Rent Guarantor

AGENT USER GUIDE

This guide should provide everything you need to know when helping tenants with their applications.

How it works

Complete the initial part of the application
→ Tenant starts a new application by clicking 'Apply now'. They will need to add rental amount for the tenancy, the number of tenants sharing, and some basic information about the other sharers.

Pay a small processing fee
→ This small payment will be taken for the referencing processing fee. Payment for the guarantee will be taken after contracts have been signed.

Check email and follow the link to KeySafe referencing
→ Tenant will not be able to log into their RentGuarantor dashboard without first completing the KeySafe process. If they know they won't have the right documents to do this, they should click the option within KeySafe that says "I don't have a passport" etc. This will then prompt our team to contact them for more information.

Log in to the RentGuarantor Dashboard
→ Once tenant has completed the KeySafe process, they can log into their RentGuarantor Dashboard, using the password sent to their email. Their Credit, ID and Income checks can be completed in less than 15 minutes! Once done, they will show as 'completed' on their profile.

Complete any additional information
→ If tenants profile shows that we need more information then they will need to complete this

Once the application is complete, a link will be sent to sign the contract.
→ Once this contract is signed by the tenant, it will be sent to the other parties to sign before the agreement is complete

When the contract is signed by all parties, we will send info about paying the final fee
→ RentGuarantor will create a unique secure payment link to enable each Tenant to make their payment. When payment is received, RentGuarantor will send them the document that certifies us to be their Guarantor- This will be via Email.
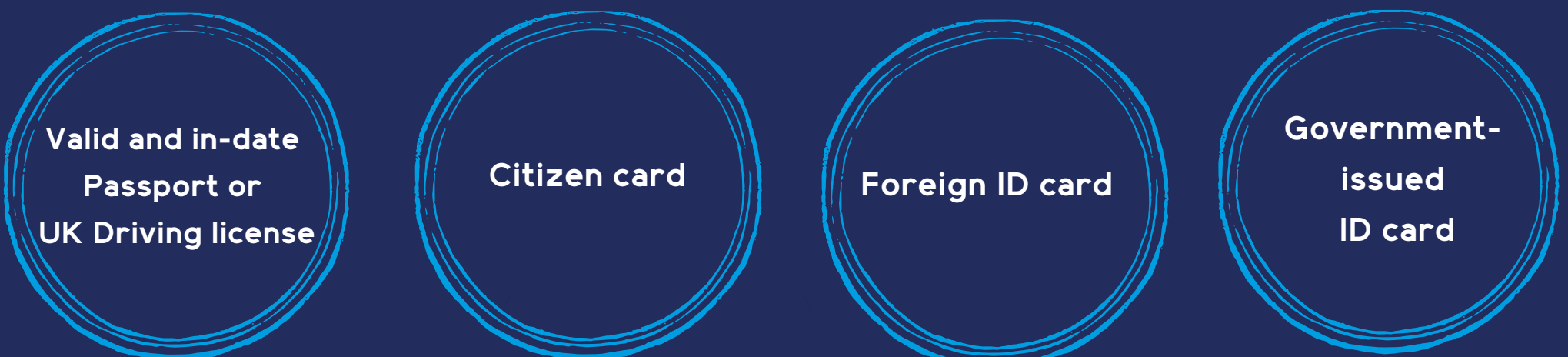→ **End of the process**

RentGuarantor assess every application on an individual basis. Anyone looking to rent a property in the UK can apply! The easiest way to know if a tenant is eligible is to check whether they can provide the following information below:-

Proof of ID   **Proof of Income/ Benefits/ Study**

If the tenant has these documents then the application process should be quick and easy!

For proof of ID, the tenant will need one of the following documents (All of which should show their name, date of birth and photograph)

Valid and in-date Passport or UK Driving license   **Citizen card**   **Foreign ID card**   **Government-issued ID card**

To make things really simple for the tenant, we have teamed up with **KEYSAFE TENANT VETTING**
By completing the information via this route, we can verify their income by using Open Banking. The tenant will need an online banking app/account to use this.

If the Open banking route doesn't work for the tenant, Our team are on hand to look at their application- We may just need a couple more things from them

If the tenant is Employed, we will require proof of:

Last three months' (or 12 weeks) of payslips, showing their name and payment amount.
Or
The last 6 months of bank statements showing a regular income amount.

*Please note, we cannot take any bonuses or overtime into account when calculating affordability.

If the tenant is Self Employed, we will require proof of:
- Last three months payslips or last three months of bank statements showing their monthly income. We may ask for recent invoices.
- Last year's Tax Return

If the tenant is in receipt of benefits or child benefits,
We will need to see copies of:
Statement or award letter detailing the benefit & amount due
Or
Last three months bank statements showing benefits being paid to the tenant

Students will need to provide Proof of current study
Or
Acceptance of the place at their chosen university.

They will also need to show confirmation of student income or any bursaries they have.

If the tenant is in receipt of Universal Credit, We will need proof of:
FULL Universal Credit Statement detailing the calculation of their benefit
Or
Last three months' of bank statements showing their benefits being paid to them
*Please note: We do not accept mobile banking screenshots when bank statements have been requested.

If the tenant does not have the required documents they can create the application and click "save for later". They can then return to their account later and add the missing documents before submitting their application.

Need Help? Please contact us at queries@rentguarantor.com

Poor credit and CCJ's
If the tenant has poor credit or CCJs, they may still be able to use RentGuarantor. Each application is assessed on a case-by-case basis.
During the application review process the tenant may be asked to provide additional information or documentation in relation to their CCJ or IVA, this can include:
- Copy of the tenants credit report
- Confirmation of a payment plan in place for a CCJ or IVA
- Details of the CCJ such as what it was for, how much and is it active or satisfied

If the tenants ticks 'no' to having a CCJ, when in fact they do have one, their application outcome will be an instant fail and we will not be able to stand as a Guarantor for them.

Ways to pay

Tenant pays via PayPal in full
or
Paypal's Pay in 3 option*

*Subject to eligibility

Payl8r option

This also allows payment in instalments*

*Subject to eligibility

Tenant pays with their Debit
or Credit card.

Can someone else pay for the Fee?
Yes, the name on the receipt does not need to match the name on the application.
As long as the amount is correct, we will accept the payment, all the tenant needs to do is select "Share Invoice" and they will be able to copy and share the invoice link by email, text or chat. *Please note, third parties are unable to pay in instalments.

Local Authority paying the fees
If the tenant has been advised by their Local Authority that they will be paying the tenants Guarantor Fee on their behalf, they will need to upload one of the following documents once they have selected Pre-Agreed Payment
Document:-
- Payment Confirmation Letter from the Local Authority
- Purchase Order

Please Note: We can only accept payment on account from Local Authorities or Companies who have an existing credit arrangement with us.
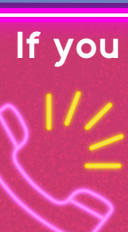
If you have any queries, please call the RentGuarantor team on
0207 193 4418
Or
Email us at info@rentguarantor.com