



LETTINGS COMPLIANCE USER GUIDE

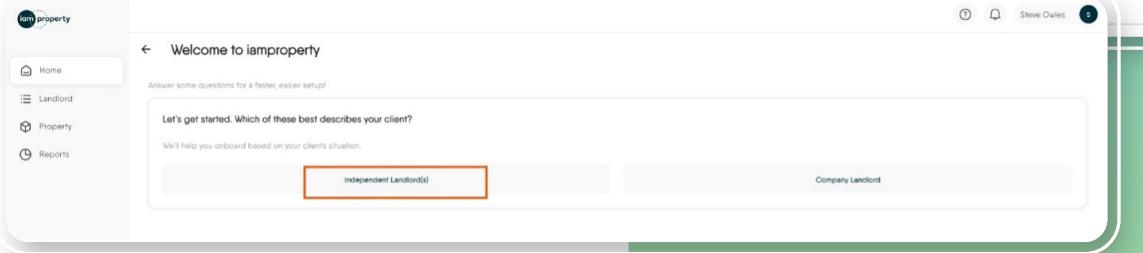
SECTION 1

INDEPENDENT LANDLORD VERIFICATION JOURNEY

How to add an Independent Landlord, the Rental Property and the steps to take to verify the Landlord using an online biometric check.

1. ADDING THE LANDLORD DETAILS

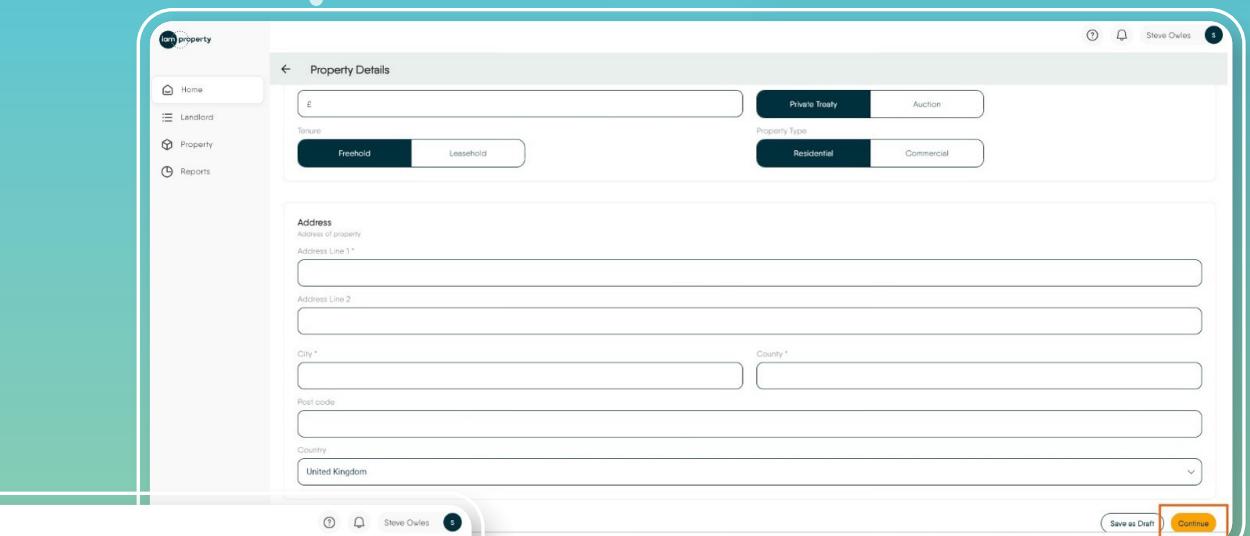
Begin by clicking the yellow 'Add New Landlord' button from the Home menu, then choose 'Independent Landlord(s)' .



The screenshot shows the 'Welcome to iamproperty' screen. The 'Independent Landlord(s)' button is highlighted with a yellow box. The screen also includes a 'Let's get started. Which of these best describes your client?' section and a 'Company Landlord' button.

2. COMPLETE RENTAL PROPERTY ADDRESS AND RENTAL VALUE DETAILS

In the **Property Overview** page complete the monthly rental value and the address of the rental property. Enter the property postcode in the relevant field to populate the address detail. You may need to add the house number in Address line 1.



The screenshot shows the 'Property Details' screen. The 'Address' section is visible, including fields for Address Line 1*, Address Line 2, City*, County*, Post code, and Country. The 'Continue' button is highlighted with an orange box.

3. CONTINUE TO THE ADD LANDLORD PAGE

On this page complete Landlord name, email address and Landlord's residential address.

- If you are adding a DOB it will need to be in format DD/MM/YYYY.
- If you are adding a phone number it will need to be a UK mobile beginning 07.

4. CONTINUE TO THE LANDLORD RISK ASSESSMENT PAGE

Answer the questions on the **Landlord Risk Assessment** page.



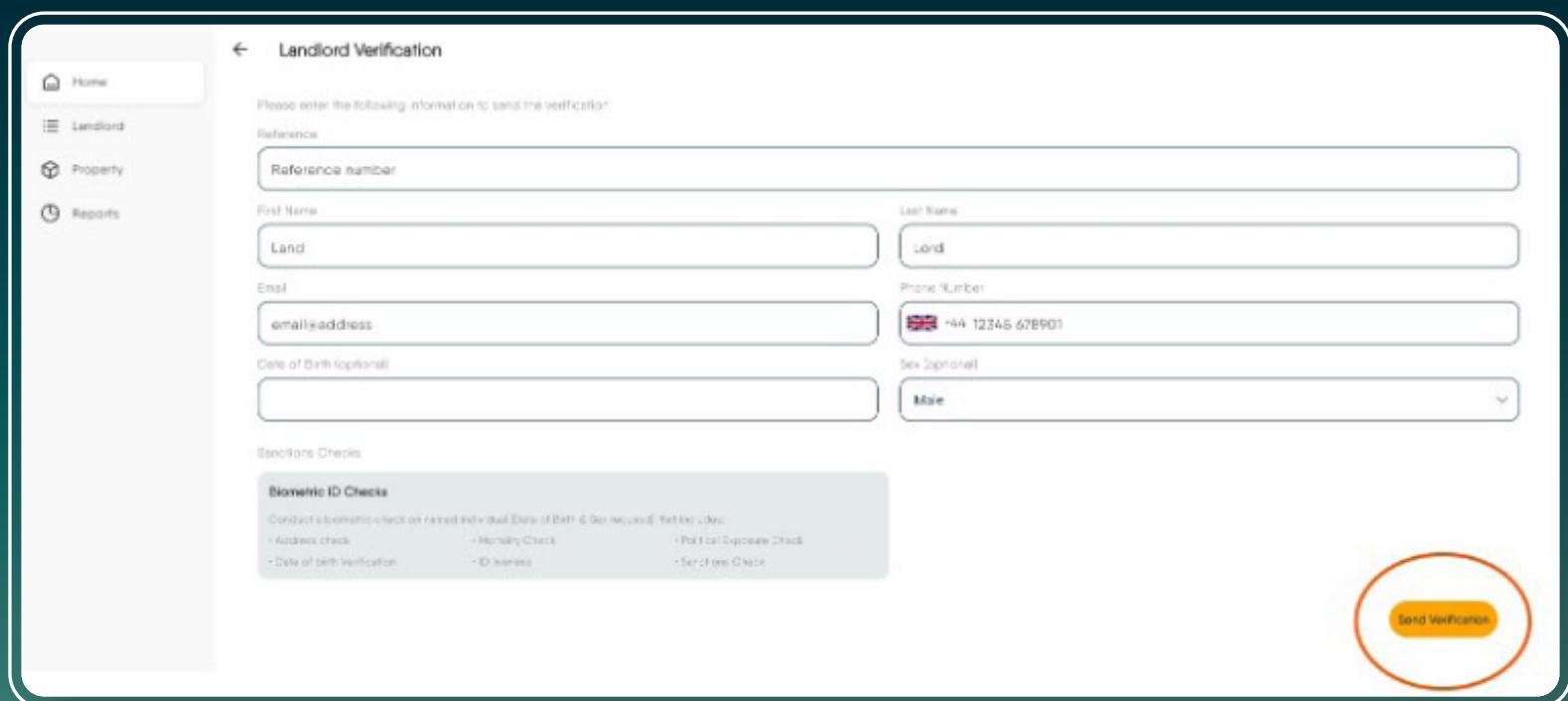
SECTION 2

MULTIPLE INDIVIDUAL LANDLORDS VERIFICATION JOURNEY

How to add multiple Independent Landlords, the Rental Property and the steps to take to verify the Landlord using an online biometric check.

1. ADDING THE LANDLORD DETAILS

Begin by clicking the yellow '**Add New Landlord**' button from the Home menu, then choose '**Independent Landlord(s)**'.



The screenshot shows the 'Landlord Verification' page. It includes fields for Reference number, First Name (Land), Last Name (Lord), Email (email@example.com), Phone Number (+44 12345 678901), and Sex (Male). A 'Send Verification' button is highlighted with a red circle.

5. CONTINUE TO THE LANDLORD VERIFICATION PAGE

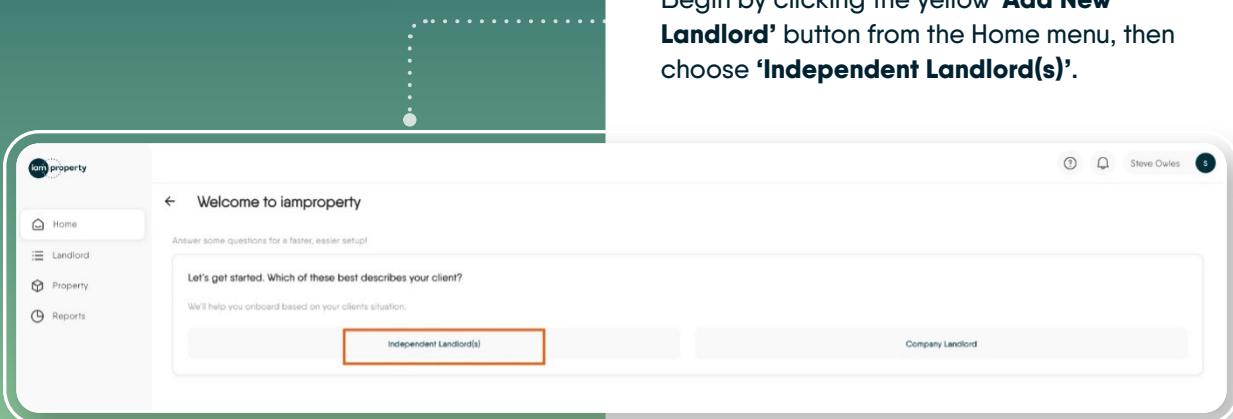
Check the details on this page are correct and make any necessary changes.

You can add a Reapit Property Reference number to the verification on this page.

6. CLICK THE 'SEND VERIFICATION' BUTTON

Clicking the '**Send Verification**' button will generate an email to the Landlord requesting they complete their verification.

You will be returned to the '**My Tasks**' screen where you can see details of the Property / Landlord / Dates / Risk assessment / Verification status.



The screenshot shows the 'Welcome to iamproperty' screen. It includes a sidebar with 'Home', 'Landlord', 'Property', and 'Reports' options. The main area asks 'Let's get started. Which of these best describes your client?' with options for 'Independent Landlord(s)' and 'Company Landlord'. The 'Independent Landlord(s)' button is highlighted with a red circle.

2. COMPLETE RENTAL PROPERTY ADDRESS AND RENTAL VALUE DETAILS

In the **Property Overview** page complete the monthly rental value and the address of the rental property. Enter the property postcode in the relevant field to populate the address detail. You may need to add the house number in Address line 1.

3. CONTINUE TO THE ADD LANDLORD PAGE

On this page complete Landlord name, email address and Landlord's residential address.

- + If you are adding a DOB it will need to be in format DD/MM/YYYY.
- + If you are adding a phone number it will need to be a UK mobile beginning 07.

4. ADD THE ADDITIONAL LANDLORD(S)

Add any other Landlord by clicking the '**Add Another Landlord**' black button at the bottom of the screen. Click '**Yes**' when prompted.

Complete the name, email address and landlord's residential details.

Repeat this process if there are any further landlords to be added.

5. CONTINUE TO THE LANDLORD RISK ASSESSMENT PAGE

Answer the questions on the Landlord Risk Assessment page for each Landlord.

6. CONTINUE TO THE LANDLORD VERIFICATION PAGE

Check the details on this page are correct and make any necessary changes.

You can add a Reapit Property Reference number to the verification on this page.

Landlord Verification

Please enter the following information to send the verification:

Reference

First Name: Land

Last Name: Lord

Email: email@example.com

Phone Number: 044 12345 678901

Date of Birth (optional):

Sex (optional): Male

Biometric ID Checks

Contact a biometric check on named individual Date of Birth & Sex required: Yes / No

- Address check

- Name check

- Date of birth verification

- ID check

- Post Office Deposit Check

- Sentence Check

Send Verification

Add Landlord

Landlord 1:

First Name *

Last Name *

Email *

Phone Number

Date of Birth (optional)

Sex (optional)

Address

Address:

City

County

Post code

Country

United Kingdom

Add Another Landlord +

Continue

7. CLICK THE 'SEND VERIFICATION' BUTTON

Clicking the '**Send Verification**' button will generate an email to the Landlord requesting they complete their verification.

You will be returned to the '**My Tasks**' screen where you can see details of the Property / Landlord / Dates / Risk assessment / Verification status.

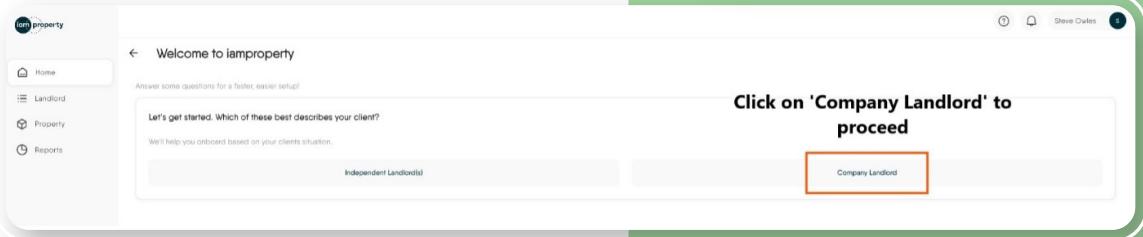
SECTION 3

LTD COMPANY LANDLORDS VERIFICATION JOURNEY

How to add a Limited Company Landlord, the Rental Property, and the steps to take to verify the Directors / Significant Controllers using an online biometric check, and run an online Company check.

1. ADDING THE LANDLORD DETAILS

Begin by clicking the yellow '**Add New Landlord**' button from the Home menu, then choose '**Company Landlord**'.



2. COMPLETE RENTAL PROPERTY ADDRESS AND RENTAL VALUE DETAILS

In the **Property Details** page complete the monthly rental value and the address of the rental property. Enter the property postcode in the relevant field to populate the address detail. You may need to add the house number in Address line 1.

Rental Value *
£ 1500

Address
Address of property
Address Line 1*
Address Line 2
City *
Post code *
NE3 3LU
Newcastle upon Tyne NE3 3LU, UK
United Kingdom

County *

Enter the postcode into the field, select the address and amend where necessary

Company Details
Company Legal Name: iam-sold Ltd
Company Status: Active
Company Registration Number: 07053399
Company Type: Limited
Registered Company Address: 6th Floor Arden House Regent Centre Newcastle, UK
Directors
List of known directors

Name	Role	Date of Birth	Status	Appointed	Significant Controller	Verify Now?
Steve Davies	Landlord	19/01/1972	Active	20/01/2023		

Click on 'Company House' button to open screen to show all Company directors and Significant Controllers

Company House + Director

4. CONTINUE TO THE VERIFIED COMPANY DETAILS PAGE

At the top of this page will be confirmation of the company details entered on the previous page.

To pull the list of Directors into the Directors field, click the black 'Companies House' Button.

- + Company directors page opens
- + Complete the email address fields for the Directors and Significant Controllers that you wish to verify
- + Click the **Continue** button once completed

Company Directors

Enter the email address for Significant Controllers and any directors that you want to verify

Name: COOKE, J Nationality: British Email: <input type="text"/>	Role: director Occupation: Director Appointed On: 2010-01-01 Date Of Birth: 1985
Name: JOHNSTON, E Nationality: British Email: <input type="text"/>	Role: director Occupation: Chartered Accountant Appointed On: 2010-01-01 Date Of Birth: 1987
Name: RIDGWAY, B Nationality: British Email: <input type="text"/>	Role: director Occupation: Director Appointed On: 2010-01-01 Date Of Birth: 1985
Name: Intelligent Services Group Ltd Nationality: N/A Email: <input type="text"/>	Role: ownership-of-shares-75-to-100-percent-voting-rights-75-to-100-percent Occupation: N/A Appointed On: N/A Date Of Birth: N/A

This denotes a Significant Controller of a company

Continue

Verified Company Details

Company Details

Company Legal Name iam-sold Ltd	Company Registration Number 07051399
Company Status Active	Company Type Limited
Registered Company Address 6th Floor Arden House Regent Centre Newcastle UK	

Directors

List of known directors

<input type="checkbox"/> Name	Role	Date of Birth	Status	Appointed	Significant Control?	Verify Now?
<input type="checkbox"/> COOKE, Jamie Patrick	--	1985	Action Required	--	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> JOHNSTON, Eoghan	--	1987	Action Required	--	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> RIDGWAY, Benjamin Thomas	--	1985	Action Required	--	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Intelligent Services Group Ltd	--	null	Action Required	--	<input checked="" type="checkbox"/>	<input type="checkbox"/>

If an email address has been added in the previous page the Director will be pulled through. You can now toggle which Directors you would like to verify

Company House **+ Director**

Verify Now?

Click the 'Company Risk Assessment' button next to run the Company checks

Company Risk Assessment

The Director(s) & Significant Controller(s) will now be populated in the Directors column of the Verified Company Details page. Significant Controller(s) will be denoted with a tick under the relevant column

- + Decide which Directors you wish to verify and click the button(s) under the **Verify Now** column to turn them to a green tick.
- + Now click the **'Company Risk Assessment'** button.

5. CONTINUE TO THE LANDLORDS RISK ASSESSMENT PAGE

Answer the risk assessment questions for the Directors / Significant Controllers and click the **Continue** button.

6. CONTINUE TO THE COMPANY RISK ASSESSMENT PAGE

Answer the Company risk assessment questions based on your knowledge of the Company and click the continue button.

7. CONTINUE TO THE COMPANY CHECK PAGE

On this page, please check the details of the Company are correct, add a Reapit Property Reference number, and click the **'Send Verification'** Button.

This will now order the Company check, send the online biometric checks to the Directors / Significant Controllers and forward you to the Verification Result page.

[← Company Check](#)

Please enter the following information to send the verification

Reference *

Add a reference number if required

Company Name/Number

Company Name

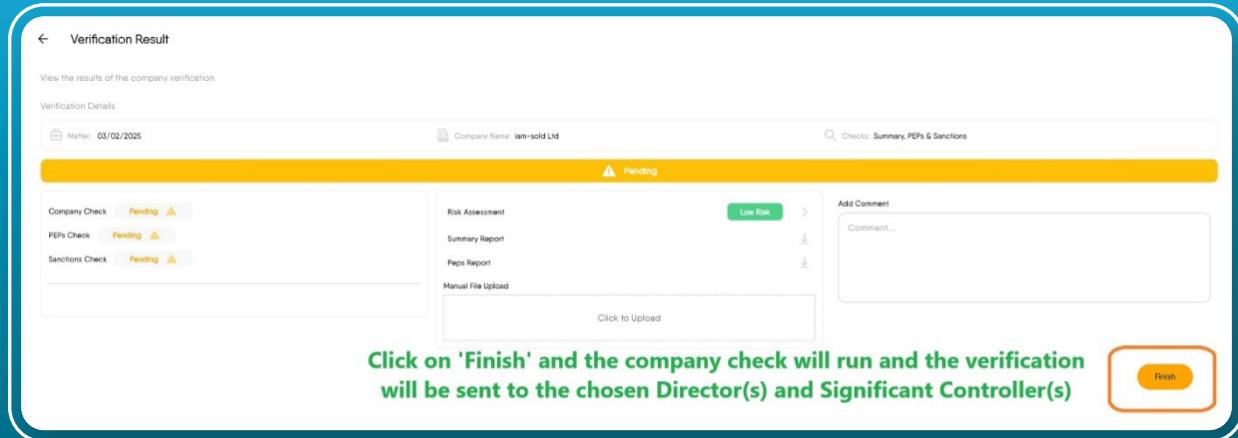
Sanctions Checks

PEPs and Sanctions Checks

Conduct a Politically Exposed Persons and sanctions check on the named company that searches databases for potential risks arising from political affiliations, global government imposed restrictions and adverse media coverage with 12 months ongoing monitoring.

Register Number

Send Verification



Click on 'Finish' and the company check will run and the verification will be sent to the chosen Director(s) and Significant Controller(s)

On the Verification Result page, you can upload any documents or add any notes required.

Please click the Finish button to complete the process.

You will be returned to the Home: My Tasks page.

SECTION 4

PLC COMPANY LANDLORDS VERIFICATION JOURNEY

In this section, we will guide you through the process of adding a Company PLC Landlord, the Rental Property and the steps to take to verify the Company using an online Company check.

1. ADDING THE LANDLORD DETAILS

Begin by clicking the yellow 'Add New Landlord' button from the Home menu, then choose 'Company Landlord'.

2. COMPLETE RENTAL PROPERTY ADDRESS AND RENTAL VALUE DETAILS

In the **Property Details** page complete the monthly rental value and the address of the rental property. Enter the property postcode in the relevant field to populate the address detail. You may need to add the house number in Address line 1.

3. CONTINUE TO ADD COMPANY PAGE

On this page complete Company legal name, Company Reg. number, email address & phone number if known, and the Company's registered address.

- + If you are adding a phone number, it will need to be a UK mobile beginning 07
- + An email address & phone number are not mandatory
- + Company Type will default to 'Ltd'
- + **Change Company Type to PLC**

4. CONTINUE TO THE VERIFIED COMPANY DETAILS PAGE

At the top of this page will be confirmation of the company details entered on the previous page.

The 'Company Status' will show whether the company is Active or Dissolved.

Click the black 'Companies House' Button.

- + Company directors page opens
- + This should be empty
- + Click the **Continue** button

If there is a particular person that you need to verify you can add them using the **+ Director** button and complete their details.

Ensure that once added you click the 'Verify Now' toggle to make it green.

5. CONTINUE TO THE COMPANY RISK ASSESSMENT PAGE

Answer the Company risk assessment questions based on your knowledge of the Company and click the **continue** button.

6. CONTINUE TO THE COMPANY CHECK PAGE

On this page, please check the details of the Company are correct, add a Reapit Property Reference number, and click the 'Send Verification' Button.

This will now order the Company check, send the online biometric checks to the Directors / Significant Controllers (if you have added any manually) and forward you to the Verification Result page.

On the Verification Result page, you can upload any documents or add any notes required.

+ Please click the Finish button to complete the process

+ You will be returned to the Home: My Tasks page

CHECKING RISK LEVEL & DOWNLOADING THE VERIFICATION REPORTS

The risk level of a landlord can be checked from the Home / My Tasks page & the Property details page via the Property menu.

Verification reports can be accessed from the Home / My Tasks page and from the Landlord menu.

From My Tasks page, click the property or landlord name to open the Verification Result page.

In the Verification Result page you can:

- + Check or amend the risk assessment result
- + Download and view the Verification Report
- + Complete any actions that are required: Liveness / Address / PEPs etc.
- + Upload documents
- + Add comments

From the Landlord menu, click on the landlord name to open the Landlord Details page.

In the Landlord Details page you can:

- + Edit landlord details
- + Check which properties are associated with the landlord
- + Check when the last verification was completed
- + Download the verification report
- + Upload landlord documents
- + Add comments / notes

From the Property menu, click on the property address to open the Property Details page.

In the Property Details page you can:

- + Edit the address details
- + View and change the risk assessment result
- + View and edit the landlord details
- + View the timeline of events
- + Upload documents
- + Add notes



MY TASKS PAGE, STATUS AND DEALING WITH ACTION REQUIRED

When a landlord has been sent a verification to complete, the view on the Home / My Tasks page will look like this:

- +
- The Status will show as red 'Incomplete' and the Action Required will be '**Yes**'
- +
- At this point you need to take no action until the Landlord has completed the verification

The screenshot shows a table with columns: Property Name, Landlord, Date Added, Risk Assessment, Status, and Action Required?. The first row shows '3 Caernarvon Close', 'Steve Landlord', '25/02/2025', a green 'Completed' button, a red 'Incomplete' button, and a 'Yes' button. A yellow 'Add New Landlord' button is at the top right.

Now the verification is complete you will see the following on the Home / My Tasks page:

- +
- The Status will show as green 'Complete' and the Action Required will be '**Yes**'
- +
- You should take direction from the Action Required field and click **Yes** to enter the Verification Result page

The screenshot shows the same table as before, but the 'Status' column for the first row is now green 'Completed'. The 'Action Required?' field is a green 'Completed' button. A callout box on the right says: 'Status 'Completed' denotes Landlord has completed their verification and it's available for review' and 'Action required 'Yes' confirms there is an action requiring your attention on the Verification'.

The screenshot shows a 'Verification Result' page. The 'Address Check' row is highlighted with a red box and a yellow warning icon. A callout box says 'The address check requires review - Download Verification Report to review'. Other checks like 'ID Verification', 'Liveness Verification', 'Mortality Check', 'PEPs Check', and 'Sanctions Check' are all 'Verified' with green checkmarks. A green 'Complete' button is at the top right. A 'Download Verification Report Here' button is highlighted with a red box. A 'Risk Assessment' section shows 'Medium Risk'. A 'Verification Report' section has a 'Manual File Upload' field and a 'Click to Upload' button. A 'Comment...' field and a 'Save' button are on the right. A 'Finish' button is at the bottom right.

This example shows the action required is a review on the Address Check

A course of action could be as follows:

- +
- Download the verification report to review
- +
- Review pictures of documents taken & information from results in the report, and review against address given by the landlord

- +
- Click on the '**Address check**' to open the pop up and change to Pass or Fail
- +
- Add any notes and upload any documents to support your decision
- +
- Click the Finish button**

ADDRESS CHECK POP UP

ADDRESS CHECK FAIL

ADDRESS CHECK PASS

After clicking the **Finish** button, you will be returned to the Home / My Tasks screen where the Action Required will change to **No** if you have changed the Address Check to pass and it is showing green Verified.



LANDLORD VERIFICATION JOURNEY ON THE IAMPROPERTY APP

The landlord will receive an email from iamproperty requesting they download the app to complete their verification.

Below is the journey the client will take:

1 The Reapit Property Reference number will be the client reference for their verification. To begin the process, user will click 'Continue'.

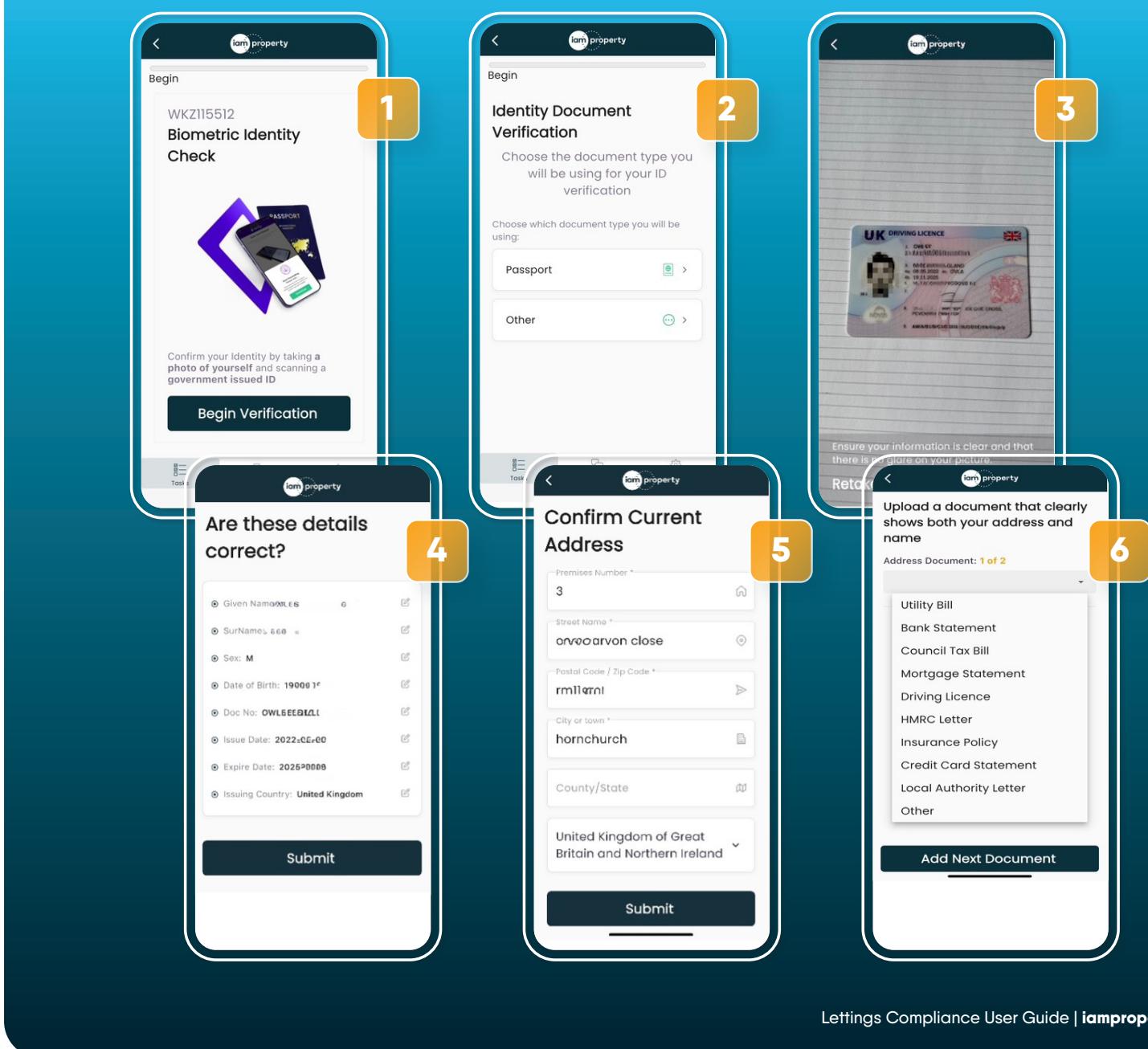
2 For identity verification documents, the user can choose passport, or other. Other documents are driving licence or residency.

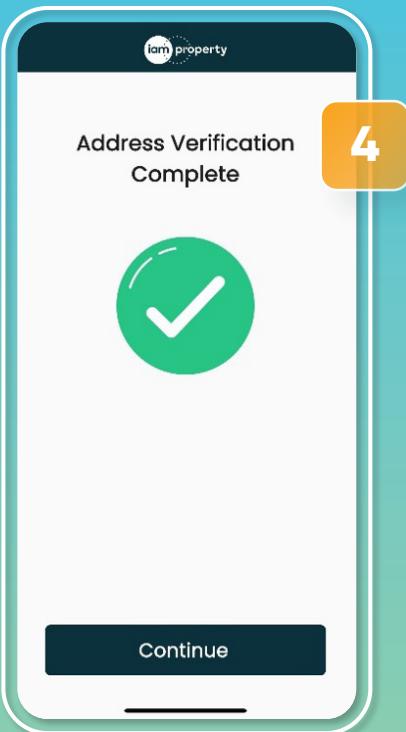
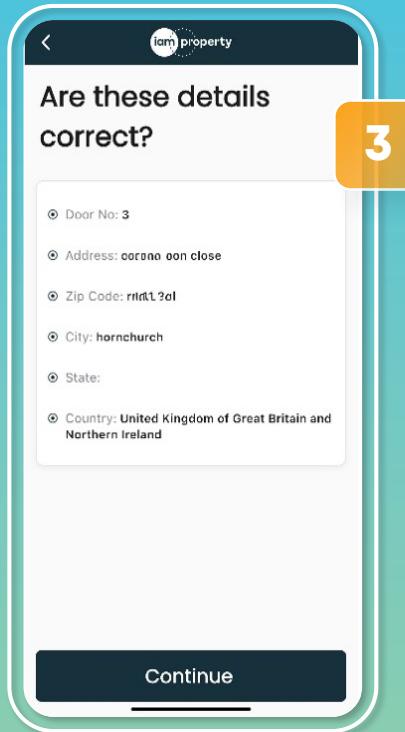
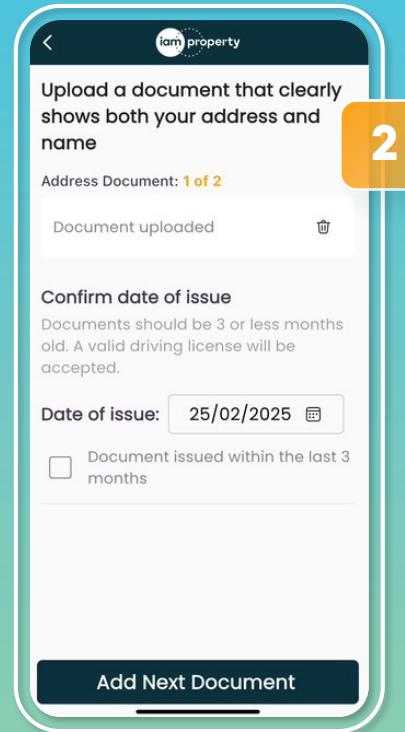
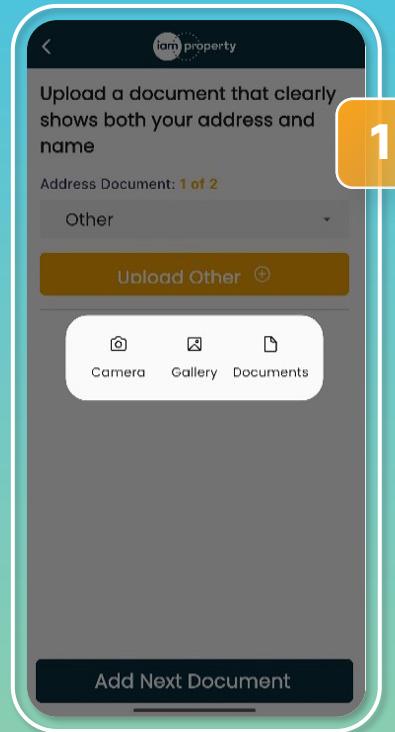
3 The user will take a photo of their ID in app, front and back. Once the photos have been taken and accepted, the user will continue to next step.

4 The user will be asked to confirm that the details from their ID document are correct.

5 The user will then move onto address verification where they will be requested to confirm their address details, and correct if required.

6 The user will be presented with a document list to select from. The document needs to be dated within last 3 months.





1 The user can choose to take a photo, upload a photo or upload a document.

2 The user will then confirm document's date of issue using the calendar feature and tick box.

3 Once the 2 documents are uploaded the user will confirm address details.

4 The app will confirm that address verification is complete.

5 The user must click '**Continue**' until they see confirmation that 'You're all done'.

6 The user will click the '**Continue**' button on this page to complete the process. The user will then receive an email confirming their verification is under review.

You can now refer to Section 6 as to how you can proceed.



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