



Using the TenantVERIFY® system - read this guide to our simple 4 stage process:

We hope you like our website's clean, streamlined look and the features we have included to make landlords' and agents' jobs easier...

- A front-end, which not only looks and feels state-of-the-art, it includes lots of up-to-date letting information, including useful forms and letting checklists.
- Application forms which gather all the comprehensive information you will ever need on your tenant applicants.
- **Tenant applicants can now complete the forms online, saving you lots of time copying data – save time and money by always using the online forms.**
- You can save application information at any time and come back to your account to complete the application process later.
- You can easily upload ID documents and images with your application, with our included right-to-rent checks in mind.
- We send out emails and SMS text messages to keep you informed as the checks progress.
- Our new in-depth analysis reports give you detailed information to help you make an informed letting decision.
- All our tenant checks include right-to-rent, anti-money laundering (AML) and a whole range of important data searches.
- Our 4-stage user process is simple to follow and conclude, making your busy letting life easier...

The 4 Stage TenantVERIFY® Process:

1. **The Application** - Register for a User Account - user accounts are FREE, secure and without obligation, then choose the type of check and process method you want to use:
 - a. Send a Link to your tenant applicant for **online completion** - this is the fastest, easiest and our recommended method, or
 - b. **e-mail the pdf form** over to your tenant and have them complete, scan and return it via e-mail, or
 - c. **print off a form** and have the applicant complete it by hand
2. **Submitting Information** - when your completed online form is returned from your tenant – you check the information to make sure it is complete and click the “submit button”. For e-mailed and printed forms - transfer the information from the completed application form to our online form before submitting it. You will then be



passed through to our bank's secure payment system.

3. **Processing** – we will do our detailed checks and analysis on the information supplied, along with any photos / documents you uploaded (these are optional, but we recommend them as additional evidence), all of which will be stored on your User Account Control Panel for future reference.
4. **The Decision** - we will compile a completed report about your applicant based on a wide range of checks and our years of experience. We will give you our clear decision – Accept, Accept with Caution, or Reject.

Starting the Process:

Sign-in and choose a check type, Basic, Comprehensive or Company etc., – you will be presented with a form which includes your own details at the top - these are not seen by the applicant.

Complete the tenant, property and tenancy sections, then scroll to the bottom of the blank form and you will be confronted with three choices:

Select One of the Following Options to Proceed:

+ [Send an Online Form - \(Recommended\)](#)

+ Download Paper Form

+ Complete & Submit this Form Now - *I Have All Information to Hand*

Clicking the plus (+) sign will drop down the boxes which explain what to do in each case.

Then simply follow the process through – check information, upload any documents / images, submit and pay online.

We strongly recommend you use the online form option when the tenant has an email address and access to the Internet – this saves you having to transfer information.

We will do this rest and keep you informed at each stage...