

# A Landlord's guide to online navigation for Letsure Tenant Assessment Services available at

www.eletsure.com

Letsure Tenant Assessment, Granite House, 31 Stockwell Street, Glasgow, G1 4RZ

Telephone: 0844 561 7808 Fax: 0844 561 7909



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## Before using the service

#### Services available

Using Letsure's online service is the quickest way to start a Tenant Assessment application. Completing the details online generates an instant credit report and enables Letsure 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.

However, we also have the more traditional fax-back service available. This guide explains where you can download the relevant paper-based application forms and how you can use eLetsure.com for online tracking when wishing to monitor the progress of your applications. Please bear in mind that at peak business times, particularly during the summer months, it may take several hours for Letsure to commence processing your fax-back applications.

#### Credit "footprints"

All credit enquiries carried out by Letsure 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**

Letsure 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 Technical Manager, Letsure Limited, 3<sup>rd</sup> Floor, Granite House, 31 Stockwell Street, Glasgow G1 4RZ. Such requests should be accompanied by the appropriate Letsure reference number and a cheque for £10.



#### Starting an online assessment

- FAQ's Contact Links Terms and Conditions Privacy Policy 1. Open a new browser session and go to PDF Downloads Welcome to Letsure On-Line Tenant New to Letsure www.eletsure.com. Assessment Service New Users - the Click here to open an referencing account process explained One of the most advanced and comprehensive verification service. available to landlords, property agents and verification service Component 2. If you do not have an application forms providers account you can open one Letsure Account holders login here online by clicking here. Over 150,000 references completed per year Provides detailed financial and rental history checks on prospective User Name tenants in order to identify the financial risk 3. If you have an account securetrading In addition to supplying you with the option of submitting assessments set up please log in using Password on-line, telephone and faxing services are also available your username and password. NB - the Login password given upon Forgotten Password registering to use the or Login? Click Here system is a temporary one and will need to be Secured by. changed the first time you (1) thawte log in. Just follow the on-2007-08-10 screen prompts and
- use the fax service, you can download the appropriate forms here.

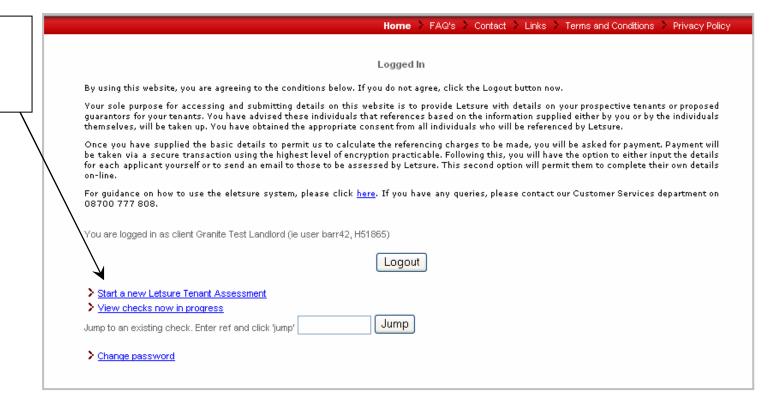
4. If you would prefer to

proceed as normal.



#### Starting the request

5. From the main menu, click Start a New Letsure Tenant Assessment





- 6. Select the type of assessment required. Click on the item for an explanation of the contents.
- 7. 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. Alternatively, key in the full address manually.
- 8. Enter the number of tenants, the rental amount, the rental payment period, the tenancy start date and the rental term.
- NB the start date does not affect the speed of the referencing service. It should be the date that the tenancy is due to commence.

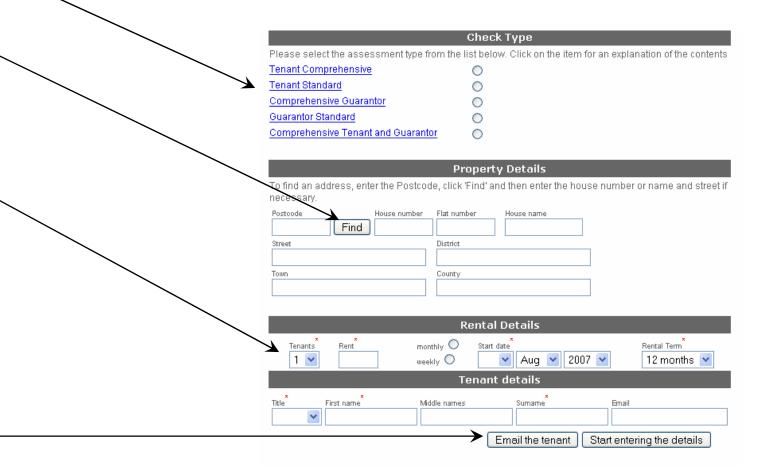
9. Enter the details as shown for

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.

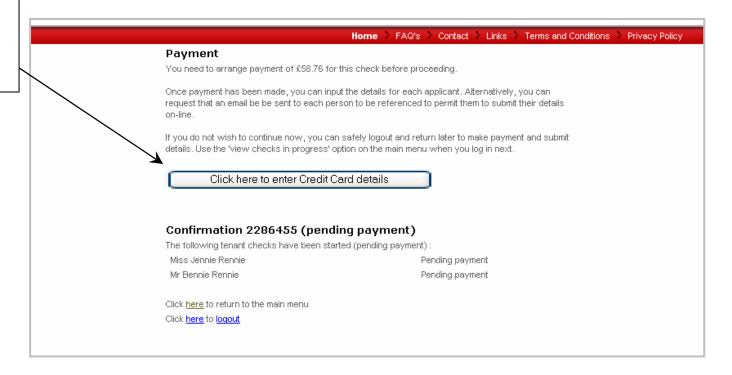
#### Initial data entry screen





#### Paying for applications online

1. Applications must be paid for upfront by credit or debit card before they can be processed. Click here to make an online payment. Alternatively, contact Letsure on 08700 777 808 to arrange payment.





#### Completing credit card details

2. Complete your credit card

to complete the transaction.

Letsure will not keep a record of

your credit card details.

details as instructed and click here





#### Successful payment

3. If payment is successful, you will be directed to the following screen. A confirmation number will appear to show that the assessment process has started. This reference number should be quoted when making any enquiries regarding the application.



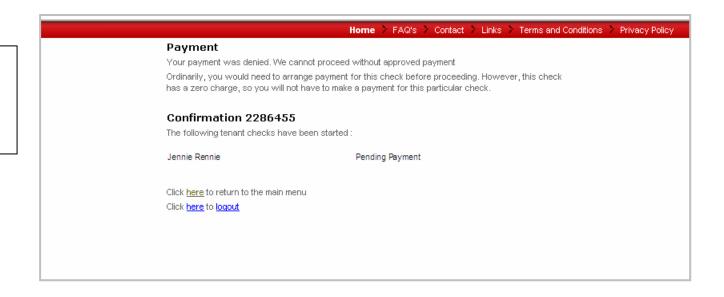
4. If SEND EMAIL TO TENANT was selected on the previous page, there is nothing further for you to do other than to advise the applicant to check their email.

If ENTER DETAILS NOW was selected click here and start entering the applicant's details.



### Unsuccessful payment attempt

5. If payment is unsuccessful, you will be directed to the following screen. You will need to enter alternative card details before the application can proceed.

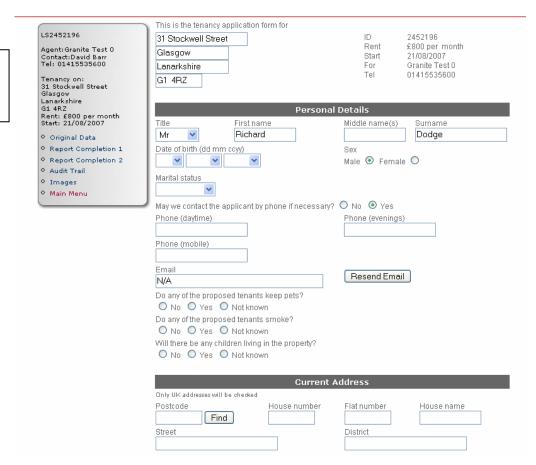




### Completing the application form

1. Complete all the relevant fields on this page.

Failure to do so will result in delays.

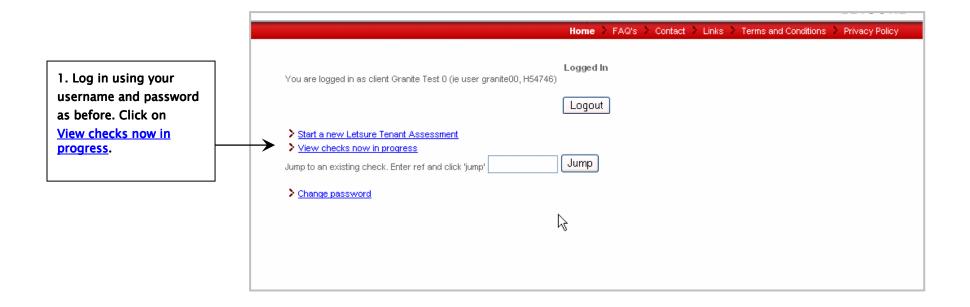




**Employer Details** Company Name The Really Big Company 2. You can use the Additional Postcode House number Flat number House name Information box to provide additional Find Street District contact details or any other information relevant to the application. County Contact Name Contact Job Title John Smith Manager Phone (daytime) Phone (mobile) 0171 822 4666 Email Fax number jsmith@somewhere.co.uk (use email) Additional Information If John Smith is not available, contact Joe Bloggs on 0171 822 Bank/Building Society Details (Current Accounts Only) Sortcode Bank name Find How long with this branch? Account Number Account in the name of Do you have a cheque quarantee card? O Yes O No O Not known Consent ☐ In connection with this application a search will be carried out with Letsure to check all or any of the application details which have been submitted. Letsure may carry out periodic checks on the conduct of your tenancy agreement with your landlord. This information may be shared with other organisations for the purposes of assessing tenant applications and services with your consent. 3. Once you have completed all the ☐ The applicant also expressly consents to Granite Test 0 passing the results of any such search or check to my prospective landlord/s for the purpose of assessing this application. details, check the consent boxes and ☐ The Lumley Group and its agents may use your information to keep you informed by post, press SUBMIT FOR REFERENCING. Your telephone, email or other means of its products and services, which may be of interest to you. If you do not wish your information to be used for these marketing purposes, please signify tick the box. application is now in progress. Submit For Referencing

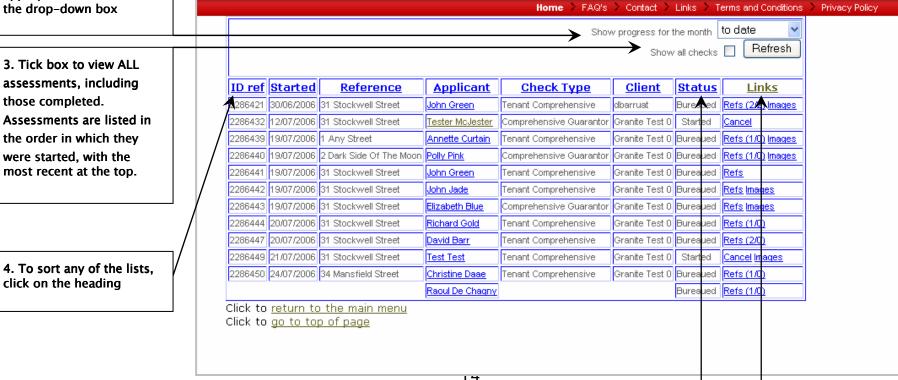


Online tracking of work in progress and retrieval of work completed:





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



5. Description of "status" and "links" is provided overleaf.



## 6. 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	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

### 7. 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



## 7. Key to status (cont.)

Captured	Application is in progress but credit check is unavailable as the credit bureau may be offline
NoPayment	The application has been started but payment is still required before it can be submitted for referencing
Queued	Application is in progress but address(es) have been incorrectly submitted for credit checking purposes. Letsure 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

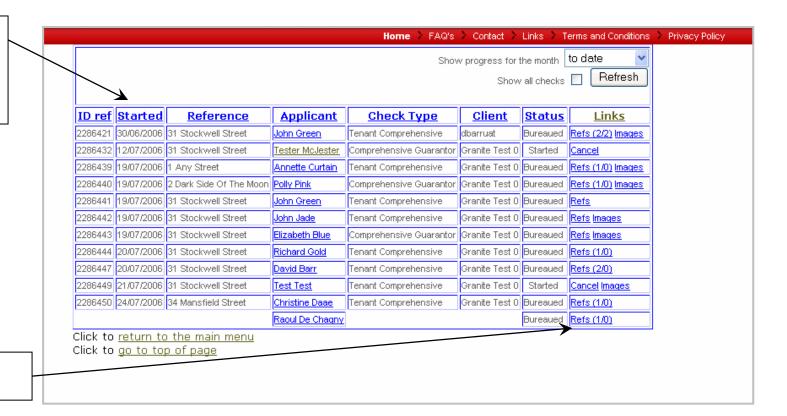
## 8. Key to links

Make Payment  Cancel	Click to make an upfront online payment by credit or debit card  The application can be cancelled. If you have already paid for this check, you should call Letsure on 08700 777 808 to arrange a refund
<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 <a href="https://www.alternatiff.com">www.alternatiff.com</a>
<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 have been received by Letsure. You can click on this link at any time to check the progress of the references



#### Viewing progress of employer and landlord references

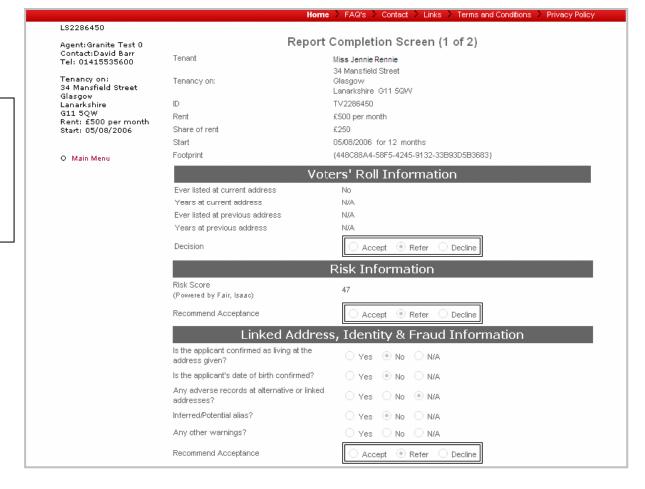
1. The Jobs are sorted by Start date - therefore new applicants will be at the bottom of the list



2. Click on the "Refs" link of the applicant you wish to check



3. In this screen you can check the progress of all references. The contact details of the referees are displayed, along with a history of notes detailing when the reference was chased and what action was taken to obtain it. (continued on next page).





Employment Status	Employed		
Company name The Really Big C	ompany		
Contact name John Smith		Contact Job Title Manager	
Phone (daytime) 0171 822 4666		Phone (mobile)	
Email jsmith@somewh	nere.co.uk	Fax Number (use email)	
Postcode Find	House number	Flat number	House name
Street Town		District County	
Salary	£20000	Payroll no.	
Position	Office Worker		
Has the applicar months?	it been employed by you for at least 12	O Yes O No C	N/A
ls this applicant i	n permanent employment	O Yes O No C	N/A
ls the applicants	contract > the lease term	O Yes O No C	N/A
Is the salary con:	sistent with that supplied	O Yes O No C	) N/A
Is the position gi	ven by the applicant consistent	O Yes O No O	) N/A
Can you confirm	the applicant's current address?	O Yes O No O Not policy to state	e O Not Known
Recommend acc	ceptance	O Accept O Re	fer O Decline
Employer's request sent 10/08/07 16:14	Verbal Reply received? O		
Employer's remi	ndersent		
Employer's final	reminder sent		

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



### Example of the information returned in reports

Standard reports comprise a basic credit check; comprehensive reports contain additional reference information. The report components and their availability are itemised below.

- 1. Affordability is available on standard and comprehensive checks. However, since income is not verified on standard assessments, the affordability calculation is indicative only.
- 2. Each applicant is assigned a risk score from 0-99. Available on standard and comprehensive reports.
- 3. Identity and address confirmation is available on standard and comprehensive reports.

Affordability			
Monthly rent< or = 40% of gross income	No		
Monthly rent between 40% – 42% of gross	Yes		
income			
Monthly rent > 42% of gross income	No		
Suggested maximum monthly rental limit	£500		
Decision		Refer	

Risk Information			
Risk score	42	Decline	
(powered by Fair, Isaac)			

Linked Address, Identity and Fraud Informa	tion	
Is the applicant confirmed as living at the address given?	Yes	
Is the applicant's date of birth confirmed?  Are there any adverse records at alternative	Yes	
or linked addresses?	No	
Inferred/Potential Alias?	No	
Decision		Accept



(cont.)

4. A voter's roll check is available on standard and comprehensive assessments.

4. A public information check on county court judgments, bankruptcies and voluntary arrangements is available on standard and comprehensive assessments.

Voters Roll Information

Ever listed at current address?
Yes
Years at current address
Date registered on voters roll
Ever listed at previous address?
N/A
Years at previous address
N/A

Accept

**Public Information Held** Number of adverse records 2 Total amount of CCIs £3,268 Number of satisfied CCJs 1 Total amount still outstanding £1,002 Date of latest adverse record 01/04/05 Notice of Correction No Notice of Dispute No Bankruptcy Order/Voluntary Arrangement No Decision Decline

Decision

LETSURE

(cont.)

5. A landlord reference is available on comprehensive reports only.

6. An employment reference is available on comprehensive reports only.

7. An overall decision is available on comprehensive reports only. Reasons for the overall decision will be included where appropriate, along with any conditions pertinent to the application.

Landlord reference	
Was the Tenancy Address confirmed?	Yes
Was the Tenancy Term confirmed?	Yes
Were any arrears recorded?	No
Was high dilapidation recorded?	No
Would the landlord re-let to this tenant?	Yes
Decision	Accept

Employment reference	
Has the applicant been employed by the	
Referee for at least 12 months?	Yes
Is this applicant in permanent employment?	No
Is the applicant's contract > the lease term?	Yes
Are the salary details as stated?	No
Are the position details as stated?	Yes
Was the address confirmed?	Yes
Decision	Accept

Decision
Overall decision
Report Notes
We are unable to accept this applicant due to the adverse credit.