Multiple Residence

Shared premises create challenges for many organisations. Royal Mail's Multiple Residence file identifies and verifies premises where multiple households share a letter box, and provides a detailed address structure for these properties.

Your business should use Multiple Residence data if:

1. You already use PAF® and want to add more detailed address information to your database
2. Preventing fraud is a business priority
3. You regularly need to check and verify your customers' identities

Tell me more…

Multiple Residence improves customer targeting
Whereas the Postcode Address File (PAF) provides details of addresses where mail is delivered, Multiple Residence provides a detailed address structure for properties that sit behind a single front door. These properties could be shared-entry addresses, self-contained flats and university or nurses' accommodation, among others.

Multiple Residence helps to reduce fraud
Those involved in identity theft and fraud often use bogus address details. Multiple Residence data can play an important role in reducing these incidents by verifying and identifying addresses behind a delivery point.

Multiple Residence aids customer identification
Many companies benefit from knowing exactly how many households/units are connected to each delivery point and which of these are occupied. Multiple Residence is particularly helpful for those businesses involved with deliveries and who operate a customer call centre.

Who uses Multiple Residence data?

Businesses operating in a wide range of areas find the greater level of detail that Multiple Residence data provides invaluable. These include utility providers, telecommunications companies and financial service providers.

Where can I find more information about Multiple Residence?

Visit: For detailed product and licensing information, technical specifications or to find a list of licensed Solutions Providers visit: www.poweredbypaf.com

Alternatively, you can download sample data here.

If you want to get in touch with the Royal Mail Address Management Unit

Call: 0845 606 6854 (option 3) Calls cost 5p per minute plus your telephone company's network access charge.

Email: address.management@royalmail.com