

## Time for Q & A

### 1. What is Landlord Tenant Services?

LTS is a service that screens tenant/buyer applications for landlords, realtors, investors, brokers, and leasing agents. We want you to rest assured that the person/s you are allowing to occupy your property is honest and can afford the payments. You will have the security knowing they don't have a history of not paying, paying late, damages, complaints, or civil suits against them.

### 2. How do you obtain background information, like their rental history?

We call the landlords, fax to an apartment complex, and if they have a mortgage we make sure their payments have been timely.

### 3. How do you know you are talking to their landlord and not a family member or friend?

We compare the addresses they put on the application to their credit report and personal profile. Before we start making calls to the LL we do a quick check of Deeds to see who owns the property. This has been a useful tool catching someone falsifying information on the application.

### 4. Do you talk to the applicant?

Yes, we are one-on-one with the applicant. If there are any discrepancies we give them the opportunity to explain. We have seen many situations where the landlord and tenant did not get along and they were scared they would get a bad reference anyway.

This situation can be easily rectified by getting copies of receipts, ledger, or bank statement.

### 5. Is it legal to run credit/criminal reports or check into someone's personal information?

Yes, as long as the applicant gives permission by signing the application after reading the disclosure. We stay in compliant with Fair Housing and the credit bureaus.

### 6. Why do you need a credit report?

LTS will use the credit report to ensure good information has been provided on the application. It will show good accounts, bad accounts, available credit, payment history, collections and civil suits. Also with identity theft increasing; the credit report will verify name, social security number, and date of birth. Although we do not use the report for our complete recommendation, it is useful to ensure the information is truthful.

### 7. What happens if someone is not recommended?

You will not have to deal with another denial. LTS does that for you. Just give them our phone number and we will go over a "file disclosure" with them

Jeez, I can do that myself...

### 8. Is that it?

No, that's not all. We care about the person not recommended.

- a) We offer one-on-one consultation and explain why they were not recommended.
- b) We help guide them to credit repair if needed.
- c) LTS has resources that will help them. Sometimes they just don't know where to start.

### 9. What is so special about the LTS Application?

- a) This application has been customized to use with any applicant.
- b) It can be used for a renter, buyer, or lease option.
- c) Members receive a customized application with your name/business name, phone number, fax number, and LTS ID number.
- d) It's detailed and simple.

### 10. Do you have a website?

Yes, you will find everything you need to screen a tenant/buyer.

- a) Forms/Applications
- b) Real Estate News
- c) Resource Page
- d) Calendar of Events

**11. How do I get the application to the tenant/buyer?**

- a) Give it to them when you show the property
- b) Have them visit our website
- c) Upload our application to your website

**12. What happens if they want to apply for my property I've advertised on Craig's List, Backpage, newspaper, etc...?**

Simple follow any of the steps above and if the prospective tenant sends the application directly to us, we will contact you before we start processing it. By charging the tenant you don't have any worries about getting billed. We will fax, email, or mail the application to you upon receiving it.

**13. How long does it take to process an application?**

- a) Our turn-a-round time is 48-72 hrs.
- b) We are immediately on the phone with your prospective tenant/buyer to ensure them their application is being processed. (If they applied for your property chances are they applied for 3 others) Most will rent from the one that has that direct contact with them.
- c) Income verification is requested.
- d) Landlord history is verified. We also match the addresses on the application against their profile to make sure there are not any discrepancies.

**14. Why do you keep using the word SIMPLE? Nothing is that easy.**

At LTS it is simple. Having rental property is stressful enough. LTS wants to help alleviate some of that by making things easy. **By using a screening service you can free up so much time that could be spent showing your property, repairs, etc. Even if you have a full time job you can feel confident knowing your prospective tenant is being processed while you are at work.**


**15. What is a landlord report?**

This is your verification and back up that we processed your application thoroughly and completely. We provide you with a written report on every applicant you submit. LTS understands your trusting us to do your screening. This report will show in detail who we talked to, their position, and any comments made (good or bad) regarding the applicant.

**This is going to cost me a fortune.**

**16. How much will this cost me?**

You decide. Annual membership fee \$35. Or a lifetime membership \$75.

**17. No way. Is this a gimmick?** 

The applicant pays the application fee. Our application was created so you don't have to worry about a bad check, paperwork, or billing. The applicant puts their credit card information on the application or they can call in their payment by phone.

**18. Is that the only way I can pay?**

No, there are four options on the membership form. Simply chose what works the best for you.

**19. Is there anything else I need to know? Let's re-cap...**

- a) I show my property
- b) Send the application to you
- c) LTS will process it within 48-72 hrs
- d) You will receive a LANDLORD REPORT with our recommendation.

**20. So what do I need to do to become a member?**

- a) Fill out the membership form.
- b) Fax, email or mail it in.
- c) That's it; you're now a LTS Member.
- d) When your membership form is received we will customize an application for you.

**Landlord Tenant Services**

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