

If you wish to apply for a no time limit (NTL) stamp on form NTL, please read these guidance notes and the separate UKBA photograph guidance (version 04/2009) before making your application.

CONTACTING US

Our main website address and telephone numbers for contacting us are given below.

OUR WEBSITE	IMMIGRATION ENQUIRY BUREAU	APPLICATION FORMS UNIT
www.ukba.homeoffice.gov.uk	0870 606 7766	0870 241 0645
For information about immigration law and policy, the services offered by our Public Enquiry Offices, and to see and download application forms and related guidance	Monday to Thursday 9.00 - 4.45 Friday 9.00 - 4.30 For immigration information and enquiries, and to book appointments at our Public Enquiry Offices	Monday to Thursday 9.00 - 4.45 Friday 9.00 - 4.30 For application forms, guidance notes and photograph guidance only

OUR PUBLIC ENQUIRY OFFICES

Our Public Enquiry Offices (PEOs) are for premium service applications only. Their addresses and opening times are given below. The telephone number for appointments is given above.

CROYDON	BIRMINGHAM	GLASGOW	LIVERPOOL	SHEFFIELD
Lunar House 40 Wellesley Road Croydon CR9 2BY	Dominion Court 41 Station Road Solihull Birmingham B91 3RT	Festival Court 200 Brand Street Govan Glasgow G51 1DH	Reliance House 20 Water Street Liverpool L2 8XU	Vulcan House 6 Millsands Sheffield S3 8NU
Monday to Friday 8.00 - 4.00	Monday to Friday 9.00 - 4.00	Monday to Thursday 8.30 - 4.30 Friday 8.30 - 4.00	Monday to Friday 8.30 - 4.00	Monday to Friday 9.00 - 4.00

GUIDANCE NOTES**1 FOR WHICH APPLICATIONS MUST YOU USE FORM NTL?**

Form NTL must be used if you already have indefinite leave to enter or remain in the UK as confirmed by a stamp fixed on a passport or other document issued to you, and you now want that stamp fixed on another passport or document - normally a new or replacement passport.

Indefinite leave to enter or remain means that there is no time limit on your permitted stay in the UK.

You and any dependants applying with you must be in

the UK to apply.

To apply for a limited leave stamp to be fixed on another passport or document, you must use form TOC.

2 NATURALISED BRITISH CITIZENS

If you have been naturalised as a British citizen since being granted indefinite leave, you should not apply for a no time limit stamp in the passport of your other nationality, as you have the right of abode in the UK and are no longer subject to immigration control. Guidance on what you can do in this situation is given on the next page.

If you have retained your other nationality and want your status confirmed in that passport or travel document, and you do not hold a UK passport describing you as a British citizen, you may apply for a **certificate of entitlement to the right of abode in the UK**.

For information about how to apply for such a certificate, telephone the nationality helpdesk on **0845 010 5200** or see the right of abode page in the nationality section of our website.

3 WHO MAY APPLY ON THIS FORM?

You and your partner and/or children under 18 if they are applying as your dependants. "Partner" means a spouse, civil partner, unmarried or same-sex partner.

Children aged 18 or over may not be included; they must each apply individually and pay the specified fee, as must any children under 18 if there is some reason preventing them from applying with you.

4 THE FEE

The current specified fees for applications on form NTL are **£165** for postal applications or **£515** for the premium service at one of our Public Enquiry Offices.

If dependants as defined in part 3 of these notes apply separately, they must each pay the appropriate specified fee, including any children under 18.

Please note the following:

- **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 more information about the current fees, please go to our website.

5 WHEN TO APPLY

You may apply at any time while you have indefinite leave to enter or remain in the UK.

6 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 NTL*

- *pay the specified fee by one of the methods specified in the payment guidance*

- *provide photographs of yourself and any dependants who are also applying as specified in the application form*

- *complete section 3 (Personal History) as required*

- *sign the declaration in section 6 as specified*

- *send the application by prepaid post to UK Border Agency or make it in person at a Public Enquiry Office.*

If you fail to do any of these things, your application will be invalid and we will return it to you.

7 ENSURING YOUR APPLICATION IS COMPLETE

You do this by completing every relevant section of the form as required and providing all the documents specified for your particular application, including your passport and those of any dependants applying with you.

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.

8 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 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.

If you need help with any of the questions, you can seek advice by telephoning **0870 606 7766**.

As already emphasised in part 7 of these notes, you must enclose a letter of explanation if you are unable to provide all the required information or any relevant specified documents.

9 PHOTOGRAPHS

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

- *Two identical passport-size photographs of yourself with your full name written on the back of each one.*
- *Two identical passport-size photographs of any dependants who are applying with you with their full name written on the back of each one.*

The photographs you provide must also comply with **the format requirements specified in the separate UKBA photograph guidance.**

Please ensure that you place the photographs in a small sealed envelope attached 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.

If the application(s) is/are successful, the photographs which you provide will be reproduced in the residence permit(s) in your passport or travel document and those of any dependants applying with you.

10 DOCUMENTS

Documents provided with the application **must be originals.**

Copies of any kind are not acceptable unless there are valid reasons for not being able to provide the original document. In such circumstances, 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.

11 APPLYING BY POST - THE ADDRESS

If you are applying by post, the address to which you must send an application on form NTL is:

**UK Border Agency
Leave to Remain - NTL
PO Box 502
Durham
DH99 1WG**

Posting it to any other address will delay it. This address is only to be used when sending your application. Please use the address given in part 14 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 pre-paid 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.

12 APPLYING IN PERSON

We offer a premium service to people who apply in person at our Public Enquiry Offices (PEOs). This service is available only for applications which are straightforward and do not require further enquiries. The premium rate of **£515** has to be paid for this service.

Appointments. To apply in person, you must make an appointment in advance with one of the PEOs.

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.

The PEO addresses, opening times and telephone number for appointments are given on the front page of these guidance notes.

For the latest information about their opening times and services, please consult our website or telephone our Immigration Enquiry Bureau.

13 DECISION TIMES

For the latest information on our service standards for deciding charged applications in the 2009/10 business year, please go to our website

Applications which are not straightforward, or which need further enquiries, take longer to decide.

As we cannot tell in advance how long it will take to decide particular cases, our general advice is not to make any non-urgent travel arrangements until your passport(s) or travel document(s) are returned.

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, please use the following address (not the one to which you posted your application):

**UK Border Agency
Initial Consideration Unit - NTL
Lunar House
40 Wellesley Road
Croydon
CR9 2BY**

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 or made in person*
- *the Home Office reference number if you have one.*

If you need your passport to travel urgently and unexpectedly, call **0870 606 7766** and give the personal and other details listed above.

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 UKBA photograph guidance from our website at **www.ukba.homeoffice.gov.uk**

If you are unable to obtain the form and accompanying guidance from our website, our Application Forms Unit on **0870 241 0645** will be able to help but it will take longer

16 OTHER ENQUIRIES

For enquiries other than obtaining an application form, consult our website or call **0870 606 7766**.

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** contains a list of authorised advisers and 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
5th Floor,
Counting House
53 Tooley Street
London
SE1 2QN**

Telephone: **0845 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 6575** or visit their website at **www.sra.org.uk**

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

**Legal Complaints Service
Victoria Court
8 Dormer Place
Leamington Spa
Warwickshire
CV32 5AE**

Telephone: **0845 608 6565**

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.

If you are unable to access the website or if you need further advice after reading the information on the complaints page, please telephone our Immigration Enquiry Bureau on **0870 606 7766**.

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.