



step-by-step guide
to online tenant referencing
tenant-letting-check.com

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Before using the service

// Services available

Using Tenant Letting Check's online service is the quickest way to start a Tenant Assessment application. Completing the details online generates an instant credit report and enables Tenant Letting Check to start processing your tenant's details sooner. You can either submit the details yourself, from your desktop, or email an online form to the applicant to enable them to complete their own details.

This guide explains where you can download the relevant paper-based application forms and how you can use Tenant-Letting-Check.com for online tracking when wishing to monitor the progress of your applications.

// Credit "footprints"

All credit enquiries carried out by Tenant Letting Check leave a trace, or "footprint", on the applicant's credit file. These footprints are recorded as enquiries, which are distinct from actual credit searches, and will not affect the applicant's future credit rating.

// Rental Affordability

Tenant Letting Check will carry out a basic affordability check as part of the referencing service, which will be included on all interim and final reports. However, in order to avoid embarrassment or unnecessary applications, it is advisable to check the applicant's income against the proposed rental amount before submitting the application. An easy way to calculate affordability is to take the applicant's gross annual income and divide by thirty. This will give the maximum monthly rental that the applicant can afford.

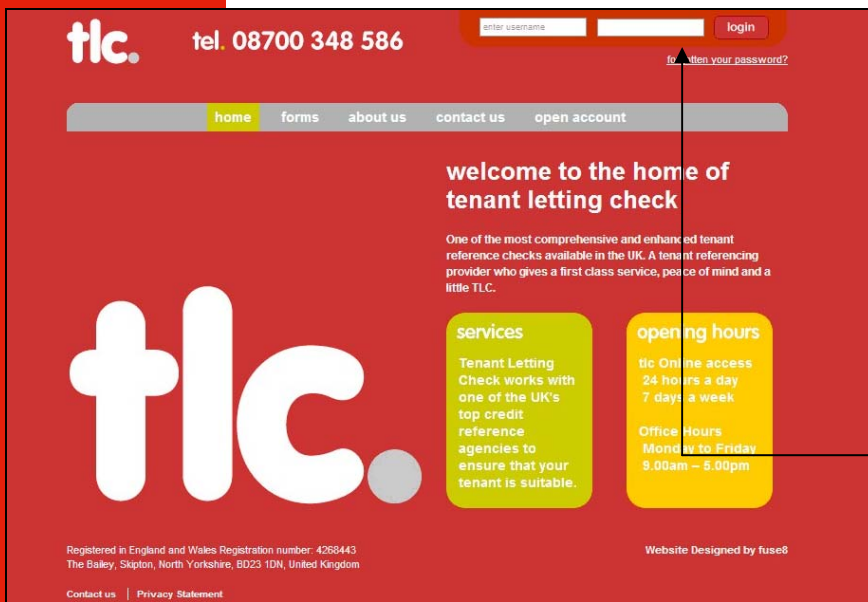
// Data Protection

Please note that data protection legislation only permits the agent submitting the application, and/or the landlord for whom they are acting, to see copies of the check carried out. The applicant may not be shown the reports compiled on them. Any applicant has the right to see a copy of the information held on them by writing to:

The Head of Strategic Development
Tenant Letting Check
2nd Floor
63 High Street
Grantham
Lincolnshire NG31 6NN.

Such requests should be accompanied by the appropriate Tenant Letting Check reference number and a cheque for £10.

Starting an online assessment

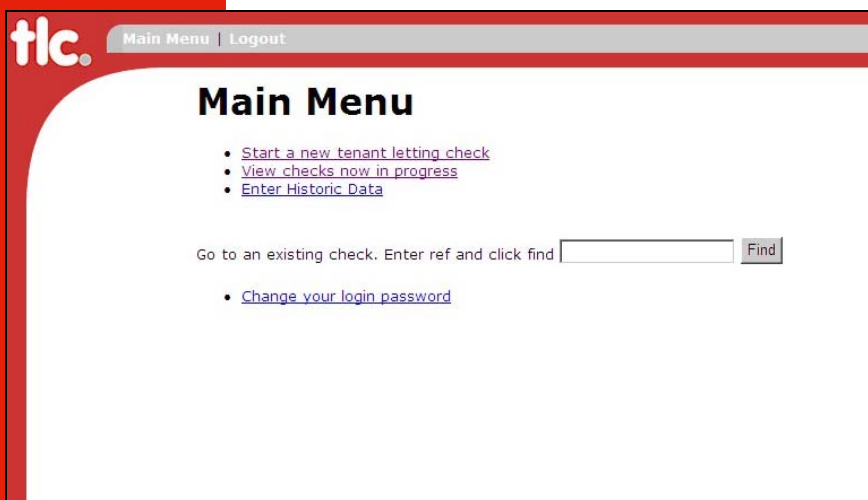


1. Open new browser and go to www.tenant-letting-check.com

2. if you do not have an account call the TLC team now to set one up, call **0870 034 8586**

3. If you have an account login use your username and password at the top of the page. **NB** – the password given upon registering is a temporary one and will need to be changed the first time you logon. Just follow the on screen prompts. **You are now ready to use TLC**

// Starting the request



4. From the main menu, click **“start a new tenant letting check”**

// Initial data screen entry

The screenshot shows the TLC web interface for initial data entry. At the top, there is a navigation bar with 'Main Menu' and 'Logout' links, and a phone number 'tel: 08700 346 506'. The user is logged in as 'Agent: TLC Test Account 1'. The main content area is divided into two sections: 'Check type' and 'Details of the Property to be Rented'. The 'Check type' section has a heading and a sub-heading 'Please select the assessment type from the list. Click for an explanation of the contents'. Below this are five radio button options: 'Tenant Comprehensive', 'Tenant Standard', 'Comprehensive Guarantor', 'Guarantor Standard', and 'Comprehensive Tenant and Guarantor'. The 'Details of the Property to be Rented' section has a sub-heading 'To find an address, enter the Postcode, click 'Find' and then enter the house number or name and street if necessary.' It contains several input fields: 'Postcode' with a 'Find' button, 'House number', 'Flat number', and 'House name'. Below these are 'Street', 'District', 'Town', and 'County' fields. There is also a 'Property Type' dropdown menu set to 'Detached house' and a 'Number of Bedrooms' dropdown menu set to '1'. At the bottom, there is a question 'Does the current Landlord have Resident Landlord status?' with 'No' and 'Yes' radio buttons.

5. Select the type of assessment required from the list of options.

6. Input the postcode of the rented property and click **“find”**. The full address will be displayed. Enter the house number, flat number or house name and information about the property type. Alternatively you can key in this information manually.

7. Enter the number of tenants, rental amount, rental payment period, tenancy start date and rental term. NB start date does not affect the speed of the referencing service. It should be the date that the tenancy is due to commence.

8. Enter the details as shown for each applicant. If you wish to send the form to the applicant to complete the rest of the details, enter their email address in the relevant field and click **“send e-mail to tenant”**. If you are completing the details yourself, click **“input details now”** and leave the e-mail field blank.

// Confirmation screen

The screenshot shows the TLC web interface for the confirmation screen. At the top, there is a navigation bar with 'Main Menu' and 'Logout' links. The main content area displays 'Confirmation 1502198' and 'The following tenant checks have been started :'. Below this is a table with one row: 'Test Tester' and a link 'Edit Details'. At the bottom, there are two links: 'Click here to return to the main menu' and 'Click here to logout'.

9. A confirmation number will appear to show the assessment process has started. This reference number should be quoted when making any enquiries regarding the application.

10. If **“send e-mail to tenant”** was selected on the previous page, there is nothing further for you to do other than to advise the applicant to check their email.

11. If **“edit details”** was selected start entering the applicant's details. You will repeat this process if there is more than one tenant.

Completing the application form

This is the tenancy application form for **Tenant Comprehensive**

TLC1502198
TLC Test Account 1
Contact: Tel: 8700
Tenancy end: 12/11/2010
Rent: £500.00 per month
Start: 01/01/2010

Status: Created
ID: 1502198
Rent: £500.00
Start: 01/01/2010
For: TLC Test Account 1
Tel: 8700
Duration: 12 months

You have the lock on this record. Will release at 16:15
Release lock

Tenant's Personal Details

Title: Other please specify:
Surname:
First name:
Date of birth:
Sex: Male Female
Marital status:
Daytime tel:
Mobile tel:
May we contact the applicant? Yes No
Email:
Login re-sent:
How do you propose to pay the rent? Own Means Housing Benefit
Are you aware of any current or pending CCJ / Bankruptcy Orders? * Yes No Not Known
Do any of the proposed tenants keep pets? Yes No Not known

1. Complete all the relevant fields on this page. Failure to do so will result in delays with your application.

Tenant's Employer Details

If you are self-employed, enter your accountant's details. If you receive a pension, enter the pension provider's details.

Company Name/ Accountant's Name/ Pension Provider's Name:

Postcode: House number: Flat number: House name:
Street: District:
Town: County:
Contact Name: Contact Job Title:
Phone (daytime): Phone (mobile):
Email: Fax number:

Additional Information:

2. You can use the "additional information box" to provide any extra contact details or any other useful information.

and agree that Tenant Letting Check and the credit-referencing bureau will keep a record of that search and the results from that search. The results of that search may show how I conduct my payments including rental payments and this may also be disclosed to the agency and may affect future credit applications from me and/or from members of my household and from time-to-time such information may be used for debt tracing and fraud prevention.

I hereby expressly consent to my personal details, including all recorded details in this application form, and any forwarding address(es) at the determination of any tenancy being passed to the landlord and / or to the utility companies and / or to the local authority.

Otherwise all information will be treated as confidential.

You should signify your consent to the text above by ticking the box next to it.

I consent to the information contained in my Application Form being used by Tenant Letting Check and other members of Tenant Letting Check to notify me of other products and services as appropriate. Please tick box if you do not wish your information to be used by Tenant Letting Check and other members of Tenant Letting Check to notify you of other products and services.

I agree that information supplied by me will be held in accordance with the Company's notification under the Data Protection Act 1998. That you may record sensitive data as defined in the Data Protection Act 1998 and I understand that I have the right to ask for a copy of the information held about me subject to the payment of an administration fee that will be notified to me upon application, though it will not exceed the amount set by statute. I have the right to request that the information on me be amended if it is found to be incorrect. I also consent to passing the results of any such search or assessment to my prospective landlord(s) for the purpose of assessing this application.

* Where indicated, TLC, Sequence (UK) Limited or its business partners will contact you in connection with specific products or services, as expressed requested by yourself.

3. Once you have completed all the details, check the 2 consent boxes and press "submit for referencing". Your application is now in progress.

Online tracking of work in progress and retrieval of work completed

tlc. Main Menu | Logout

Main Menu

- [Start a new tenant letting check](#)
- [View checks now in progress](#)
- [Enter Historic Data](#)

Go to an existing check. Enter ref and click find Find

- [Change your login password](#)

1. Login using your username and password as before. Click on **“view checks now in progress”**

tlc. Main Menu | Logout tel. 08200 340 500 Hello bwarig (Super Data)

Nov 2009 Show all checks Refresh

Id	Added	Reference	Applicant	Check Type	Client	Status	Links
1501730	14 days (30/11/2009 16:47)	Name & Address	Mark Roulunds	Tenant Comprehensive	Sequence (UK) Limited (Manners and Hanson, Stockton)(North Yorkshire)	Captured	Refs (0/0) U/LCC Audit Restart Interim
1501737	14 days (30/11/2009 16:43)	Name & Address	Mark Roulunds	Tenant Comprehensive	Sequence (UK) Limited (Manners and Hanson, Stockton)(North Yorkshire)	Captured	Refs (0/0) U/LCC Audit Restart Interim
1501730	15 days (30/11/2009 14:53)	Name & Address	Daniel Raib	Tenant Comprehensive	Sequence (UK) Limited (William H Brown, Wisbech)(Cambs)	Captured	Refs (0/0) U/LCC Audit Restart Interim
1501725	15 days (30/11/2009 12:45)	Name & Address	Christine Duns	Comprehensive Tenant and Guarantor	Sequence (UK) Limited (Fox and Sons, Eastbourne)(East Sussex)	Emails	Cancel Audit
1501725	15 days (30/11/2009 12:45)	Name & Address	Patricia Duns	Comprehensive Tenant and Guarantor	Sequence (UK) Limited (Fox and Sons, Eastbourne)(East Sussex)	Emails	Cancel Audit
1501722	15 days (30/11/2009 12:28)	Name & Address	Joan Gregory	Comprehensive Tenant and Guarantor	Sequence (UK) Limited (Bagghava, Derby)(NULL)	Emails	Cancel Audit
1501721	15 days (30/11/2009 12:14)	Name & Address	Melody Collins	Tenant Comprehensive	Sequence (UK) Limited (Allen and Hams, Chippenham)(Wiltshire)	Captured	Refs (0/0) U/LCC Audit Restart Interim
1501717	15 days (30/11/2009 11:47)	Name & Address	Sandra Sparks	Tenant Comprehensive	Sequence (UK) Limited (Brown & Merry, Newport Pagnell)(Ducks)	Bureaud	Refs (4/0) U/LCC Audit Restart Interim

2. This shows assessments in progress for the current month. To check old assessments, select the appropriate month from the drop-down box.

3. Tick box to view ALL assessments, including those completed. Assessments are listed in the order in which they were started, with the most recent at the top.

4. To sort any of the lists click on the headings.

5. Description of **“status”** and **“links”** is provided overleaf.

Key to headings

ID Ref	The unique reference number for the assessment
Started	The date on which the assessment was started
Reference	The address of the proposed rental property
Applicant	The name of the applicant
Check type	The type of assessment requested
Client	TLC customer name
Status	The current status of the assessment (see 7 below)
Links	Use to cancel or view progress and activity (see 8 overleaf). Copies of references can also be obtained

// Key to status

Created	The initial data entry page has been completed, but no details on the applicant have been input
Started	The applicant's details have been partially input but the application has not been submitted for referencing. You will receive notification by email of any incomplete applications. Please note that applications which are still incomplete after five working days will be automatically cancelled
Emailed	The application has been emailed to the applicant for completion
Bureaued	A credit check has been successfully carried out and the application is in progress
Captured	Application is in progress but credit check is unavailable as the bureau may be offline
Queued	Application is in progress but address(es) have been incorrectly submitted for credit checking purposes. Tenant Letting Check will contact you to resolve any problems
Checked	Assessment is complete and a final report has been returned
Reviewed	Assessment is complete but has been re-visited post-completion. Applications can be re-opened and re-assessed within 21 days of the original submission date

// Key to links

<u>Cancel</u>	The application can be cancelled. No charge will be incurred
<u>Images</u>	Faxed application forms, and references supplied by the applicant's employer and landlord referees can be viewed by clicking on this link. To view these you will require a "tiff" reader which can be downloaded free from www.alternatiff.com
<u>Refs (2/1)</u>	This indicates the reference progress. The figure on the left indicates the number of references requested; the figure on the right indicates the number that has been received by Tenant Letting Check. You can click on this link at any time to check the progress of the references

Viewing progress of employer and landlord references

Id	Added	Reference	Applicant	Check Type	Client	Status	Links
1501738	14 days (30/11/2009 16:47)	Name & Address	Mark Rowlands	Tenant Comprehensive	Sequence (UK) Limited (Manners and Hanson, Stockton)(North Yorkshire)	Captured	Refs (0/0) JMCC Audit Restart Interim
1501737	14 days (30/11/2009 16:43)	Name & Address	Mark Rowlands	Tenant Comprehensive	Sequence (UK) Limited (Manners and Hanson, Stockton)(North Yorkshire)	Captured	Refs (0/0) JMCC Audit Restart Interim
1501730	15 days (30/11/2009 14:53)	Name & Address	Daniel Rids	Tenant Comprehensive	Sequence (UK) Limited (William H Brown, Wisbech)(Cambs)	Captured	Refs (0/0) JMCC Audit Restart Interim
1501725	15 days (30/11/2009 12:45)	Name & Address	Christine Duns	Comprehensive Tenant and Guarantor	Sequence (UK) Limited (Fox and Sons, Eastbourne)(East Sussex)	Emailed	Cancel Audit
1501725	15 days (30/11/2009 12:45)	Name & Address	Patricia Duns	Comprehensive Tenant and Guarantor	Sequence (UK) Limited (Fox and Sons, Eastbourne)(East Sussex)	Emailed	Cancel Audit
1501722	15 days (30/11/2009 12:28)	Name & Address	Justin Gregory	Comprehensive Tenant and Guarantor	Sequence (UK) Limited (Bagshaws, Derby)(NUL)	Emailed	Cancel Audit
1501721	15 days (30/11/2009 12:14)	Name & Address	Melody Collins	Tenant Comprehensive	Sequence (UK) Limited (Allen and Harris, Chippenham)(Wiltshire)	Captured	Refs (0/0) JMCC Audit Restart Interim
1501717	15 days (30/11/2009 11:47)	Name & Address	Sandra Spards	Tenant Comprehensive	Sequence (UK) Limited (Brown & Merty, Newport Pagnell)(Ducks)	Bureaud	Refs (0/0) JMCC Audit Restart Images Interim

1. The jobs are sorted by start date – in chronological order.

2. Click on the “refs” link of the applicant you wish to check.

Salary: p.a. Payroll no. []

Date of birth: [] NI Number: []

Position: []

Has the applicant been employed by you for at least 12 months? Yes No Not Applicable

Is this applicant in permanent employment? Yes No Not Applicable

Is the applicants contract > the lease term? Yes No Not Applicable

Is the salary consistent with that supplied? Yes No Not Applicable

Reported salary: []

Is the position given by the applicant consistent? Yes No Not Applicable

Can you confirm the applicant's current address? Yes Not policy to state Not known

Recommend acceptance: Accept Refer Decline Not Applicable

Reference request sent: []

Reference reminder sent: []

Reference final reminder sent: []

Previous Notes: []

-- Please Select -- []

3. In this screen you can check the results of credit checks and all references. The contact details of the referees are displayed along with the history of notes detailing when the reference was chased and what action was taken to obtain it.

4. Every time the reference is chased, the notes will be displayed and new notes can be added advising what action was taken and any possible delays in obtaining the reference.