

# Information & Sign Up Pack For Letting Agents

**Tenant Reference Checks for £9.99**

**AUSTIN MYER INTERNATIONAL LIMITED** has been established since 2001. Together our staff have over **15 years** of tenant referencing **experience**.

We have seen the annual rise in the lettings market and we have always managed to keep up to date with the changes that this brings.

Our referencing process has evolved to keep up with the demands of the Landlords and the Letting Agents. We scrutinise every aspect of a tenant so that nothing is left to chance.

### **Insurance**

One of the main changes in the rental market has been the increased demand for **Rent Protection Insurance**. This is becoming a must for landlords as they can see the benefit it brings in the event of unforeseen changes in the circumstances or their tenants.

### **Technological Advances**

Technology is another change which we have welcomed as it has made our work somewhat easier. With the advent of online referencing and application tracking it has enabled us to speed up the process of referencing.

We are glad to say that we have been able to keep pace with our competitors so that we too can offer these facilities to our customers.

We have built an in house software and database to process applications more efficiently and economically. By keeping all our records in a central database we find it allows us to answer incoming enquiries from customers in a more professional way.

### **Personalised Service**

We have successfully kept our prices at a very competitive rate even though we offer a personalised service which we believe is second to none.

Our aim is to provide all our customers with a single point of contact and this person will in effect become your account manager.

They will always be on hand to answer your questions and this will benefit you in so much as you will not be transferred from one person to another to find someone who is dealing with your application.

We also speak to the tenants on a regular basis so that if any delays occur in processing the application it can be resolved sooner rather than later.

We continually try to evolve our referencing procedure so as not to become complacent and in this way we give our best efforts to the **Customer**.

Obtaining references for future tenants is a very important part of the letting process. When done thoroughly we can weed out fraudulent people and also any adverse credit history.

## **"We endeavour to take the entire burden away from you"**

With our experience we have refined our procedures so that the whole process is smooth from start to finish for all concerned. Below is an explanation of our procedure.

1. Completed applications are received from the Agent or the tenant by fax, email or post
2. **Applications** are checked for missing information needed to properly reference
3. The application is keyed into our software and assigned a unique ID
4. Once we have obtained all the relevant contact details the references are sent out
5. Once we receive the required **References** in writing the **Final Report** can be compiled
6. A **Credit Search** is carried out to find out about credit history and voters roll information
7. The final report is either faxed or emailed to you

### **Time Frame**

Our target is to turnaround all applications within **48 Hours**. This is possible when we get the full co-operation of all the parties involved. We also provide a premium service which aims to turnaround applications within **24 Hours** service.

### **Reporting**

We always aim to keep you fully informed at all times by way of emailed or faxed updates.

A **Daily Update** will be sent to you at the end of each day which lists all the applications received by us. In doing this we can eliminate any missing faxes that often occur when using fax machines.

We can provide an **Interim Report** when for example there is a delay in processing the application. This will detail the work which has been carried out to that point.

### **Our Recommendations**

We always provide a pass or fail on our final reports so that it gives you a guide as to the suitability of the tenant. A pass mark of **65** or more is good and anything below 65 points is a fail. We always give our reasons for the final result.

## Consumer Searches

**Credit checks** can reveal a lot of information about someone whether they are employed, self employed or unemployed. The information is used by all companies dealing with money lending or other finance related enterprises.

We offer a service whereby we can carry out credit searches on tenants and turnaround the results within 3 hours. We offer discounts on volume to make it cost effective for you.

The following shows the type of information revealed in credit searches:

1. Alias Details – if the tenant is using a different name for day to day activities
2. Notice of Correction – comments and remarks about the tenant detailing further information
3. Electoral Roll – this shows the dates at which the tenant resided at their addresses
4. Public Information – this will reveal county court judgements and bankruptcy searches
5. Previous Searches – shows if there have been excessive credit searches made on the tenant
6. Address Links – sometimes previous addresses are found if they are linked to the tenant

## Commercial Searches

We try to cover all the bases when referencing tenants. This means that if a tenant is self employed we will endeavour to 'check-out' their company as well.

By doing this we can eliminate some of the uncertainty about the background of the tenant. In some cases it is not possible to credit check the tenants' company. In these situations we opt to collect information such as accounting records, tax returns etc.

By carrying out a check on the tenants company we can determine whether or not we should consider the income received from this. In cases where the company is new or not yet successful we will consider taking a bank reference.

The following shows some of the information revealed in commercial credit searches:

1. Company's last submitted accounts
2. Information on Directors
3. Any mortgage charges / CCJ's for the company
4. Credit Risk Score



# Price List

## **TENANT APPLICATIONS:**

**Net**

48 Hour Comprehensive Reference Check	£9.99
24 Hour Comprehensive Reference Check	£12.50
Credit Check	£6.00

Please note: The 1<sup>st</sup> guarantor, for a failed tenant is free as a 48 hour service only. If this guarantor fails then the next guarantor will be charged in the same way as a tenant reference, e.g. £10.00

Comprehensive Reference Checks comprise of: Credit Check, Income Reference, Current Rental Reference (if applicable) and a Character Reference.

## **COMPANY APPLICATIONS:**

48 Comprehensive Reference Check	£15.00
24 Comprehensive Reference Check	£18.00

Comprehensive Company Check comprises of: Company Check, Accountant / Auditor reference, Current Rental Reference (if applicable) and a Trade Reference.

V.A.T. will be calculated using 15.00%

## **COUNTY COURT JUDGEMENT CASE INFORMATION:**

We can provide important information in the event of a CCJ being discovered for a tenant or guarantor. This is the case no & the telephone number of the court where the CCJ is held. The cost for this service is £10.00 (inclusive of V.A.T.)



# Terms & Conditions

1. We open between 9.00 am to 5.00 pm, Monday to Friday inclusive. We are closed on all UK Public & Bank holidays.
2. 24 Hours Applications must be sent to Austin Myer International Ltd by 10.00 am for completion on time.
3. Austin Myer International Ltd will issue invoices to the Billing Address of the Agent for all assessments completed on a monthly basis. All assessments will be identified by their unique identification number and Austin Myer International Ltd will dispatch the invoice within five working days from the end of the date of the relevant invoicing period. The Agent undertakes to ensure payment is made within fourteen days of the invoice date. If two continuous invoices are being settled late on a regular basis we will reserve the right to charge interest from the third invoice onwards.
4. Austin Myer International Ltd agrees to use all reasonable endeavours to provide the Service to the Agent during each working day and during normal working hours.
5. In using the Service the Agent will provide Austin Myer International Ltd with an assessment application form duly completed with all essential data in a complete and unabridged form in legible handwriting or typed script. A contact telephone number and contact address for all referees shall be provided in the appropriate field on the assessment Application Form and if available a contact fax number is to be provided.
6. Austin Myer International Ltd requires the following information to carry out further checks on prospective tenants: Address verification proof such as a utility bill, bank statements. Photographic identity proof such as a passport, photo driving licence, photographic proof of id such as membership of a health or fitness centre. Proof of National Insurance No such as a P60 or payslips. These documents are required to complete our verification service.
7. If Austin Myer International Ltd determines that essential data has been omitted from the assessment application form, the Agent will be notified within two hours of receipt of the assessment application form by either telephone, fax or email that further information is required and pending the arrival of that further information the start time for the reference process will be abated until such time as the relevant information is received by fax, telephone or email at Austin Myer International Ltd. Pending arrival of further requested information Austin Myer International Ltd will continue where possible to process the reference in relation to the Essential Data that is then within its possession.
8. We will charge for all applications if cancelled after two hours of sending to Austin Myer International Ltd.
9. Any amendments to final reports must be sent to Austin Myer International Ltd in writing or by email. All completed reports are valid for six months only. If a tenancy is renewed after six months without a comprehensive reference check being completed by Austin Myer International Ltd then we take no responsibility in the event of a tenant defaulting on their rent. In the event of the Landlord wishing to take an insurance product our references are then valid up to twelve months.
10. We may review your pricing structure on an annual basis. Notice of any change in price will be given in writing.
11. 48 Hr Comprehensive Tenant Check is £9.99 plus V.A.T. & 24 Hr Comprehensive Tenant Check is £12.50 plus V.A.T. 48 Hr Comprehensive Company Check is £15.00 plus V.A.T. & 24 Hr Comprehensive Company Check is £18.00 plus V.A.T. Tenant Credit Check is £6 plus V.A.T.

Please sign and date below to acknowledge you have read and understood the Terms & Conditions

Full name:

Position:

Signature:

Date:            /            / 2009



# Registration Form

## NEW AGENT REGISTRATION FORM

Name of Agency:	
Trading Name if Different from above:	
Full address:	
	Postcode
If you are a Limited company please give your registration no:	
If you are not a Limited company please provide the name & address of the Proprietor & or Partners:	
Name(s):	
Full address:	
Lettings Manager:	
Telephone No:	Fax No:
Company Email address (for updates etc):	
Website : www.	
Number of branches:	Estimated no of vettings per month:

(IF MORE THAN ONE BRANCH, PLEASE COMPLETE A SEPARATE REGISTRATION FORM FOR EACH BRANCH).

**BY WHICH METHOD WOULD YOU LIKE US TO SEND REPORTS & UPDATES TO YOU?**    FAX     EMAIL

Full name:	Position:
Signature:	Date:        /        / 2009

Please complete in full and Fax back the completed form to 0845 458 0948 or 0845 833 0898. Thank you.

For the use of Austin Myer International Ltd.

Name:	Position:
Signed:	Date:        /        / 2009