



MY TENANCY REFERENCE

Who are Rentshield Direct?

Rentshield Direct are a reputable tenant referencing agency based in South Devon who provide Letting Agents and Landlords with a detailed suitability report for potential tenants. We can also provide Tenants, Landlords and Letting Agents with suitable insurance products.

Why am I being referenced?

Your Letting Agent/Landlord has employed us to check your suitability to rent their property. Our detailed assessment reassures them that you are a suitable candidate.

Why does your form request so much personal information?

Our forms have been specifically designed for the sole purpose of checking your suitability as a tenant. We are governed by the Financial Services Authority, in respect of our insurance sales, and strictly adhere to the Data Protection Act 1998 – rest assured that your information is safe with us!

How long will the referencing take?

As a company we understand that Tenants want to move as quickly and efficiently as possible and therefore we aim to complete all referencing applications within 48 hours. In some circumstances it may take longer, however, following the guidelines below will help to speed up the process.

1. Ensure that you complete all fields on your application form (whether paper or web-based) including all contact details for your employers and current landlord/s.
2. Advise your current landlord/s and employer/s of your application so that when we contact them, they are prepared. We are looking to take less than 2 minutes of their time to confirm basic information regarding your application.
3. If you work for a large employer such as the Armed Forces or NHS, it may be quicker for you to provide us with your most recent 3 months worth of pay slips at the same time as your application.
4. Our referencing administrators may call you to ask for your assistance; therefore if you receive a call from us, which you are unable to take, the quicker you can respond, the quicker we can complete your application. Our telephone number is 0845 070 2433 and its Option 1 for referencing.
5. If you are aware of changes to your circumstances in the immediate future, such as re-locating or change of employment, please provide full information on your application, along with contact details for any new employers. It may also help us if you provide any documentation relating to your new employment i.e. letter of engagement/contract.

What happens once my application is completed?

Once we have completed your application we will send the suitability report to your Letting Agent. They will then be in touch with you regarding the proposed tenancy.

As a company who aim to provide the highest standards of customer service, you may receive a satisfaction survey from us which we hope you would be able to complete.

Finally, we wish you the best of luck in your new home.

The Rentshield Direct Team

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