



Tenant Referencing Services

Tenant Screening for Landlords & Managing Agents

Taking the risk out of Renting

www.tenantref.co.uk



The Company

FLS is a wholly independent Tenant Referencing Company that has been providing credit reports for Landlords and Managing agents throughout the UK since 1992.

Our service has been designed to reduce as much of the risk as possible from both residential and commercial lettings.

We treat every case with due diligence and pride ourselves on an exceptionally low fail rate.

We understand that the average applicant typically provides far less information about themselves than is required which makes it very difficult for the Landlord to make an informed decision as to their credit worthiness. FLS will obtain the missing information and provide a credit report as to the applicant's standing.

We will establish if a prospective tenant is using an alias name, multiple addresses or even a bogus employer to try and secure a property.

Unlike many other companies, when you phone FLS you will always be given the name of the person you are dealing with. This enables you to make contact with the same person throughout the entire referencing process.

As well as our comprehensive forty-eight hour service we also offer a four hour "Insight" service and most corporate references can be completed in under four hours.



Insight

Our Insight service has a response time of twenty four hours. All references are collected verbally by our trained operators. All references are taken up whilst on outgoing telephone calls. This service is not suitable for self-employed, retired or overseas applicants.

Each Insight Enquiry Includes:

Employment Status & Income Confirmation

Information about the applicant's current employment and salary information are obtained from the employer verbally. If the applicant has been employed for under three months then a reference will be taken up with the previous employer to ensure that there was no detrimental reason for leaving and that the job change only occurred due to relocation, career progression or position redundancy. Self-employed, retired or overseas applicants cannot be referenced using the Insight service.

Address Verification/Residency Confirmation

Each applicant's history of residence is confirmed prior to the derogatory information searches being carried out. We can confirm the applicant has given us the correct address through a variety of different information media. The preferred option is to use the National Electoral Register, but should an applicant not be present on the Electoral Register we will then look for previous credit applications, address links and recorded associations with others who can be confirmed to reside at the address.

County Court Judgments

Each address supplied is searched for CCJ's. In addition to this any additional addresses located will be searched.

Bankruptcy Data

Each address supplied is searched for Bankruptcy Data in the name of the applicant using our on-line information providers. A live enquiry is also carried out with the DTI Insolvency Service as there is sometimes a delay on the information main-frame being updated.

Existing Credit Agreements

Previous and open credit accounts are checked for payment history and account conductivity.

Bank Account Confirmation

The information provided by the applicant is verified to be valid and correct.

TDFT Data

Our in-house database contains approximately 220,000 records of previous tenancy applications. Our database is updated with default data, fraudulent applications and theft cases and is proving to be a very useful tool.

Previous Landlord/Letting Agent Reference

Enquiries are made to establish if the current tenancy has been conducted in a satisfactory manner and that all obligations under the agreement have been met.

Our Company policy is to advise that it is best practice to take up written references wherever possible. We therefore recommend that you only use the Insight Service on occasions when you need the response to the enquiry as a matter of urgency. We are unable to offer rental guarantee cover for applicants who have been referenced using the Insight Service.

Credit Search only

We will search the files of a leading Credit Reference Agency to ensure that the applicant has not previously been insolvent, bankrupt or involved in any court proceedings for debt.

Each Credit Search Only Enquiry Includes:

Address Verification/Residency Confirmation

Each applicant's history of residence is confirmed prior to the derogatory information searches being carried out. We can confirm the applicant has given us the correct address through a variety of different information media. The preferred option is to use the National Electoral Register, but should an applicant not be present on the Electoral Register we will then look for previous credit applications, address links and recorded associations with others who can be confirmed to reside at the address.

County Court Judgments

Each address supplied is searched for CCJ's. In addition to this any additional addresses located will be searched.

Bankruptcy Data

Each address supplied is searched for Bankruptcy Data in the name of the applicant using our on-line information providers. A live enquiry is also carried out with the DTI Insolvency Service as there is sometimes a delay on the information main-frame being updated.



Full Profile

We believe our Full Profile service does more than any other product available in the industry to minimize the risk of defaulting tenants. Our cost effective nationwide service provides the greatest depth of enquiry currently available to Letting Agents in the UK and operates on an average turnaround time of forty-eight hours.

Each Full Profile Enquiry Includes:

Employment Status & Income Confirmation

Information about the applicant's current employment and salary information are obtained from the employer in writing. An initial telephone call to the employer is made to establish who we should address our enquiry to and a faxed/e-mailed request is sent directly to that person. Confirmation of the applicant's employment status, length of service and salary package is obtained. If the applicant has been employed for under three months then a reference will be taken up with the previous employer to ensure that there was no detrimental reason for leaving. If the applicant is self-employed we will obtain a reference from their accountant wherever possible and obtain copies of the most recent set of accounts. Other forms of proof of income can be accepted but this will depend on other factors.

Address Verification/Residency Confirmation

Each applicant's history of residence is confirmed prior to the derogatory information searches being carried out. We can confirm the applicant has given us the correct address through a variety of different information media. The preferred option is to use the National Electoral Register, but should an applicant not be present on the Electoral Register we will then look for previous credit applications, address links and recorded associations with others who can be confirmed to reside at the address.

County Court Judgments

Each address supplied is searched for CCJ's. In addition to this any additional addresses located will be searched.

Bankruptcy Data

Each address supplied is searched for Bankruptcy Data in the name of the applicant using our on-line information providers. A live enquiry is also carried out with the DTI Insolvency Service as there is sometimes a delay on the information main-frame being updated.

Existing Credit Agreements

Previous and open credit accounts are checked for payment history and account conductivity.

Bank Account Confirmation

The information provided by the applicant is verified to be valid and correct.

TDFT Data

Our in-house database contains approximately 220,000 records of previous tenancy applications. Our database is updated with default data, fraudulent applications and theft cases and is proving to be a very useful tool.

Previous Landlord/Letting Agent Reference

Enquiries are made to establish if the current tenancy has been conducted in a satisfactory manner and that all obligations under the agreement have been met.

Next Of Kin Detail Check

The details for the applicant's next of kin are supplied to us by the applicant on our form. These details are confirmed to be correct during the vetting process as in the unlikely event that the tenant absconds this information could be vital in tracing the debtor.



Company Referencing

Each year many thousands of businesses fail and this year will be no exception. With the current economic climate risk assessment for Company lettings is of paramount importance. Our standard Company Referencing Service operates a turnaround time of twenty-four hours. A one hour service is also available.

To Compile A Company Report We Will Look At:

- Date of Incorporation
- Registered Office/Trading Address
- Previous Names
- SIC Codes/Business Activities
- UK subsidiaries
- Directors Information

Credit Profile Information

- County Court Judgment data
- Details of liquidation, receivership etc.
- Credit rating/Creditor days
- Mortgages and Debenture information

Financial Analysis Information

- Profit & Loss account extracts
- Balance Sheet extracts
- Return Data
- Trade creditor data
- Overdraft/Loans data
- Company Assets

Once all of the available data has been collected a credit limit will be manually calculated by one of our trained analysts and a comprehensive, easy to read report will be compiled. The report will advise you of the Company's registered name, number, activities, date of latest accounts, legal status and suggested credit limit.

	Employment Status Confirmed By Telephone	Employment Status Confirmed In Writing	County Court Judgment Search	Bankruptcy Search	Tenant Default, Fraud & Theft Data File Search	Alias Search	Current Landlords/letting Agents Confirmed By Telephone	Current Landlords/letting Agents Confirmed In Writing	Nationwide Address Search	Company House - Directorship Searches	Profit & Loss Accounts Analysed	Accounts Contacted By Phone (If Self-employed)	Accounts Confirmed In Writing (If Self-employed)	Telephone Number Verification	Company Status	Other Directorships Located & Analysed	Land Registry Search
Credit Search		•	•	•													
Insight	•		•	•	•					N/A		•	•	•			
Company			•		•				•	•		•	•		•	•	
Full Profile		•	•	•	•		•	•		•	•	•	•	•			•

Guidelines for Submission of Applications

This information is given strictly for Agents' use only

Information

- Has the application form been completed fully, signed and dated?
- Does the history of recent residence hang together?
- Does the employment history appear valid?
- Do you have all the information necessary to enable the application to be referenced quickly?

Identification of Applicant

- Have you obtained and kept a copy of valid identification from the applicants? Valid forms of identification are passport, driving licence, household utility bill, bank letter or local authority letter.

Overseas Applicants

- Have you obtained a copy of the applicant's passport? This should be faxed to FLS with the application form.
- Have you obtained a copy of the applicant's work permit (if applicable)? This should be faxed to FLS with the application form.
- Have the applicants supplied all previous addresses for at least the last three years?
- If the applicants have previously lived in the UK have they supplied the address(es) where they resided?

Salary Levels

The following salary levels are given as a guide in order to establish if the applicant may be suitable prior to submitting the completed application form for verification.

Salary	Applicant	Guarantor
£10,000	£290 pcm	£210 pcm
£13,000	£370 pcm	£270 pcm
£17,000	£495 pcm	£350 pcm
£22,000	£640 pcm	£450 pcm
£27,000	£790 pcm	£620 pcm
£35,000	£1020 pcm	£800 pcm
£40,000	£1250 pcm	£915 pcm
£47,000	£1470 pcm	£1070 pcm

As the salary level only forms one part of the overall referencing criteria, it must not be implied that because the applicant earns sufficient the tenancy would automatically be agreed.

Self-employed Applicants

- Has the self-employed applicant completed a supplementary form 12.1 with their accountant's business/trading details?
- If the applicant does not have an accountant you should obtain a copy of applicant's most recent tax return. This should be faxed to FLS with the application form.
- If neither of the above can be produced it is likely the applicant will need a guarantor. Please call us for further information.

Students & Housing Benefit Tenants

We usually require a Guarantor for both Student and Housing Benefit Applications. You may wish to consider submitting the Guarantor application at the same time as the main applicant.

Which service should I use?

Service	Response Time	References
Full Profile	48-72 hours	Taken in Writing
Insight	4 hours	Taken Verbally
Credit Check Only	1 hour / 24 hours	Not taken
Corporate	1 hour / 24 hours	Official Records

Please note that our Insight service is not suitable for self-employed, retired or overseas applicants.

And finally...

- Have you completed the property address, rental amount and date required on the application form?
- Have you completed your account number on the application form? We regret the application can not be processed if the account number is missing.

Tel: 0845 222 0038
Fax: 0845 222 0039
e-mail: info@tenantref.co.uk
Web: tenantref.co.uk



Report Information Codes

This information is given strictly for Agents' use only

On completion of our enquiries it sometimes becomes necessary to either decline an application completely or to request additional security, either in the form of an enhanced deposit or a guarantor. These reports contain one of the following "Reason Code" which give an indication as to why the application has failed.

Credit History

- A1** We can not confirm the applicant/guarantor's residence at the addresses provided.
- A2** We have found adverse information in the name of this applicant that leads us to suggest that you do not proceed with this application without a suitable guarantor.
- A3** We have found adverse information in the name of this applicant that leads us to suggest that you do not proceed with the application under any circumstances.
- A4** We have found adverse information in the name of this guarantor that leads us to suggest that this person is unsuitable to act as guarantor.
- A5** The applicant/guarantor is financially over committed.

References

- B1** We have received information from the applicant's current or previous employer that leads us to suggest that a guarantor should be obtained prior to the tenancy commencing.
- B2** We have received information from the applicant's current or previous landlord/letting agent that leads us to suggest that a guarantor should be obtained prior to the tenancy commencing.
- B3** We have received information from the applicant's accountant that leads us to suggest that a guarantor should be obtained prior to the tenancy commencing.
- B4** We have received information from other sources/referees that leads us to suggest that a guarantor should be obtained prior to the tenancy commencing.

Employment/Income Status

- C1** The applicant/guarantor is employed on a temporary contract or on a fixed term contract which is due to expire shortly.
- C2** The applicant/guarantor has insufficient income to cover the required monthly rental.
- C3** The applicant/guarantor has not been with their current employer for long enough or has changed jobs more than once in the last six months or more than twice in the last 12 month period.
- C4** The applicant/guarantor has become unemployed.
- C5** The applicant/guarantor is self-employed and has not been trading for long enough or does not have any accounts or tax returns available in order to verify their income.
- C6** The applicant/guarantor is employed on a cash in hand basis or we are unhappy with the employing Company or organisation.

Miscellaneous

- D1** We have assessed the application fully and we suggest that the application is generally weak. We recommend that you do not proceed at this point without a suitable guarantor. We may be able to give you more information if you call us.
- D2** We have assessed the application fully and we suggest that the application is generally weak. We recommend that you do not proceed at this point under any circumstances. We may be able to give you more information if you call us.
- D3** We have assessed the application fully and we suggest that the application is generally weak. We recommend that you do not proceed at this point without six months rental paid in advance in addition to your normal deposits. We may be able to give you more information if you call us.

Please remember that this information is supplied only as a guide to our agents. If the applicant/guarantor requires further information please ask them to call us on 0845 222 0038 or e-mail us at enquiries@tenantref.co.uk



Identification Theft

Identity theft is becoming a major concern within the residential property sector and a problem that FLS is determined to respond to. We now automatically include in our Full Profile Referencing the following checks in order that we may help combat this ever increasing problem.

Residency:

Checks that the subject is currently registered on the latest edited annual Electoral Roll, at the address provided.

Checks how many different providers are providing subject level active data.

Checks if the subject is registered on British Telecom - checks that the surname of the subject of the enquiry is currently listed on BT (includes x-directory flags).

Identity:

Checks the subject's supplied date of birth against those held on subject level credit accounts at the current address. Only an exact match is a positive proof.

Checks the subject's date of birth against those held on subject Electoral Roll level records. Only an exact match is a positive proof.

Alerts:

Checks the subject's name against the names held on the Bank of England sanctions list. An exact match will trigger an alert.

Checks the Subject's name against a world wide list taken from the CIA website. Only an exact match will trigger an alert.

Checks the subject's name and date of birth against the names and addresses of deceased subjects.

Checks the subject's supplied address against the CIFAS database. Any match at the address will trigger an alert.

These checks will also trigger an alert if the subject is linked to another address.

We need your help

Agents are reminded that they must obtain the subject's ID at the time of accepting the completed application form from the applicant.

Ideally one part of the ID should bear a photo of the applicant. This should then be forwarded to us with the application form. You will also need to retain a copy for the duration of the tenancy.

FLS Tenant Referencing Services

Sandpiper House
Daryngton Avenue
Birchington, Kent CT7 9PS

t: 0845 222 0038

f: 0845 222 0039

w: tenantref.co.uk