

# Housing Services Change of Name on Council Tenancy/Rent Account Policy

Department	Housing Services
Responsible Person	Director of Housing
Last Reviewed	3 June 2026
Next Review	2 June 2028

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## 1. Introduction

- 1.1 A person can choose to be known by a different name at any time, so long as they do not intend to deceive or defraud another person.
- 1.2 For changes to be made to a person's tenancy/rent account record held by the council, evidence will need to be provided by the tenant of their name change.
- 1.3 If the Council do complete a change of name, a new tenancy agreement will not be issued to the tenant, because the original signed tenancy agreement remains legally valid.

## 2. Policy

- 2.1 If a tenant wants to change their name on their tenancy/rent account record, they will be required to complete an online form and provide a coloured scanned copy or photo of their proof documents before any changes can be made to their tenancy.
- 2.2 The evidence that the Council would accept is:
  - **Statutory declaration** – this is where the tenant would be required to go to a Solicitor and swear an affidavit.
  - **Marriage certificate** – if the tenant has married and would like to change their name so that it is the same as their partners.
  - **Civil Partnership Document** – If the tenant has registered a civil partnership and wants to take the name of their partner.
  - **Deed Poll** – this is a formal statement to prove that the tenants name has been changed.
  - **Decree Absolute** – if a married couple have divorced, a court will issue a decree absolute. It is sometimes possible for a divorced person to revert to their maiden/birth name without the need for a Deed Poll. If the decree absolute certificate and marriage certificate document (which shows the maiden/birth name) are accepted as documentary evidence of his/her change of name. If the maiden/birth name is not shown, the Council may require further evidence to support a name change on Council systems i.e. Deed Poll.
  - **Dissolution Order** – This will be granted if a same sex couple have applied to the court to have their civil partnership dissolved. It is sometimes possible for a divorced person to revert to their maiden/birth name without the need for a Deed Poll. If the dissolution order and civil partnership document (which shows the maiden/birth name) are accepted

as documentary evidence of his/her change of name. If the maiden/birth name is not shown, the Council may require further evidence to support a name change on Council systems i.e. Deed Poll.

- 2.3 If the tenant is unable to use the online form, they can call the Contact Centre on 0208 215 3000 to complete their request. The tenant will be required to send evidence of their name change via email to [housingervicesoffice@lbbd.gov.uk](mailto:housingservicesoffice@lbbd.gov.uk) within 14-days of making the request to change their name.
- 2.4 If the tenant is unable to provide evidence of their name change via email, the Housing Officer will arrange a visit to the tenant's address, to complete a change of name request form and to obtain evidence of the change of name.
- 2.5 Once in receipt of the change of name request if there is an issue with any of the information or proof provided by the tenant, the Housing Officer will contact the tenant within 5-working days of receipt of the request to gather further information as required.
- 2.6 Once satisfied with the information and proof provided by the tenant, the Housing Officer will make the necessary changes on the system and will send a confirmation email/letter to the tenant advising them of the date that their name was changed.

### **3. Equality Impact**

- 3.1 Applying this policy consistently and sensitively will ensure that all tenants and their household members in Council owned homes who have protected characteristics and/or are deemed vulnerable for other reasons receive services that are based on a recognition of their vulnerability. The Council will make all appropriate adjustments to the services they receive in order to mitigate any potential negative impacts on them and to ensure they receive fair and equal treatment from the Council as their landlord.