

Register of Property Occupation

Guidance notes for users

Welcome to the **Register of Property Occupation (“RPO”)**..

These notes have been prepared to help you register yourself, and your household, against your primary residence in Gibraltar.

The registration process that you are about to embark on will involve searching for an address, and applying to be registered as the occupier of that property together with the other members of your household. You will also be asked to register any property that you own but do not live in.

This form should NOT be used if you are acting for a company (as landlord) or are a commercial property management business.

This form should NOT be used if you occupy property managed by the Care Agency, Elderly Residential Services or the GHA.

This form should NOT be used if you are MOD personnel living in either Devil's Tower Camp or Four Corners Estate.

Additional help

We are here to help you. For any matters related to the Register of Property Occupation, **you can get help** using the following options:

You can click the red chat bubble on the bottom-right of the screen. This will start a conversation with Government’s customer services team.

You can click “Contact LPS” on the menu of the main RPO page. This allows you to send us a note.

You can send us an email: regoc@lps.gi

You can call us: (+350) 200 49683

You can book a session with us for in-person assistance: If you wish to see a member of our team, please make an appointment at a convenient date/time using our online booking tool at:

<https://outlook.office365.com/owa/calendar/LSPRegisterofPropertyOccupation@lps.gi/bookings/>

Documents required

This form should be completed in one session so before you embark on the registration process, please make sure that you have the following information at hand.

Identification documents for people living at this address

For each person living at your address (**other** than yourself) you will need to enter the document number of **one** of the following identification documents:

- Passport number; or
- ID Card number; or
- Civilian registration Card number

This will be needed for each and every member of your household.

Proof-of-address documents

For people living in private sector accommodation (only**)**, in order to establish your entitlement to register against your chosen address, you will need to have at hand the following documents or information:

If you are a Homeowner

- Your Rates account number ([This can be found on the top-right side of the LPS Rates Demand Note](#))

If you live in privately rented accommodation.

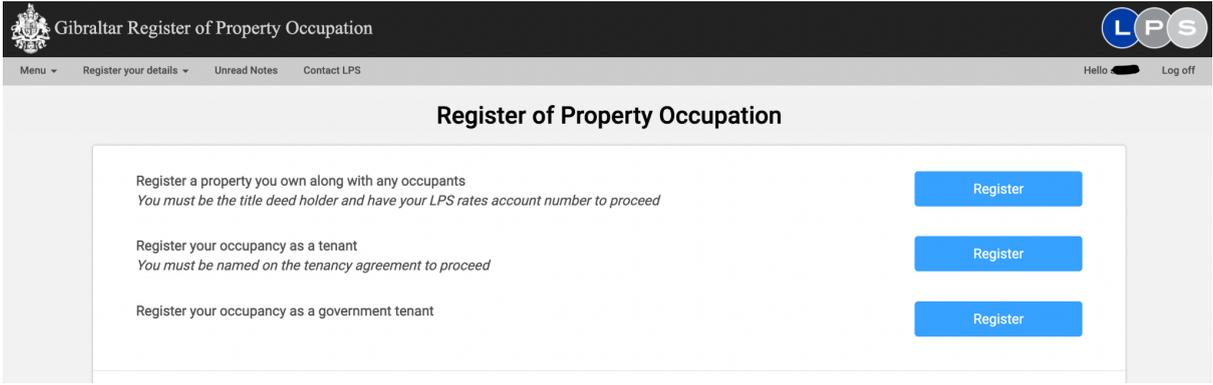
- A copy of your Rental Agreement

Please note that when you submit your information, LPS may start a conversation with you by sending you a follow-up note so please check your email inbox periodically.

If you are a Homeowner

Step-1: Completing the application

Having accessed the RPO from your Gov.gi account, you will see the following screen:



The screenshot shows the 'Gibraltar Register of Property Occupation' web interface. The header includes the Gibraltar coat of arms, the title 'Gibraltar Register of Property Occupation', and the LPS logo. A navigation bar contains 'Menu', 'Register your details', 'Unread Notes', and 'Contact LPS'. The main content area is titled 'Register of Property Occupation' and lists three registration options, each with a blue 'Register' button:

- Register a property you own along with any occupants
You must be the title deed holder and have your LPS rates account number to proceed
- Register your occupancy as a tenant
You must be named on the tenancy agreement to proceed
- Register your occupancy as a government tenant

You will need to select one of the three options to indicate your type of registration depending on whether you own your home, you rent privately or you are a tenant in a Government rental.

If you live in a privately-owned property, the person applying must be a person appearing in the title deeds of the property.

If you live in a private rental, the person applying must be a person named in the tenancy agreement.

Once you click one of the three options, you are shown your personal details, which should be double-checked. If your details appear incomplete or inaccurate then please return to Gov.gi and check/amend your profile.

Click "Next" again and you will see this screen:

Register a property you own along with any occupants

Section 2 - Search for and select address where you live

Enter one or more pieces of partial address details (in any order) separated by a space and then select the desired property from the list. Please avoid using abbreviations

Example: ROAD CASTLE 4 FLAT

Back Next

This is where you search for your property.

Simply start entering part of your address into the search box and you will start to see a list of addresses forming underneath what you are typing.

You can select your address from the list as soon as it appears.

Register a property you own along with any occupants

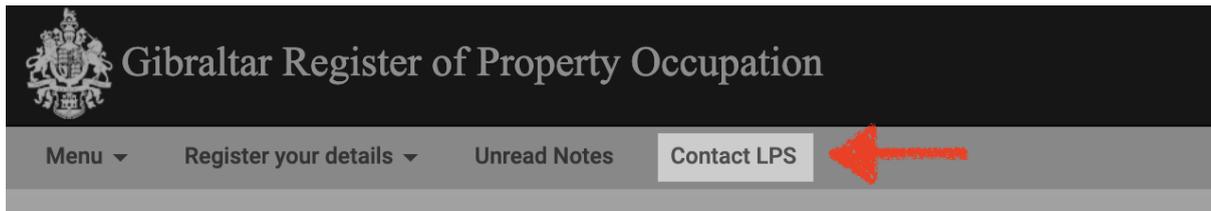
Section 2 - Search for and select address where you live

Enter one or more pieces of partial address details (in any order) separated by a space and then select the desired property from the list. Please avoid using abbreviations

Example: ROAD CASTLE 4 FLAT

- Flat 10009 Oleander Court Sir William Jackson Grove - Europort Avenue
- Flat 10008 Oleander Court Sir William Jackson Grove - Europort Avenue
- Flat 10007 Oleander Court Sir William Jackson Grove - Europort Avenue
- Flat 10006 Oleander Court Sir William Jackson Grove - Europort Avenue
- Flat 10005 Oleander Court Sir William Jackson Grove - Europort Avenue
- Flat 10004 Oleander Court Sir William Jackson Grove - Europort Avenue

Note: If you cannot find your address please click the “Contact LPS” link on the top menu to send us a query. We will look into it and get back to you.



Once you have selected your address, you click “Next” and you should be taken to the following screen:

Register a property you own along with any occupants

Section 3 - Residential details ✕

Rate Account Number

Please enter the account number found on the top right hand side of your Rates Demand Note



LAND PROPERTY SERVICES LIMITED
INCORPORATED IN GIBRALTAR
www.landproperty.com

SUITE 68, 6RD FLOOR
LEASNE PLACE
50 TOWN RANGE
P.O. BOX 504
GIBRALTAR
TELEPHONE: (350) 200 7448
FAX: (350) 200 40141
EMAIL: lpss@lps.gp

GENERAL RATES DEMAND NOTICE

ACCOUNT NO: 3028200

FOR QUARTER: 2-21/22
COMMENCING ON: 01-10-2021
BILL PREPARED ON: 01-10-2021

IN RESPECT OF:	CURRENT RATE	£ AMOUNT p
NET ANNUAL VALUE: £ 3,730.00	GENERAL RATE AT: 67p	624.78
INVOICE No: 945294		

Number of Bedrooms

Studio
▼

Floor Level *

Back

Next

You should enter your **Rates account number**, select the number of bedrooms in your home (*from the dropdown list*), and enter the **floor level** of your property (*eg. 1st floor flat, 2nd floor Flat etc*) (This is simply to cross-reference these details against LPS records to **make sure** that we have you registered against the correct official address).

The next section asks you to enter details of other people living at this address.

You will see the following screen:

Section 4 – Details of people living at this address

Do you live at this address?

Yes

No

If you do **NOT** live at this address (for example you may own a property that you rent out) then click “No” and submit the registration to LPS.

If you **DO** live at this address then click “Yes” and you will be asked if anyone else lives at this address. If you click “Yes” then this will allow you to **enter the details of all persons living at this address**. You should click the blue “Add” button to add their details.

Enter the details of each person below by clicking the Blue ADD button, then click NEXT when complete

First Names(s)	Surname(s)	Relationship	Edit	Delete

←

Continue adding each person by clicking the Blue **ADD** button.

For every person living at this address (other than yourself) you will need to enter the following details:

- **First name(s)** (eg. John Paul - *If you have a middle name you should include it in this field*)
- **Surname** (eg. Smith)
- **Date of Birth** (*Enter date of birth or click the little calendar icon on the side and scroll to the date*)
- **Personal Identification identity type** (*Select the type of Identification document that you will use. eg. Passport, ID Card or Civilian Registration Card*)
- **Document No.** - (*Enter the number of the document chosen*)
- **Relationship** (*How is the individual related to you eg. son, husband, etc.*)

You should see the pending registration of the individual:

Section 5 - Details of other people living at this address
✕

Apart from yourself, who are the individuals living in this household?
(Do not include visitors but any boarders need to be included).

Title	Forenames	Surname	Edit	Delete
Mst	Little	One		

[Add](#)

[Previous](#)
[Next](#)

If you have other individuals to add, **then click “Add” again and repeat the above process** for every individual that you wish to register under this address. **(Do not include visitors that may be staying with you for a short period of time but any persons living with you need to be included).**

Once finished, you should **click “Next”** and you should be taken to the final step in the registration process.

Section 6 - Data Protection: Consent
✕

By clicking "Submit" I confirm that I have read and understood the Data Policy available at [View Privacy Statement](#) and that I consent to my personal data being processed in accordance with it.

The individuals who are the subject of this registration, and on behalf of whom I am registering, have also read and understood the privacy policy and have agreed to the same.

I personally, and on behalf of the other named individuals, hereby give LPS consent to access my details on the Rates database, the Land Registry and the Register of Electors for the purpose of checking that the above information is true.

[Previous](#)
[Submit](#)

By clicking "Submit" you are confirming that you have read and understood our Privacy Notice and that you agree to your personal data being processed in accordance with it.

You are also confirming that the individuals whom you are registering have also read and understood the privacy policy and have agreed to the same.

For owner-occupiers, you are giving LPS consent to access your details on the Rates database, and the Land Registry for the purpose of checking that the information submitted is true and accurate.

For those tenants renting privately, a copy of your application will be sent to the landlord (or their authorised agent) for their review and consent.

WARNING

The deliberate furnishing of inaccurate or misleading information may constitute a criminal offence.