

As part of the referencing process, we make all or some of the following checks, depending on each applications circumstances.

All chasing is completed by call and email, and references are accepted verbally, via email or via postal references.

Living History

- We look at the applicants recent 12 months address history
- We confirm their living situation (renting, family and/or friends, property owner or temporary/work accommodation)
- If the applicant is renting within the last 6 months we will contact the landlord or managing agent on the details provided by the applicant to obtain a reference (confirming length of time at the address, if there have been any late payments or arrears and if the property has been looked after). If a guarantor is renting we obtain a most recent reference. If the applicant has been in temporary or work accommodation for over a month we will obtain confirmation of this via documentation, or employer confirmation

Employment

- We take into consideration current or future employment
- We validate the information provided by the applicant on their application form (company they work for, job title, salary, and contract type).
- Alongside chasing for a reference, we will also request alternative documentation such as; payslips, bank statements/open banking and contracts to use if there is a delay, or if we are unable to obtain a reference from the employer
- We complete additional company validation checks

Self –employment

- Applicants must be self-employed for a minimum of 12 months, the application form will ask them to confirm this
- We will assess and request either an accountants reference, 3 months bank statements, or access to 3 months history via open banking.
- We will complete accountant validation checks if a reference is obtained this way

Additional Income

- We can take the following into consideration; savings, pension, benefits, rental income, PhD Stipend, investments, scholarships, property sales, and Insurance Companies covering the rental
- We will request and assess documentation in order to take the above into consideration.

Credit Searching

- We search against the applicants name and DOB to compile a list of addresses in which the applicant has been matched to (either via the electoral role or current credit data)
- Further investigations, such as requiring proof of residency or querying undeclared addresses, will be followed up with the applicant
- Our credit checks allow us to view any adverse credit that has been linked to the applicant (such as CCJ's, IVA's and Bankruptcy Order's)

Potential credit search results;

- > Satisfied, Declared, and less than £300 = Acceptable for Tenancy
- > Two CCJs Declared & satisfied up to £2000 = Guarantor Required
- > Bankruptcy Order / IVA / Trust Deed if the value is under £10,000 = Guarantor Required
- > Not satisfied = Decline
- > Multiple CCJs = Decline
- > Any CCJS not declared over £2000 = Decline
- > Any Guarantor that has any form of adverse credit on their credit file will be declined.

Tenants Database

- Our database allows us to cross reference information provided against applicants that have been referenced with us previously

Anti-Money Laundering Search

- Our automated search helps to validate the applicants identity and that they are not involved in any recorded suspicious activity – includes PEPs and Sanctions Database check

Anti Fraud Checks

- Our internal anti fraud checks throughout the referencing process include rick checks against the emails provided for referee's

Rent Calculation Details

- We calculate the applicant's maximum affordability automatically, either from open banking or a returned reference using 31.2x gross for both tenants and guarantors

Unemployed/Housing Benefit/Universal Credit

- A requirement will be added to assess Universal Credit, most recent 3 months bank statements/open banking and most recent payment amount screenshot of their account to correspond with bank statement/open banking
- No Insurance will be offered on applications where Universal Credit has been assessed

Applicants on zero-hour contracts

- Applicants must be employed for a minimum of 6 months to pass on their own merit. 6 months' payslips, most recent bank statements and contract/offer letter/guaranteed employment can be used as an alternative to the employment reference
- If employed for less than 6 months' we will need to await the reference and the applicant will require a Guarantor