

About this service

You can use this free fraud prevention service to:

- Monitor a property if it's already registered with HM Land Registry.
- Monitor the property of a relative; you don't have to own a property to set up an alert.
- Choose up to 10 properties to monitor.

You will receive email alerts when there is certain activity on the properties you are monitoring.

By using this service you accept the terms of use set out on this page. Each term of use is separate. If any court decides any is unlawful the rest will continue to be fully effective. You can stop using this service at any time. HM Land Registry can stop you from using this service if you don't comply with its terms of use.

Registering to use the service

You will need to provide an email address and a password. HM Land Registry will notify you when your account has been created.

Important: you are solely responsible for:

- keeping your username and password secure.
- all activity that occurs on or through your account.

If you think your account's security has been breached, call the HM Land Registry immediately on 0300 006 0411. To speak to a Welsh speaker call 0300 006 0422.

HM Land Registry is not responsible for any losses arising from unauthorised use of your account.

Your account will be reviewed every six months. A statement of activity for each title number will be sent to you.

Terms and conditions of use

By registering an account, you agree that you will not:

1. set up more than one account by using any alias or through another user.
2. attempt to damage, impair or interrupt the service or access to it.
3. use any automated software agents to search, copy, monitor, display, obtain links to or otherwise access this or any other Land Registry system.
4. copy or display the information provided for display on another website.
5. attempt to add, change or delete any information provided and held by HM Land Registry.
6. allow anyone else to access your account using your UserID.
7. use the information provided by the service to claim any arrangement or official partnership with HM Land Registry to supply or reuse data and/or information.
8. use the data for any fraudulent or unlawful activity including breaches of data protection law.

9. use the information obtained from your use of Property Alert for commercial benefit re-sale or on behalf of any commercial entity.

HM Land Registry has the right to cancel your account at any time without notice if it suspects or has evidence you are not complying with these terms of use.

Using the service

You can access the service from any [suitable internet-connected device and browser](#).

The service is available every day but may be taken down for updates and maintenance. If you are logged in when this happens, you'll receive notification on-screen.

If HM Land Registry has to contact you, it'll write to you at the email address you provided when you registered.

Using the service - your agreement with HM Land Registry

By using the Property Alert service ('the service'), you will be able to:

- monitor up to 10 properties registered at HM Land Registry at any one time.
- receive email alerts when a search or substantive application appears on the day list for any of the properties on your account.
- receive a six-monthly statement of your account.

The alert will tell you the type of activity (such as an application to change the register), who the applicant is, and the date and time received.

Not all alerts will mean fraudulent activity so if you don't think the alert is about any suspicious activity, you won't need to do anything but if you are concerned act quickly and contact HM Land Registry on the number provided on the alert.

When you set up an account HM Land Registry enters into an agreement with you to provide you with alerts against the title numbers for the properties selected by you. You can end this agreement at any time by notifying HM Land Registry that you wish to cancel your account. The agreement is between you and HM Land Registry and no-one else can enforce it.

HM Land Registry is not liable to you or any third party for any losses arising from delays to the provision of services, for example through:

- interruptions to transmission of data over the internet.
- services provided by third parties.
- inaccuracies in the content of linked websites.

Information HM Land Registry holds about you

HM Land Registry's Property Alert service will hold the following information about you:

- your email address
- your password
- your postal address
- your telephone number (if you provide one)

How HM Land Registry uses your personal information

HM Land Registry uses personal information you provide in accordance with its [personal information charter](#) to:

- Create and manage your account.
- Provide any property alerts against the title numbers selected by you.
- Contact you using the email address you provide.
- To prevent and detect crime.

HM Land Registry will:

- keep your personal information secure but we may provide personal information details if a request is made by a third party asking who has a property alert set up against specific registered title numbers.
- not make it available for commercial use, such as marketing, without your permission.

HM Land Registry complies with the requirements of Data Protection Law. It may retain and share information with :

- other government departments,
- law enforcement and regulatory bodies including specified anti-fraud organisations under section 68 Serious Crime Act 2007.

This helps to prevent and detect crime such as registration or property fraud and to investigate land banking schemes.

Account changes

To change your name or address details, correct any inaccurate or incomplete account information you will need to contact the Data Services Team

at data.services@mail.landregistry.gov.uk or by calling 0300 006 0478

It's not possible to change your email address once your account has been created. If you want to use a different email address you will need to register a new account.

Account De-Activated

Your account will remain live to enable you to use the service at any time. You can ask for your account to be closed by contacting the Data Services Team

at data.services@mail.landregistry.gov.uk or by calling 0300 006 0478 and we will deactivate your account.

We will not delete personal data where it is required to establish, defend, or exercise legal claims, for example in relation to property or registration fraud.

How to make a complaint

If you're unhappy with the property alert or any other aspect of the service, contact the HM Land

Registry by completing its online [contact form](#) or calling 0300 006 0411. To speak to a Welsh speaker, call 0300 003 0422.

If you're unhappy with the answer you receive, follow [the HM Land Registry's internal complaints procedure](#).

If you're still unhappy with the answer, contact the [Independent Complaints Reviewer's Office \(ICR\)](#). The ICR can investigate your complaint independently from HM Land Registry.