

Referencing Standards Guide

This is a guide to help assist you and your prospective tenants complete the referencing process quickly and easily. The information provided below is a guide for the most common references, which will apply to the majority of Tenants. Some Tenants may have unique circumstances, which will require our Specialists to obtain alternative information or documents.

Common Income Sources & Requirements

Employed (PAYE)

- A reference from a verifiable* source in the first instance, either verbally or written.
- The referee must be in a position of authority to provide the reference.
- Or (if we are unable to verify the referee or obtain a reference for any reason); three months most recent bank statements as well as three months most recent payslips.
- If the applicant has not yet started the position, we can accept a copy of the contract or offer letter as well as confirmation from the employer that the position has been accepted.
- Employment offers that are still subject to checks, ends before the tenancy does or does not start within one month of the tenancy start date, will not be accepted.

Self Employed / Self Assessed

- 3 months most recent, personal, bank statements. Business bank statements will not be accepted. We will be assessing the individual's income not the businesses.
- Or, the most recent financial year's SA302 Tax Return.

Self Employed / Accountant

- A reference from a verifiable* source in the first instance, either verbally or written from an accountant.
- Or, (if we are unable to verify the referee or obtain a reference for any reason); the documents stated for self-assessed applicant.

Student Finance / Bursaries

- The most recent award letter for the current or upcoming academic year, depending on the time of application. We will need to see their entitlement for the duration of the tenancy.

Savings / Investments

- A personal bank statement dated within the last seven days showing the amount currently held in savings.
- Investments will be taken on a case by case basis and we cannot guarantee that they will be accepted. This will depend on the terms of the investment and what is readily available to the applicant or guarantor.

Pensions / Benefits

- One of the following:
- An award letter stating the applicant's or guarantor's entitlement.
- Their most recent P60 if the pension has been claimed for the whole of the previous year.
- 3 months personal bank statements or payslips.
- Please note that for benefits, 'Tax Credits' an award letter must be provided, as bank statements cannot be used for these.
- 'Universal Credits' will require the most recent 6 months' Universal Credit Payslips.

****You can accept and use 'Open Banking' which may speed up the process and agree that we can verify your income directly with your bank account/s***

Income Sources that are not accepted:

- Housing Benefits
- Housing Element of Universal Credit
- Council Tax Benefits
- Child Maintenance
- Zero hour, or temporary rolling contracts that have been running for less than 6 months.
- Income from spouse or parents
- Loans or overdrafts (other than student finance)
- International self-employment (applicant only)
- Income that has been confirmed to end before the tenancy does.

Documents that are not accepted:

- References from family members
- Business bank statements, remittance advice slips or invoices.
- Non-official documents (e.g. banks statements that have been downloaded into excel or business accounts completed by the applicant/guarantor).

All documents must be dated and clearly show the name of the individual being referenced.