



Q How will RentalPassport™ benefit me?

A A RentalPassport™ puts you ahead of the competition to view a property. Think of it as a mini pre-screening that proves to landlords and agents that you're serious and a trustworthy tenant. You'll jump to the front of the queue - competition for property lets is high.

Q How much does it cost?

A It is completely free to create a RentalPassport™. Zero costs are involved.

Q How long will it take to complete?

A It will take approximately 1-2 minutes to complete and the report is sent back to you instantly.

Q Will it affect my credit score?

A No, RentalPassport™ has no impact on your credit score.

Q How long is it valid for?

A All RentalPassport™s are valid for a period of 90 days.

Q Do I have to go through a letting agency to do RentalPassport™?

A No. As a prospective tenant you can obtain a RentalPassport™ directly from the website. Alternatively, you can scan the QR code your agent provides.

Q Will all agents accept RentalPassport™?

A All agents should accept pre-qualified applicants wanting to rent a property as this will save time and money for all parties.

Q Can you get rent protection on the back of an RentalPassport™ reference?

A Not solely on an RentalPassport™, however, once verified by a viable referencing product, then Rent Protection is available.

Q Is RentalPassport™ just for tenants or guarantors as well?

A RentalPassport™ is applicable to both tenants and guarantors.

Q Can I get the agent to create a RentalPassport™ on my behalf?

A The agent can send you a link for RentalPassport™, have it available on their website or provide you with their unique QR code.

Q What if I don't have access to technology?

A If you do not have access to the internet, a smartphone or laptop, you can go into your agency's branch and complete your RentalPassport™ there.

Q Can I use my RentalPassport™ for more than one property or would I have to start again for a different rental address?

A Your RentalPassport™ is completely portable and can be used repeatedly for 90 days on all suitable properties for let (based on your rental affordability).

Q Can I get a copy of the report?

A Yes, your personal RentalPassport™ report will be emailed to you within minutes of completion.

Q What happens after I get the report?

A If you have applied through an agent, they will be in touch to confirm the viewing appointment if the result is favourable. If you have applied directly via the RentalPassport™ website, you can send your RentalPassport™ report to any agent or landlord to show them that you're a serious renter.

Q Do I have to disclose the report to the Letting Agent/Landlord?

A If you have applied via an agent, they will automatically receive a copy of your report. If you have applied directly, it is in your best interest to show landlords and agents your report when arranging property viewings.

Q What information do I need to fill out the RentalPassport™ form?

A The form is very easy to complete and takes less than two minutes. You will be asked some basic information about yourself and the property you're interested in renting. You will also be asked to provide a copy of your ID.

Q Does it have to be completed before going through to the referencing process?

A Ideally, yes. It needs to be completed pre-referencing stage as this is needed before you can view a property and it will save time for you and the agent.

Q Can I do RentalPassport™ if I am just going to be a permitted occupier?

A Yes, this can be an option for permitted occupiers also.

Q Is it worth doing if I have just moved to the UK and have no employment?

A The same principles would apply if you were going through a full reference. In the case above, with no credit history, assuming no UK bank account and income – it would be highly unlikely that you are suitable to rent at the moment.

Q What is Deposit Replacement?

A By purchasing a deposit replacement you save on upfront costs by paying a service charge equal to one week's rent rather than paying a traditional deposit. Like a traditional deposit, you will remain liable for any unreasonable damage or rent arrears at the end of tenancy. All parties have to agree on this method before it can be taken.

