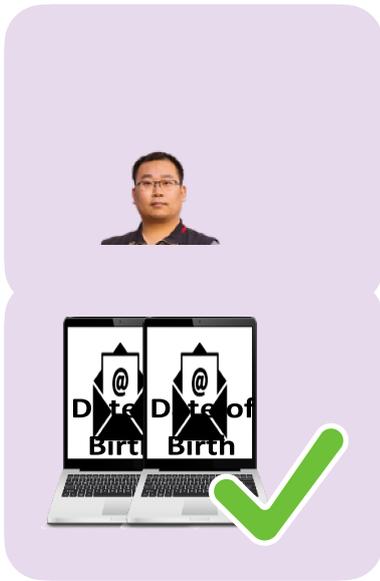
- Their passport or other **travel document** that shows they are allowed to come in and out of the UK whenever they want.

Travel  
Document

A **travel document** is an official document that some people will have while they wait for their passport to be made.

## What the landlord must check

The landlord must check the passport or travel document has:



- A photograph that looks like the person.
- A date of birth that matches the person's other documents.

The landlord must also check that the passport or travel document has:



- Not been changed by someone who should not have changed it.



- A date that they run out. The passport or travel document must still be in date.



- A page which says that the person is allowed to be in the UK for an unlimited time.



If the person's name has changed from the one on the passport or travel document, they must show why their name has changed.

The landlord should make a copy of:



- All of the pages of the passport or travel document that show the person's personal details.



- The page of the passport that says the person is allowed to be in the UK for an unlimited time.

## British citizen certificate



Some people from other countries outside the UK apply to become British citizens.



This means changing their nationality from the country they are from, to British instead.



People who get permission to become a British citizen will get a certificate that says they can stay in the UK for as long as they want.

## What the tenant must show

The document these tenants will need to show they have an unlimited right to rent:



- The certificate that says they are a British citizen.

## What the landlord must check

The landlord must check the certificate has:



- A date of birth that matches the person's other documents.



- The name of the country the person was born in.



The landlord must also check that the certificate has not been changed by someone who should not have changed it.

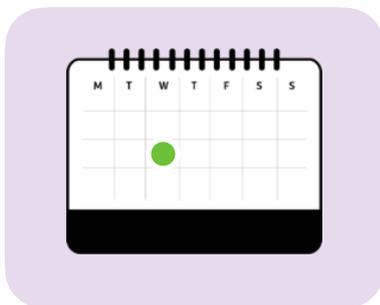


If the person's name has changed from the one on the certificate, they must show why their name has changed.



The landlord should keep a copy of:

- The front and back of the certificate.



- The date the certificate was checked.

# Common questions that landlords might ask



**Question:** I need help with doing a right to rent check, who should I contact?



**Answer:** You should call the Landlord Helpline on 0300 790 6268.

The phone lines are open Monday to Thursday, 9.00am to 4.45pm and Fridays 9.00am to 4.30pm.

**Question:** Someone who wants to rent my home has shown me a passport that says they can stay in the UK for a short time.



They told me that they can stay in the UK longer and they are waiting for a document to show this. What should I do?



**Answer:** Sometimes people cannot get their documents before renting a home.

You can use their passport to show they have a right to rent for 12 months.



When the tenant has the document that shows they can stay for a longer time, you should use it to do another right to rent check.



**Question:** Do I have to pay someone else to check the tenant's documents if I am not an expert?



**Answer:** No, you are only checking that the tenant's documents look real and correct to you.



If the documents look real and correct but then turn out to be fake, it is the tenant's fault, not yours.



**Question:** How can I check to see who someone is if they cover their face for religious reasons?



**Answer:** You should ask people to show their face to check that it matches the photograph of them.



You can offer to let someone show you their face in private and have someone else in the room with them if they want.



Scarves that cover people's hair do not need to be removed.



**Question:** Someone renting from me has people staying with them. Do I need to check their right to rent?



**Answer:** People who are house guests staying for a short time, like friends or family, do not need to be checked.



If the people staying make the place their main home or pay money to the tenant to stay with them, it is the tenant who must check their right to rent, not you.

**Question:** Someone renting from me has someone else living there as their main home and paying rent.

Do I need to check their right to rent?



**Answer:** It is up to the tenant to check that the person staying with them has a right to rent, not you.

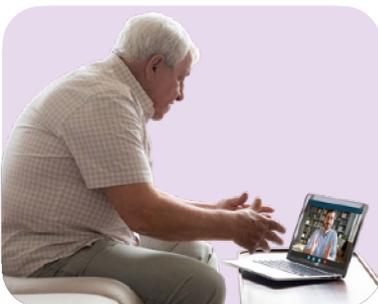


**Question:** Someone who wants to rent from me is a student and wants to do the rent agreement when they get to the UK.

What do I do?



**Answer:** You can agree to the idea and then check their documents when they get to the UK.



You can arrange a video call with the student to make sure you can trust them.



You will need to check their documents in person when they are in the UK.



The student should be able to use the documents they used to come to the UK to show they are allowed to rent a home in the UK.



**Question:** Someone who wants to rent from me has given me a certificate to show they have applied for **settled status**.



**Settled status** means that a person has been given permission to stay in the UK for as long as they want.



Can I accept the certificate as part of the right to rent check?

**Answer:** Yes, you can. You will need to check that the certificate is correct by either:



- Using the checking service online if they have an online certificate.



- Using the Landlord Checking Service if they have a copy of the certificate in a letter or email.



**Question:** How will a person from the **European Economic Area (EEA)** show they have a right to rent if they have documents that can no longer be used?

The **European Economic Area (EEA)** is all of the countries in the European Union (EU) and also Iceland, Liechtenstein and Norway.



**Answer:** People from the EEA and their family members should have an **eVisa** from the Home Office.



An **eVisa** is an online document that shows someone can live in the UK.



Tenants with an eVisa can get a code which they can give to you.



You can use the code and the tenant's date of birth to check their right to rent through the Home Office online checking service.

**Question:** What is the Home Office online checking service?



**Answer:** The Home Office online checking service is a way to check a person's right to rent online, instead of looking at their documents in person.

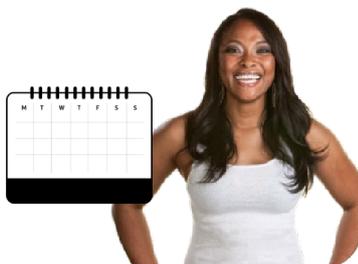
The online service can be used to check:



- People who have a **Biometric Resident Permit or Card** - these are official documents that a person can carry around to show they have a right to live in the UK.



- People with **pre-settled status** - this means the person has permission to live in the UK for a longer time, usually up to 5 years.



- People with **settled status** - this means the person has permission to live in the UK for as long as they want.



- People who have applied to move and stay in the UK.



- People who have an **eVisa** - this is an online document from the Home Office that shows the person can live in the UK.



These tenants can get a code that they can share with you.



You can use the code and the tenant's date of birth to do the right to rent check through the online service.



**Question:** Do I need to check people from EEA countries again if they started renting before 30 June 2021?



**Answer:** No. You only needed to follow the rules that were in place at that time.



You do not need to check people again if they are still renting the same place, with the same people.



**Question:** I have found out that my tenant has not applied for the **UK EU settlement scheme**, do I have to tell them to leave my home?





The **UK EU Settlement Scheme** is a way for people from European Union (EU) countries to live in the UK.

In 2021, the UK left the EU. This was called 'Brexit'.

Since Brexit, people from other EU countries who live in the UK have had to apply to stay living here.

**Answer:** No, if you have found out that your tenant has not applied for the UK EU settlement scheme, you don't have to ask them to leave.



But you should ask them to apply.



You should also report it to the Home Office on this website, to make sure you avoid a fine or going to court:

[www.eforms.homeoffice.gov.uk/outreach/lcs-reporting.ofm](http://www.eforms.homeoffice.gov.uk/outreach/lcs-reporting.ofm) **Question:**

Can I still check my tenant's documents without seeing the documents in person?



**Answer:** No, you must see the documents in person.



We did have rules in place during Covid-19 for landlords to check tenant's



documents without seeing the documents in person.

This was to help keep people safe and stop the spread of Covid-19.

But these rules finished on 30 September 2022.

# Common questions that tenants might ask



**Question:** How can I prove my right to rent?

**Answer:** There are 3 ways your landlord can do a right to rent check:



1. By getting documents from you that show you are allowed to rent a home in the UK.



2. By using a company that can check your ID online and show you are allowed to rent a home in the UK.

This is only if you have a British or Irish passport.



3. By using the Home Office online checking service.



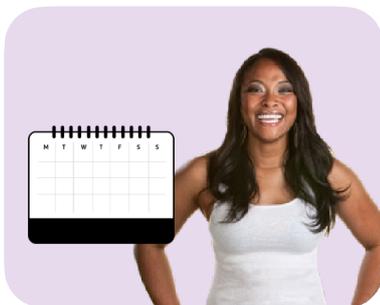
The online service can only be used to check:



- People who have a **Biometric Resident Permit or Card** - these are official documents that you can carry around to show you have a right to live in the UK.



- People with **pre-settled status** - this means you have permission to live in the UK for a longer time, usually up to 5 years.



- People with **settled status** - this means you have permission to live in the UK for as



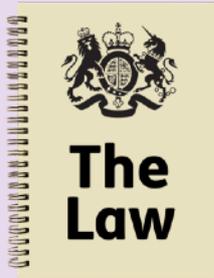
- long as you want. ● People who have applied to move and stay in the UK.



- People who have an **eVisa** - this is an online document from the Home Office that shows you can live in the UK.



**Question:** My landlord has asked to check my right to rent again. Do I need to do this?



**Answer:** Yes. Your landlord needs to do this by law if you were only allowed to be in the UK for a **limited time** when they did the first check.

A **limited time** means up until a certain date.



**Question:** I have had my passport or other documents stolen. How can I show I have a right to rent?

**Answer:** You will need a letter from the UK police. The letter should say: ● You have had your passport or documents stolen.



● What your crime reference number is.



**Question:** I have left prison recently and have not been able to get any of the usual documents. How can I show my right to rent?

**Answer:** You can use other documents instead, including:

- Letters from the prison service.
- Letters from your probation officer.



You can see a full list of other documents on the government website:

[www.gov.uk/prove-right-to-rent/using-other-documents](https://www.gov.uk/prove-right-to-rent/using-other-documents) **Question:** I have never



had a passport or driving licence. How can I show my right to rent?



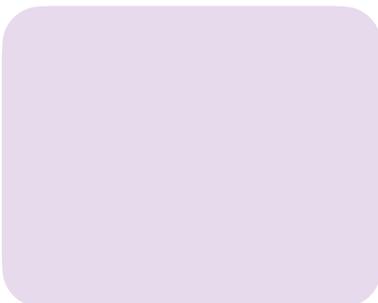
**Answer:** You can use other documents instead.

You can see a full list of other documents on the government website:

[www.gov.uk/prove-right-to-rent/using-other-documents](http://www.gov.uk/prove-right-to-rent/using-other-documents)



**Question:** I recently became homeless or a rough sleeper and do not have any of the usual documents. How can I show my right to rent?





**Answer:** You can use other documents instead, including a letter from a charity or organisation that is helping you to find somewhere to live.



You can see a full list of other documents on the government website:

[www.gov.uk/prove-right-to-rent/using-other-documents](http://www.gov.uk/prove-right-to-rent/using-other-documents)



**Question:** I have had to leave my home because of **domestic violence**. I cannot get any of my documents. How can I show my right to rent?



**Domestic violence** is when you are harmed by a family member or someone you live with.





**Answer:** If you are staying in a **refuge** or a hostel you do not need to show your right to rent.

A **refuge** is a safe place where people can stay for a short time when they are in danger.

If you are trying to rent a new home, you could use other documents to show your right to rent instead.

You can see a full list of other documents on the government website:

[www.gov.uk/prove-right-to-rent/using-other-documents](https://www.gov.uk/prove-right-to-rent/using-other-documents)



You can get support with this from Refuge and Women's Aid who have a free 24 hour helpline: 0808 2000 247



**Question:** I have recently left **care** or a **foster family** and do not have any documents. How can I show my right to rent?



**Care** or a **foster family** is when the local council or a family give you somewhere to live until you are 18, if you have no family of your own to live with.



**Answer:** You can use other documents to show your right to rent instead.



You can see a full list of other documents on the government website:  
[www.gov.uk/prove-right-to-rent/using-other-documents](http://www.gov.uk/prove-right-to-rent/using-other-documents)



You can get help from the personal advisor the council will have given you.



You can also contact these organisations for support:



- Rees Foundation:  
[www.reesfoundation.org](http://www.reesfoundation.org)



- Become:  
[www.becomecharity.org.uk](http://www.becomecharity.org.uk)



- Shelter England:  
[www.england.shelter.org.uk/housing\\_advice/homelessness/housing\\_help\\_and\\_homelessness\\_if\\_you\\_are\\_a\\_care\\_leaver](http://www.england.shelter.org.uk/housing_advice/homelessness/housing_help_and_homelessness_if_you_are_a_care_leaver)



- Rights 4 children:

[www.rights4children.org.uk/leavingcare](http://www.rights4children.org.uk/leavingcare)



**Question:** I have a passport but it is not in date anymore. How can I show my right to rent?



**Answer:** If you have a British or Irish passport that is out of date, you can still use it to show you have a right to rent.



If you have been given permission to stay in the UK for as long as you want, you can also use your passport, even if it is out of date.





**Question:** The Home Office has my documents. How can I show my right to rent?



**Answer:** Your landlord can use the Landlord Checking Service to check your right to rent.



You will need to tell them your Home Office reference number.



**Question:** My place of work has my passport. How can I show my right to rent?



**Answer:** Your place of work is not allowed to keep your passport. You should contact the police if they do not let you have it.



You can use other documents to show your right to rent instead.



You can see a full list of other documents on the government website:

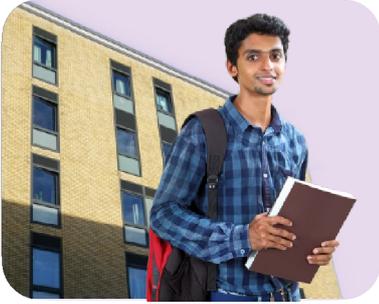
[www.gov.uk/prove-right-to-rent/using-other-documents](http://www.gov.uk/prove-right-to-rent/using-other-documents)



**Question:** The police have my documents. How can I show my right to rent?



**Answer:** You can use other documents to show your right to rent instead.



You can see a full list of other documents on the government website:

[www.gov.uk/prove-right-to-rent/using-other-documents](http://www.gov.uk/prove-right-to-rent/using-other-documents)

**Question:** I will be a student living in **Halls of Residence**. Will I need to show my right to rent?

**Halls of Residence** are buildings where university students live together in the same place.

**Answer:** You do not need to show your right to rent if you are living in Halls of Residence owned by a university or a private company.



**Question:** My landlord has asked me to check my right to rent using the Home Office online checking service.

But I want to show my documents in person instead.



Do I have to let my landlord do the online check?



**Answer:** Landlords cannot say that you have to be checked through the online service if you have the right documents to show them.



Some people will only be able to be checked through the online service because of the type of documents they have, like an **eVisa**.



An **eVisa** is an online document that shows you can live in the UK.



Landlords cannot treat you unfairly because of how you choose to show your right to rent. That is against the law.



**Question:** I am having trouble with the Home Office online checking service. Where can I get help?

**Answer:** If you need help you can contact the help centre by phone: 0300 790 6268.

Lines are open Monday to Friday, 8.00am to 8.00pm and Saturday and Sunday, 9.30am to 4.30pm.



**Question:** My personal information on the Home Office online checking service is not right. How can I change it?

**Answer:** You can get information about how to keep your details up to date on the government website:

[www.gov.uk/guidance/using-your-ukvisas-and-immigration-account#yourukvi-account](http://www.gov.uk/guidance/using-your-ukvisas-and-immigration-account#yourukvi-account)



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