

**LetMC.com**<sup>®</sup>  
lettings software

# Referencing Guide

Vacuus debitum, nos es firmus

## Contents

Introduction.....	3
How to Access functionality .....	4
Marketing Section .....	4
Lettings Section .....	4
Maintenance Section .....	4
In Tray.....	4
Further Functionality within the Referencing section .....	4
Q & A.....	5
What is a Credit Check?.....	5
What factors do I need to consider when credit checking.? .....	5
If I credit check an applicant will their information be transferred when they become a tenant? .....	5
What are the legal guidelines to credit checking?.....	5
Individuals Reference Notes and Documents.....	6
Tenancy Reference Notes & Documents.....	7
Credit Checking.....	8
Referencing an Applicant .....	8
Credit Information Provided.....	9
Referencing a Landlord .....	10
Credit Check an Individual.....	10
Credit Check a Tenancy .....	11
Referencing a Contractor .....	11
Manage all Credit Checks .....	12
Not Yet Credit Checked .....	12
Equifax Settings .....	13

## Introduction

The integrated credit check functionality available through the LetMC system is accessible on a Pay per Reference basis.

This functionality will provide clients with the ability to make credit checks on any person that is registered on the system

There is a direct link between LetMC and the Equifax database allowing clients to carry out an instant credit check.

Credit checks through existing companies require you to submit details and then wait for the return of the results. This system will alleviate any waiting time and provide instant results.

### Matching the person to an Equifax Record.

To carry out a Credit Check a person's name and address is required. This can be imported/pre-filled from or it can be typed in.

Pre –filled documentation:

Tenant (and Guarantor)  
Applicant  
Online Tenancy Application  
Landlord  
Contractor

The personal details that should be included are (mandatory fields are in bold):

Title  
**Forename**  
**Surname**  
Date of Birth (not mandatory but recommended)  
**House Number/ Name**  
**Postcode**

These details are searched on the Equifax database and any matches are returned. The correct match must be selected and then the credit record and score is returned. At this point the search fee is charged to the Letting Agent. This information is then stored in the LetMC software.

### Reference search for Credit Checks

For multi-branch companies, the staff user level able to view credit checks that have been performed by a branch other than their own can be set by LetMC Client Support. To view credit checks performed by a different branch requires a *CRED*- reference code (they cannot be viewed in *Manage All Credit Checks* ).

### Linking and Un-linking Credit Checks.

New credit checks can be created by manually entering a person's details into the wizard (credit checks created this way are not linked to an existing person record).

Alternatively, new credit checks can be created by importing details from a tenant/ applicant/ landlord/ online applicant/ contractor (these credit checks are linked to the imported person). Regardless of how they are created, the credit checks can be linked or unlinked to an existing person (tenant, applicant, landlord, contractor) by opening the required credit check, either by entering the CRED-XX reference number or by finding the required credit check in Referencing/Manage All Credit Checks. The credit check 'Linked' status is at the base of the view and shows the person that the credit check is currently linked to (if any) and also allows the letting agent to 'un-link' or re-link the credit check to a different person.

When a credit check is unlinked from a person, the credit check is removed entirely from their record and they will re-appear in the Not Yet Credit Checked list. Similarly any person who has a credit check linked to their record will be removed from the Not Yet Credit Checked list.

## Level of Risk Results

The level of risk for each credit score result is displayed on a bar which indicates the risk level with a graduated colour scheme (red to indicate high risk, yellow for medium risk and green for low risk). LetMC Support can change this at any time for a letting agent if they have a specific view on the bandings.

If the bandings for the risk score level are changed then any scores generated before the change will remain in the previous banding (ensuring historic data retains its integrity). Credit Score bandings can also be overridden on a per branch basis (in Step 6 of Modify a Branch).

The credit score should be interpreted by the Letting Agent in conjunction with any other information available and the person's background. The credit score is not a guarantee, but only a guide to the person's credit worthiness at the specified address.

## How to Access functionality

Referencing can be accessed in many convenient parts of the software.

### Marketing Section

#### Applicants

- Create New Applicant Card
- Modify Applicant Card

#### Landlords

- Modify Landlords Details

### Lettings Section

#### Instructions and Tenancies

- Modify Landlord Instruction (Step 3 of Let Agreed)

#### Tenants

- Modify Tenants Details

#### Landlords

- Modify Landlords Details

#### Referencing

- Credit Check an Individual
- Credit Check a Tenancy

### Maintenance Section

#### Contractors

- Modify Contractors Details

### In Tray

- Online Tenancy Application Work item

### Further Functionality within the Referencing section

- Manage All Credit Checks
- Not Yet Credit Checked
- Individuals Reference Notes and Documents

## **Q & A**

### **What is a Credit Check?**

The Credit Check provides the credit history of a person based at a specific address. Based on this credit history and other information held by Equifax a Credit Score is provided which indicates how credit worthy a tenant is. It also confirms how long the person has been registered on the Electoral register at that address.

### **What factors do I need to consider when credit checking.?**

The Credit History and the Credit Score is for the person at a specific address. If they have only lived at an address for a short while, then it may be worth credit checking them against other previous addresses as well. This is because they might have an adverse credit history at a previous address. In conjunction with credit checking, the Letting Agent should evidence photo ID for the person to check that they are who they claim to be. The Credit Check then confirms whether they have lived at the address they have provided and gives a credit history and score for them.

### **If I credit check an applicant; will their information be transferred when they become a tenant?**

Applicant (or online applicant) credit checks are automatically re-linked to a tenant if the applicant moves on to become a tenant (credit check appears in Tenant Details and in the 'Referencing' section in Modify Instruction/ Tenancy).

### **What are the legal guidelines to credit checking?**

Permission has to be sought by the Letting agent from the person being checked that they are willing for a credit check to be carried out. The search will leave a 'footprint' on the tenant or applicant's credit record which will mark the search as a TV (Tenant Verification) and carried out by the Letting Agent (this is required by Equifax for audit purposes). If a Credit Search is done on a Landlord or Contractor then the footprint will be marked as 'Property Letting' and carried out by the Letting Agent.

Credit checking functionality will be switched on by request to LetMC. If you do not have the functionality switched on you can only use the Notes and Documents section.

## Individuals Reference Notes and Documents

Referencing documents (such as tenant ID, utility bills etc.) can be uploaded and stored in Lettings/Referencing/Individuals Reference Notes & Documents. Each document can be up to 512KB in size and can be any of the following formats: \*.doc \*.docx \*.xls \*.xlsx \*.csv \*.txt \*.pdf \*.gif \*.png \*.jpg \*.jpeg \*.bmp. All aspects of a person's credit checks and referencing information can be managed from here

Search for the person that you want to add notes or documents to click on the next action button.

To upload notes and documents to this person click on the Add button.

From the drop down menu select the type of document that you are going to upload. If document type is not in the list then select other and in the Note box explain the document type.

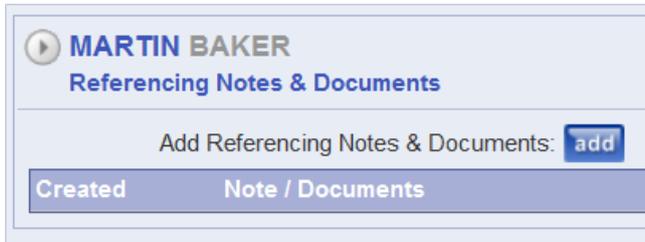
Click on the Browse button and search for the saved document on your PC and upload. The document will upload automatically after selection. Enter any notes as required then click ok

Document and note are now saved under the person. Click on the edit button to make any changes or click on the delete button to remove.

## Tenancy Reference Notes & Documents

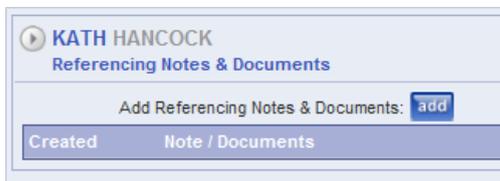
This is a similar view as described above in Individuals Notes and Documents and provides the same options for all tenants that are included in an existing tenancy (Let Agreed or Signed).

Search for a property that the tenant occupies that you want to reference. On clicking next dependant on how many tenants are at the property you will be able to credit check each one.



Created	Note / Documents
---------	------------------

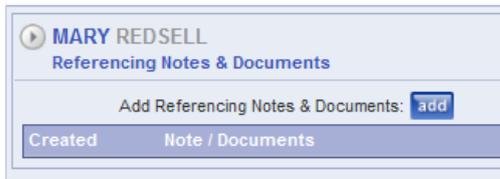
Searching a single occupancy lists one tenant



Created	Note / Documents
---------	------------------

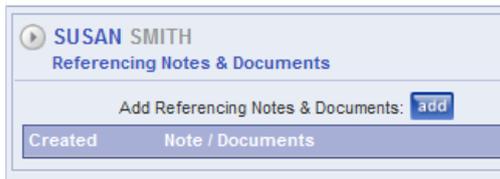
On a multiple occupancy tenancy all tenants will be available to store documents.

As in an Individuals referencing notes you will need to select the type of note/document to be stored.

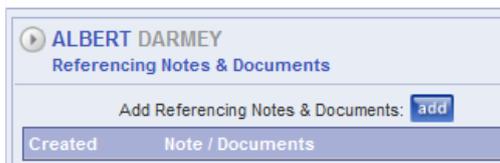


Created	Note / Documents
---------	------------------

Click on the Browse button and search for the saved document on your PC and upload. Enter any notes as required then click ok. The documents and any notes you have entered will be saved against each tenant.



Created	Note / Documents
---------	------------------



Created	Note / Documents
---------	------------------

# Credit Checking

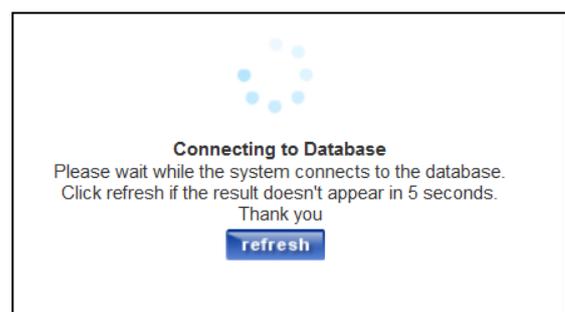
## Referencing an Applicant

Within the marketing menu to access the referencing functionality go to Applicants and Create New Applicant Card. Complete the new applicant card and save the details. Re-open applicant's card, select the referencing tab and click on the referencing tab then click on Credit Check

Import details will show as the applicants address as selected from the 'Using Address' dropdown menu is linked to this reference check

Applicant details will be pre-populated into the form, click on the next Action button to continue.

When the next Action button has been selected the system will connect to the Equifax database to find a match.



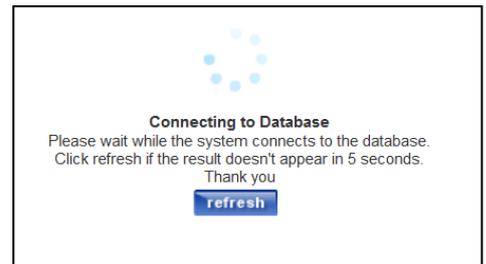
The system will return matches to your query. Select the person you are carrying out a credit check on and click on the next Action button to confirm the details. The system, once again will interrogate the database

**Initial Result:** One Match found. Select it to confirm and click Next to carry out the credit check

---

**CONFIRM CREDIT CHECK DETAILS**

Mr Richard Forrester -- 358, HIGH ST, WILTS, BA133BN  
PTC Abs Code: 58150004357



**The Credit Score.**

Based on the information held for that person at the selected address Equifax provide a Credit Score. The score will be in the range of -1000 to + 1000, but the vast majority will be in the range of 100 to 500. LetMC have worked with Equifax and provide the following guidelines:-  
 +350 and above – Low risk  
 +200 to +349 – Medium risk  
 +199 and below – High risk

**Credit Information Provided.**

Credit information provided in the Results is:

**Current Address:** This confirms the address on which the credit check results are based. **County Court Judgements:** The credit risk score and any additional data (such as CCJs etc.) are related to matches between the person credit checked at this address only (alternative addresses must be credit checked separately).

**Electoral Role:** This confirms the period of time the person has been on the Electoral Role at the Current Address.

**CCJ's:** A list of any CCJs are provided with supporting information such as date, the amount of the judgement and whether the judgement was subsequently satisfied

**Notices of Correction:** These can be added to credit check results by the person credit checked in order to explain or justify any adverse results

The credit score should be interpreted (by the Letting Agent) in conjunction with other information available and the person's background. The credit score is not a guarantee, but a guide to the person's credit worthiness at the specified address.

**Note:** The risk results can be amended on a company basis call LetMC to enable your custom settings.

Reference this person again: [credit check](#)

**RESULTS**  
cred-3

Reference results dated 15/02/2010 at 14:21

Person  
 Name: Mr Richard Forrester  
 Date of Birth:  
 Check Type: Property Letting

**+206 Medium Risk**

High Risk  Low Risk

+206

Confirmed Address  
 358  
 HIGH ST  
 WILTS  
 BA133BN

Electoral Role		
Name	Date of Birth	Period
RICHARD P FORRESTER		01-10

County Court Judgements						
Court Date	Value	Type	Court Name	Case Number	Satisfied	Court Code

Notices of Correction			
Name	Date of Birth	Date	Notice

**DETAILS REFERENCED FOR RICHARD FORRESTER**  
 Applicant Address: 358 High Street, BA13 3BN

Title:       Optional - Previous Name

Forename:       Previous Title:

Surname:       Previous Forename:

Date of Birth:       Previous Surname:

Using Address:

House Name/Number:       Street:       Postcode:

Details Property Criteria Matching Property Send Details Notes Referencing

**RICHARD FORRESTER**  
Existing Credit Checks

Opt Out of Credit Checking

Perform a new Credit Check

Permanent Address - 358 High Street, BA13 3BN

Date	Referenced	Address Type	Result
15/02/10 14:21	Mr Richard Forrester 358 High Street, BA133BN	Permanent	Medium Risk

Results of credit checks will be stored in the applicant's card. Further checks can be carried out by using the Credit check button under 'Perform a new Credit Check' or opening the existing check and access the Reference this person again Credit Check button

### Referencing a Landlord

Referencing a landlord can be carried out in two sections of the software, Marketing and Lettings.

#### Step 7 of Add/Modify a Landlord

**MABEL SNELL**  
Existing Credit Checks

Opt Out of Credit Checking

Perform a new Credit Check

Permanent Address - 54 Hill Road, Pinner, PH1 0NR

Date	Referenced	Address Type	Result
None			

**MABEL SNELL**  
Referencing Notes & Documents

Add Referencing Notes & Documents:

Created	Note / Documents
---------	------------------

As in Applicant referencing click on the Credit Check button to begin the referencing process.

The add button should be clicked when entering notes or uploading any referencing documentation

Continue to follow the same process as in Reference an Applicant. Results will be stored in Landlords Details

### Credit Check an Individual

**IMPORT DETAILS & LINK**  
Un-Linked

Tenant & Guarantor:     Applicant:     Landlord:     Contractor:

Online Applicant:    

**PERFORM CREDIT CHECK**  
Un-Linked

Title:  ⓘ

Forename:  ⓘ

Surname:  ⓘ

Date of Birth:  ⓘ

Optional - Previous Name

Previous Title:  ⓘ

Previous Forename:  ⓘ

Previous Surname:  ⓘ

Using Address:  ⓘ

House Name/Number:  ⓘ

Street:  ⓘ

Postcode:  ⓘ

Before carrying out this Credit Check you must obtain permission from the individual and tell them the 'Tenant Verification' search is done by LetMC. By clicking Next you accept the Terms and Conditions of LetMC Referencing.

In credit check an individual, you can call up anyone that is registered on the system to perform a check on. Click on the correct button and carry out the check

Continue to follow the same process as in Reference an Applicant. Results will be stored in corresponding persons Details. If you carry out a check on a person that is not registered on the system the person will be shown as unlinked. To recall any of these unlinked checks go to Manage all Credit Checks and select Un-Linked from the Type Drop-Down Menu

## Credit Check a Tenancy

Credit checking of a tenancy allows you to check all people within one tenancy. Select each tenant in turn to carry out the checks.

**JANINE GOODALL**  
Existing Credit Checks

Opt Out of Credit Checking

Perform a new Credit Check

Pre Tenancy Address - 365 High Street, BA13 3BN

Date	Referenced	Address Type	Result
			None

Add Referencing Notes & Documents:

Created	Note / Documents
---------	------------------

Carry out credit checking as previously described. This time you have all the tenants listed that can be credit checked.

Add Notes and any referencing documentation

**ISOBEL GOUGH**  
Existing Credit Checks

Opt Out of Credit Checking

Perform a new Credit Check

Pre Tenancy Address - 364 High Street, BA13 3BN

Date	Referenced	Address Type	Result
			None

Add Referencing Notes & Documents:

Created	Note / Documents
---------	------------------

## Referencing a Contractor

To reference a contractor go to Maintenance/Modify Contractor Details

**DARREN ROWLEDGE**  
Existing Credit Checks

Opt Out of Credit Checking

Perform a new Credit Check

Permanent Address - 360 High Street, BA13 3BN

Date	Referenced	Address Type	Result
			None

As in Applicant referencing click on the Credit Check button to begin the referencing process.

Continue to follow the same process as in Reference an Applicant. (You cannot reference a company, only individuals).

## Manage all Credit Checks

**TRAINING BRANCH BRANCH - ALL CREDIT CHECKS CREATED BY JAMIE AMOS (7 CREDIT CHECKS)**  
 Created: February 2010

Branch / Staff: Training Branch / Jamie Amos  
 Type: Any  
 State: Any  
 Created: February 2010  
 Order by: Created - Newest First  
 Risk Level: Any

Export

Date	Credit Checked	Result
16/02/10 09:04	Ms Isobel Gough at 364 High Street, BA133BN Tenant at '20 School Road, WA2 9AD'; Let Agreed Tenancy(Renewal) 01/03/2010 - 31/08/2010	Medium Risk
16/02/10 09:04	Ms Janine Goodall at 365 High Street, BA133BN Tenant at '20 School Road, WA2 9AD'; Let Agreed Tenancy(Renewal) 01/03/2010 - 31/08/2010	High Risk
16/02/10 08:50	Classon Brailsford at 363 High Street, BA133BN Un-linked	High Risk
16/02/10 08:19	Mr Darren Rowledge at 360 High Street, BA133BN Contractor at '360 High Street, BA13 3BN' of type Maintenance	High Risk
15/02/10 16:55	sam Bodgit at 88 Cowboy Close Arizona Avenue, Co480Y Contractor at '88 Cowboy Close, Co4 80Y' of type Maintenance	New Check
15/02/10 15:36	Mr Simon Dickinson at 358 High Street, BA133BN Head Tenant at '12 The Drive, NE3 1DU'; Signed Tenancy(First Let) 07/01/2010 - No End Date	High Risk
15/02/10 14:21	Mr Richard Forrester at 358 High Street, BA133BN Applicant Address: '358 High Street, BA13 3BN'	Medium Risk

Using the filters at the top of the screen you can call up the credit checks.

There is also a credit check button at the top of the screen if you want to carry out further checks.

Clicking on the edit button will display details of the check. In the person checked column will be what property on the system you have checked against, or it will show 'unlinked', not against any property on the system.

## Not Yet Credit Checked

The 'Not Yet Credit Checked' report provides a list of people who have not yet been credit checked by Equifax. The report filters by branch and person type (Tenant, Landlord, Applicant, Contractor, Online Applicant) for the selected date range (Created date). The report also has a filter which allows it to only show persons who have been 'opted out' of credit checking ('Non Opted Out' is default setting).

The credit check wizard is available directly from this report and will import the details for the selected person. If a person has been opted out of credit checking then the 'Opt Out' tick box needs to be un-ticked before the credit check can proceed.

**TRAINING BRANCH BRANCH - LANDLORDS (6 NOT YET CREDIT CHECKED)**  
 Landlords Created Jan - Mar 2010

Branch: Training Branch  
 Created: Jan - Mar 2010  
 Show: Non Opted Out  
 Type: Landlords

Export

Created	Name	credit check
07/01/2010	Monkey Face Landlord at '234 Bishops Avenue, CT12 3AX'	credit check
05/01/2010	mete enver Landlord at '112, se5 8x'	credit check
05/01/2010	t smith Landlord at '22 holiday street, h22 2ay'	credit check
05/01/2010	Alex Sibs Landlord at '112 Denmark Hill, SE5 8RX'	credit check
07/01/2010	Alison Gray Landlord at '15, NE3 1DX'	credit check
11/01/2010	simmons Landlord at '12 Bob Close, LE3 9ue'	credit check

Using the search criteria select Date range

Person Type

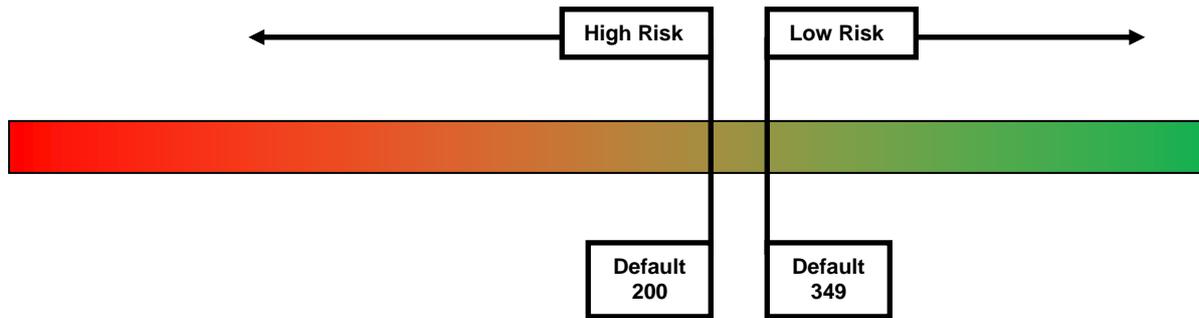
Show Non-opted out.

## Equifax Settings

If you consider that the default scoring is not within your individual company parameters then these can be changed. You will need to call LetMC support and request new settings to be entered onto your system.

The default settings as shown below are:

- +350 increasing – Low risk
- +200 to +349 – Medium risk
- +199 decreasing – High risk



Once you have requested LetMC support to set new parameters they will be displayed in View Company Settings. Example below.

Apply From	Upper High Risk Limit (Anything Below is High)	Lower Low Risk Limit (Anything Above is Low)	
17/03/2010	150	400	



**LetMC.com<sup>®</sup>**  
lettings software