



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

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Produced by the Home Office



## Conducting a manual right to rent check

Right to rent checks are to ensure only those lawfully in the UK are able to access the private rental sector in England. The primary guidance to assist landlords, letting agents and tenants when carrying out right to rent checks can be found on gov.uk at:

- [Code of practice on right to rent: civil penalty scheme for landlords and their agents](#)
- [Landlord's guide to right to rent checks](#)

Within the Landlords' guide to right to rent checks to right to rent checks details are given of how to carry out a manual right to rent check and the list of acceptable documents are set out in List A and List B in Annex A of the guide. Detailed information about the steps required to establish a statutory excuse against liability for a civil penalty when checking physical documents is detailed within both the code of practice and the landlords' guide.

## About this User Guide

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, letting agents and tenants to address some common queries.

## Changes from previous guide

The guide was last updated on 16 June 2025 and the most significant updates relate to:

- Reconfiguration of the documents layout and formatting to improve clarity and accessibility.
- Addition of a new section addressing how to avoid discrimination when conducting a manual right to rent check.
- Update to the section on digital evidence, reflecting the need for legacy document holders' individuals to create an eVisa account, to produce a share code to prove their right to rent.
- Revisions to the support and helpful links section.
- Amendments to the frequently asked questions section to reflect common questions and recent developments.



## Discrimination

Landlords and letting agents 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.

The Right to Rent Scheme is capable of being operated proportionally by landlords and letting agents in all cases. Legislation provides for the publication of codes of practice which sets out what landlords are expected to do and how they can avoid unlawful discrimination. There is a generous list of documents available that tenants can provide to prove their right to rent. Further information on avoiding discrimination is available on gov.uk at:

[Code of practice for landlords: avoiding unlawful discrimination when conducting 'right to rent' checks in the private rented residential sector.](#)

## Digital evidence of immigration status

The Home Office is developing a border and immigration system that is more digital and streamlined. Individuals who currently use a physical immigration document, such as a biometric residence permit (BRP), or legacy paper document such as a passport containing an ink stamp, or a vignette sticker may be able to create a UKVI account to access their eVisa. Further information is available: [Online immigration status \(eVisa\) - GOV.UK \(www.gov.uk\)](#).

Updating from a physical document to an eVisa does not affect an individual's immigration status or the conditions of a customer's permission to enter or stay in the UK.

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.

If a share code has expired, or the tenant has used a code generated by another service, you must ask them to resend you a new right to rent share code. Further information on eVisas and using a share code to prove a right to rent can be found in the [Landlords’ guide to right to rent checks on gov.uk.](#)



## Support for tenants and landlords carrying out a right to rent check

The UKVI Resolution Centre supports all individuals interacting with the Home Office Online Services. If there are any issues with individuals' digital status in terms of account registration and accessibility, they can contact the [UKVI Resolution centre](#). If individuals experience eVisa errors such as biographical errors, validity/expiry dates issues they can contact [Report and error-eVisa](#).

The Landlord Checking Service (LCS) can be contacted by landlords and their letting agents using an [online form](#), where an individual has an outstanding application, administrative review or appeal and if their digital profile is not yet enabled to evidence this. They can also contact the LCS if a tenants status needs verifying by the Home Office. The LCS will respond with a clear 'yes' or 'no' response within two working days with a unique reference number. The information provided by the LCS will clearly set out whether a follow-up check will be required, and if so, when. The LCS is for landlords and letting agents only.

The [Windrush Help Team](#) can offer support and guidance relating to the Windrush Scheme and can advise individuals on how to apply. If a prospective tenant or tenant has been affected, they can contact the Windrush Help Team via the above link or by calling 0800 678 1925.

Training sessions on right to rent delivered by Immigration Enforcement and are available for a small fee. Sessions can be found here:

[Home Office mixed webinar sessions-Eventbrite](#)

### Helpful links

- [The Home Office Landlord Checking Service](#)
- [Prove your right to rent in England](#).
- [View a tenant's right to rent in England](#)
- <https://www.gov.uk/guidance/online-immigration-status-evisa>
- [Make a Report to the Home Office](#) (to maintain your statutory excuse)
- [Report an Immigration or Border Crime](#)



## Discontinued documents for a manual right to rent check

Documents no longer acceptable are:

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





## A current passport or other ‘travel document’ endorsed with time-limited leave.

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), which must be copied.
- 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 several 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.

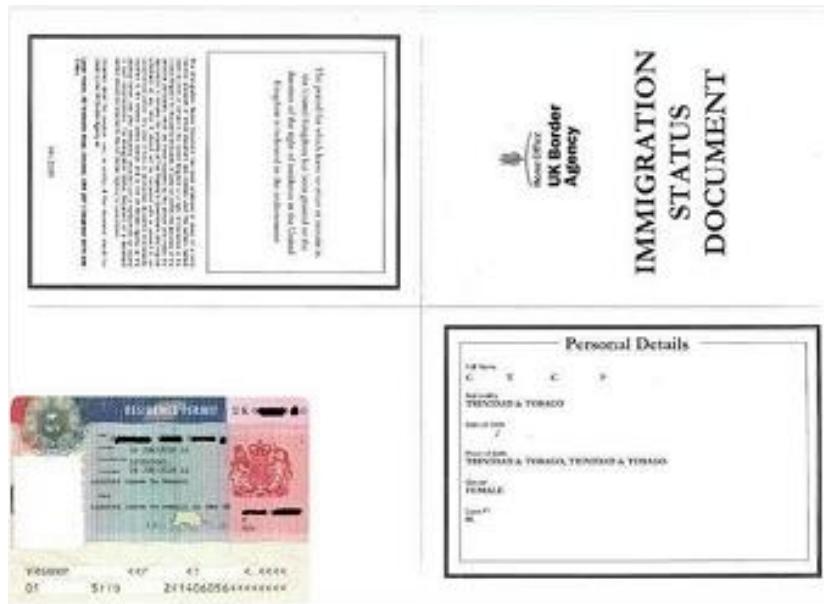


## A current immigration status document issued by the Home Office with a valid endorsement for a time-limited period.

What to look for:

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

If the individual provides this document, you should copy both sides in full. You should retain the copies with a record of the date on which the check was made. If you conduct a check of this document in the correct manner as outlined here and in the Landlord's guide to right to rent checks, you will establish a time-limited statutory excuse against liability for a civil penalty and you will need to carry out a repeat check before your statutory excuse expires.



This time-limited statutory excuse lasts either 12 months, or until the expiry of the person's permission to be in the UK, or until the expiry of the validity of the Home Office document which evidences their right to be in the UK, whichever is later.

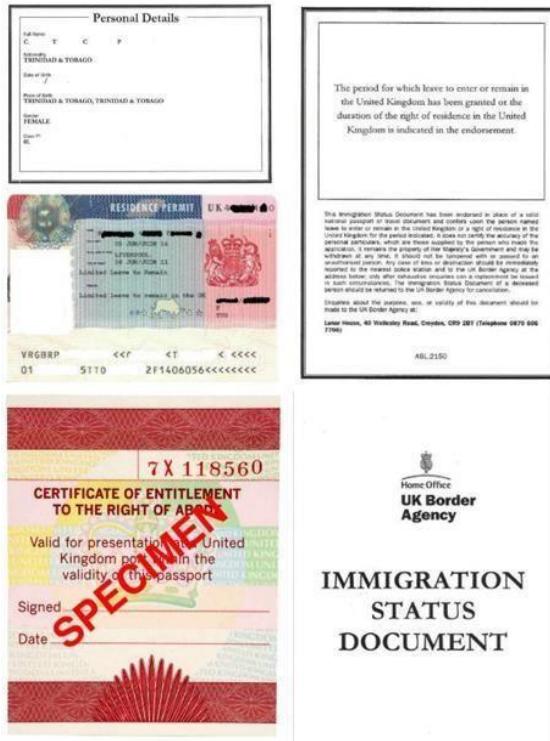


**A current passport or other ‘travel document’ endorsed to show that the holder is either ‘exempt from immigration control,’ or has ‘indefinite’ leave in the UK, or has the ‘right of abode’ in the UK, or has ‘no time limit’ on their stay in the UK**

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





## 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.





## Frequently asked questions

**Q: Do I have to employ somebody else to carry out a manual document checks if I am not an expert?**

A: 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.

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

A: 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.

**Q: If a tenant has had their passport and/or other identity documents stolen. How can I satisfy a right to rent check?**

A: 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 [Annex A, list A of the Landlords' guide to right to rent checks](#).

**Q: 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?**

A: 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 in [Annex A of the Landlords' guide to right to rent checks](#).

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

A: 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 in [Annex A of the Landlords' guide to right to rent checks.](#)

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

A: 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 in [Annex A of the Landlords' guide to right to rent checks.](#)

**Q: 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?**

A: 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.

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 in [Annex A of the Landlords' guide to right to rent checks.](#)

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.

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

A: 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 in [Annex A of the Landlords' guide to right to rent checks.](#)

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](#)

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

A: 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.

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

A: 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.

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

A: 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 in [Annex A of the Landlords' guide to right to rent checks](#).

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

A: 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 in [Annex A of the Landlords' guide to right to rent checks](#).

**Q: 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: 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.

**Q: When carrying out a Right to Rent check and the property is not local to the office can a video call be used to verify the tenant's identity?**

A: You must obtain, and retain copies of, the original documents if carrying out a manual check, but can satisfy yourself that the photograph and biographic details are correct over video call, when conducting a liveness check for any of the 3 methods of conducting a Right to Rent check. If the tenant does not live local to your office, they can send their original documents to you for checking in the post and then video call you to verify their identity.

Further information can be found on [page 32 of the Landlords' guide to right to rent checks on gov.uk](#):

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