

Creating a new Full Profile application online

In order to make our online process as simple as possible we have introduced **Application Accelerator**. You start the application from within your user area and our system will send each person an online application for completion.

To start a new online Full Profile application you will need the following information for each prospective Tenant and/or Guarantor along with details of the property being applied for:

- Full Name
- Email Address
- Contact telephone number

To create a new Full Profile application:

1. Login to your account
2. Click **Create New Application** and select **Full Profile**
3. Enter the property number, postcode and total monthly rent and click **Find Address**
4. Add tenants or guarantors as required
5. Check the details on the final summary page before clicking finish.

Clicking finish will submit the application to us and send the application form to each person. Each part of the application will now be visible in the **Current Applications** list and will show as **awaiting completion** until the application form has been completed.

Once the application form has been completed you are able to track the progress of each part of the application by using the **current status** link and can view the details entered by each tenant/guarantor by clicking their name.

Submitting a Full Profile paper application

With your account you are also able to submit application forms by post, fax or email. You will have been supplied with PDF application forms and one should be completed by each prospective tenant and/or guarantor.

Once you have collated the completed application forms please submit them to us using the following details:

Email: referencingteam@tenantref.co.uk

Fax: 01227 710266

Post: Lake House, 29-30 Miners Way,
Lakesview Business Park, Canterbury, Kent CT3 4LQ

Once the applications have been entered on to our database you will be able to track the progress of each part of the application by logging into your user area.



Carrying out an Online Credit Check

To carry out an online credit check you will need the following information for each prospective Tenant and/or Guarantor you would like to check along with details of the property being applied for.

- Full Name
- Date of Birth
- Current/Previous addresses
- Consent to carry out the search

To carry out a credit check online:

1. Login to your account
2. Click **Create new application** and select **Credit Check**
3. Enter the property number, postcode and total monthly rent and click **Find Address**
4. Add tenants or guarantors as required supplying the details listed above.
5. Check the details on the final summary page before clicking finish.

Clicking finish will submit the application to us and the credit check will be completed instantly. Each part of the application will now be visible in the **Completed Applications** list and will show as 'view report.'

Please note: You must have the consent of the individual concerned before carrying out a Credit Check. You will be asked to confirm that you have obtained consent when adding the tenant's details.

- Download a consent declaration

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Submitting a Credit Check paper application

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Fax: 01227 710266

Post: Lake House, 29-30 Miners Way,
Lakesview Business Park, Canterbury,
Kent CT3 4LQ

Credit Check applications submitted by fax, post or email are completed and returned within one working hour of receipt to the fax or email address stored for your account.

Tracking the progress of your applications online

From within your user area on our website you are able to track the progress of each part of any application currently in progress. To check the latest update or expected completion date of any tenant or guarantor simply click **current status** on the **Current Applications** page.

You also have access to all your previous application results in date order under the **Completed Applications** tab and can click to order a copy report on any application.

Support

We are on hand to support you through the referencing process between the hours of 9am to 5pm Monday to Friday and limited support is available on Saturday morning between 9am and 1pm.

You may contact us using the following methods:

Telephone

Call Customer Services on 01227 257777

Email

Send an email to customerservices@tenantref.co.uk

Website

While logged into your user area you may Ask us a question from the Support menu.

Key Contacts

Although we have every confidence our team will be able to deal with your enquiry we understand that there will be occasions you would like to talk directly with your account team. Their contact details are below; please feel free to call them.

Les Staden

Customer Services Manager

les@tenantref.co.uk

Direct Line: 01227 250029

Mel Thompson

Senior Client Adviser

mel@tenantref.co.uk

Direct Line: 01227 250027

Stuart Simms

Account Manager

stuart@tenantref.co.uk

Direct Line: 01227 250018



Frequently Asked Questions

When will you recommend a guarantor agreement is in place?

We will recommend a guarantor when:

- the applicant has insufficient income
- the applicant has minor credit history problems
- the applicant is unemployed or we are not happy with the status of their employer
- the applicant is self-employed and unable to provide acceptable proof of income
- we receive a negative reference from the current landlord
- the applicant is a student, unemployed or on Housing Benefit
- the applicant's history of residence or identity can not be verified
- the application is considered generally weak for any other reason.

When will you recommend that the tenancy does not proceed?

We will decline an application when:

- the applicant has severe credit history problems
- the information on the application is found to be fraudulent

When will you decline a guarantor?

We will decline a guarantor when:

- negative credit history is located
- the guarantor has insufficient income
- the guarantor is employed on a temporary contract or casual employment
- the guarantor is self-employed and has no proof of income
- the guarantor's residency at their address cannot be verified
- the information on the application is found to be fraudulent.

What is your cancellation policy?

Full Profile and Company referencing applications submitted by fax or post may be cancelled within three working hours from the point of instruction. Full Profile applications ordered online may be cancelled before the tenant or guarantor completes their application. We regret that we are unable to cancel Credit Check or Insight applications once processing has commenced. If an Insight application has not been completed within four working hours, the charge will revert to that of a Full Profile, except when all enquiries are complete and we are awaiting documents from the prospective tenant.

What is your complaints policy?

At FLS we place a high importance on keeping our customers happy by providing a top level of customer service and while we hope you will be fully satisfied, if you have a complaint we want to hear from you. We will take your complaint seriously, and will address it and respond to it as quickly as possible. In the first instance we would ask that you contact our Customer Service Manager, Les Staden on 01227 250029 or email les@tenantref.co.uk.

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