

## Operations Guide

### Welcome to TVS!

The electronic reports obtained via TVS should be used in conjunction with other due diligence you conduct on your prospective tenants. All databases whether on the Internet or not, are neither 100% accurate, nor are they 100% complete. Data entry errors and inaccurate reporting play an integral part in this.

Your decision to rent to an applicant should not be solely based on these reports; your interview with the applicant should tell you more, i.e. employment history, tenant history and references.

So to further minimize your landlord risk...click this link for some simple tips and advice that will enhance your tenant screening process: <http://www.criminalfraud.com/landlord-fraud.php>

As noted in the membership agreement, your prospective tenant must provide written consent for the release of their credit history and other background checks prior to your query. This authorization must be kept on file for a minimum of 5 years. All consumer reports that you receive via TVS are confidential and should be disposed of in a proper manner... **shred it.**

**REMEMBER:** You must provide all applicants with a copy of the FCRA Summary of Rights  
<https://www.tenantverification.com/public/FCRA-Summary-of-Rights.pdf>

### How do I request a report?

1. [Go to http://www.tenantverification.com](http://www.tenantverification.com) (please put this into your favorites).
2. Click on **Login** at the top right corner
3. Enter your email address and password to login
4. At the My Reports tab, click on Request a Tenant Screening Report.
5. You must provide your applicant's first name, last name and email address.
6. Choose the report(s) you would like to order by moving the orange sliders to say YES.
7. Choose who pays for the report(s); you or your applicant.
8. If you choose to pay for the report(s), you will need to make a credit card payment on our secure web site. We accept Visa and Mastercard. Notice: On your credit card statement, **this charge will appear as TENANT VERIFICATION.**
9. Once you have submitted the information, your applicant will be sent an email via TVS notifying them of the report request.

### What's Next?

Your prospective tenant will have to respond to the email request that was sent to them via TVS. If the email is not in their inbox, please have them check their junk and spam folders. If they are using a work email, please ensure the security settings will allow them to receive the email. If not, they will have to provide you with a personal email address.

You can check the status of any report by logging into your TVS account and going to your dashboard at the My Reports tab. The status of the reports will be updated each time your prospective tenant completes a step. The report statuses are:

- Request Sent to Tenant – report request has been emailed to your prospective tenant
- Tenant Has Read the Request – your prospective tenant has received and opened the email request
- Tenant is Authenticating – your prospective tenant has signed up and is in the process of completing the authentication questionnaire
- Tenant Has Paid – your prospective tenant has submitted payment for the reports requested. This is only if you did not pay for the reports.
- Transaction is released – the requested reports are completed and ready for you to view. You will receive an email once this step is completed.

## FAQs Regarding Your Report Requests

**Q. *What if I entered the prospective tenant's email incorrectly?***

**A.** From My Reports in the dashboard, locate the report request and click on **Edit email**. Enter the correct email address and click Submit.

**Q. *What if I want to cancel the request I sent to the prospective tenant?***

**A.** From My Reports in the dashboard, locate the report you wish to cancel and click on the **Cancel Request** button. If you paid for the report...

- You can choose to have your credit card refunded (within 5 business days)
- You can have an instant credit applied to your account in the amount that you paid, and it will stay on your account until you use it. You will see the amount of the credit under **My Reports**.
- The prospective tenant will receive an email notification of the cancellation and advised that no further action is required.

**Q. *What if my prospective tenant did not receive the email request regarding the report I requested?***

**A.** From **My Reports** in the dashboard, locate the requested report and click the button that says **Send Again** under Tenant not getting Notification.

Note: The applicant will receive an automated email reminder every 24 hours until they complete the report request.

## What Criminal Record Information does Your State provide?

Click on the following link to determine what criminal record information is provided by your State.

[Criminal Information Coverage.](#)

## How can I view previous transactions?

**Important:** Report(s) remain posted to your account for 30 days from date of request. Report(s) are then deleted for security reasons and what will remain is the name, transaction number, date and time of request. If you wish to keep a copy of the report(s), **print it off** and keep it safeguarded.

You can view all your transactions by clicking on the **View History** button after login, and then selecting the dates that you wish to view from the drop-down boxes. Click on the invoice icon to get an invoice from this page.

## State Landlord/Tenant laws

**It is your responsibility as a landlord** to ensure that you are fully aware of the rules and regulations of the landlord/tenant laws in your state. You can find them on our website by going to **Resources** and clicking on **The Landlord's Resource Directory**. Being fully aware of your landlord duties will benefit your landlord business and keep you from being victimized by a deceitful tenant.

## Landlord Forms

You can obtain a rental application form and other valuable forms from our website after you are logged in. You may use your own form **if it has a consent clause that the prospective tenant has signed**.

## FAQ's

Please review Question #8 in FAQ's on the website for reasons why there is no Fico Score and/or little or no credit history available on an Individual. **No FICO score and no credit history often = a red flag** and further due diligence would be required to determine the rent and credit worthiness of your Prospective Tenant.

## Contacting TVS

If you have any questions please call TVS toll free at 1-877-974-9328 or email [info@tenantverification.com](mailto:info@tenantverification.com).

## TVS Office Hours

Thank you for choosing our service. If you have any comments or complaints we would like to hear from you. You are our #1 priority and we will assist with your tenant screening process in the best possible manner that we can.

**Monday to Friday: 8 am to 4:30 pm (Pacific Time) Saturday and Sunday: closed**

## Keep TVS updated with your current contact info!

If you have a change of address, email or telephone number, TVS requires an update in the event of an audit. Even if you are no longer a landlord, you have a requirement under the terms of the TVS Agreement to keep the written consent for five years.