

# Using the Letzone Tenant Portal



This guide provides a step-by-step walk-through for navigating the Letzone Tenant Portal. It shows the login process and data entry, ensuring that users can quickly access and update their information. By following these instructions, users can easily use the Letzone portal to update their personal information.

This process is the same for Tenants and Guarantors

1

The Tenant/Guarantor will receive an email similar to this, with a Username and password, plus a link to access the actual portal.



Hi, Lettings Applicant205,

Welcome to LetZone

Here is your login and password to access LetZone:

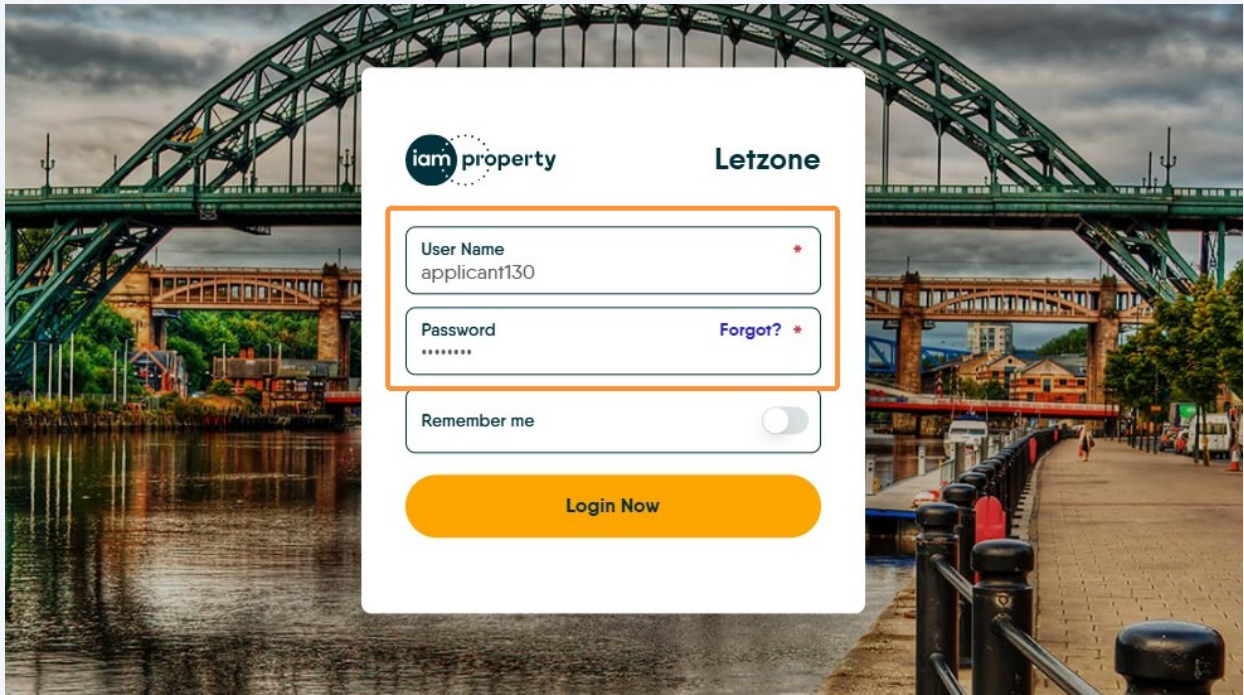
Login: **Applicant**

Password: **1D .42**

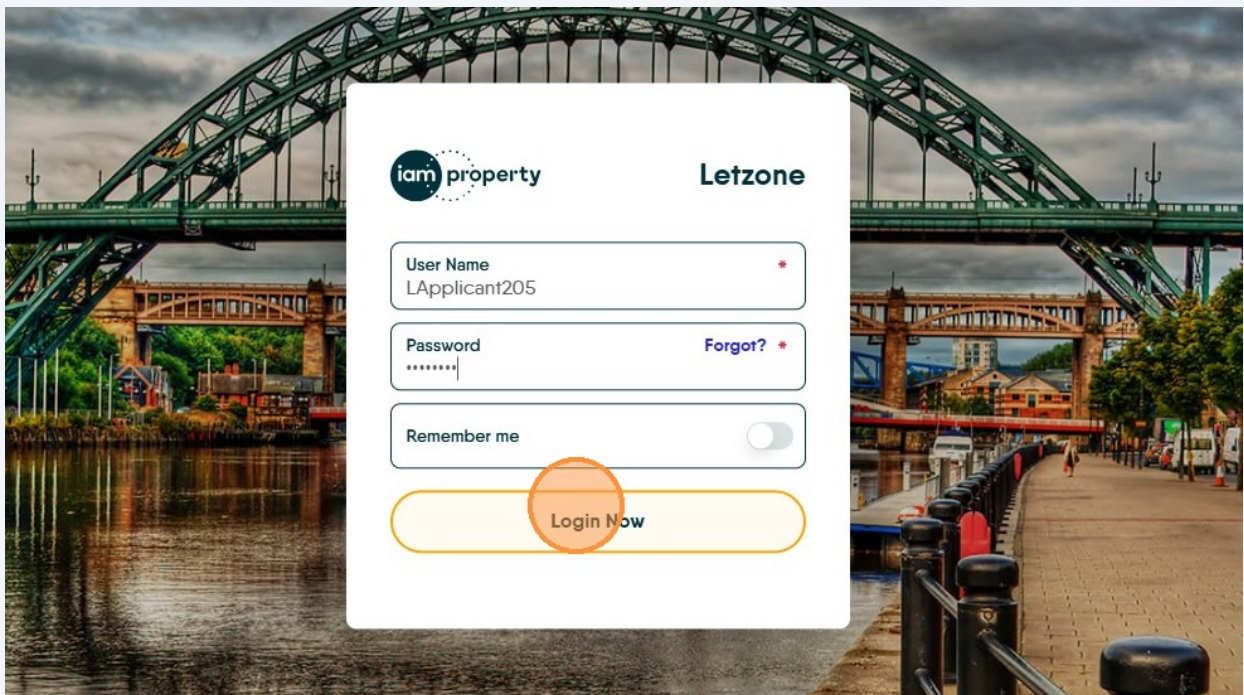
[Click here](#) to access your LetZone dashboard.



2 Click the "**User Name**" field add the Username and then the supplied password.

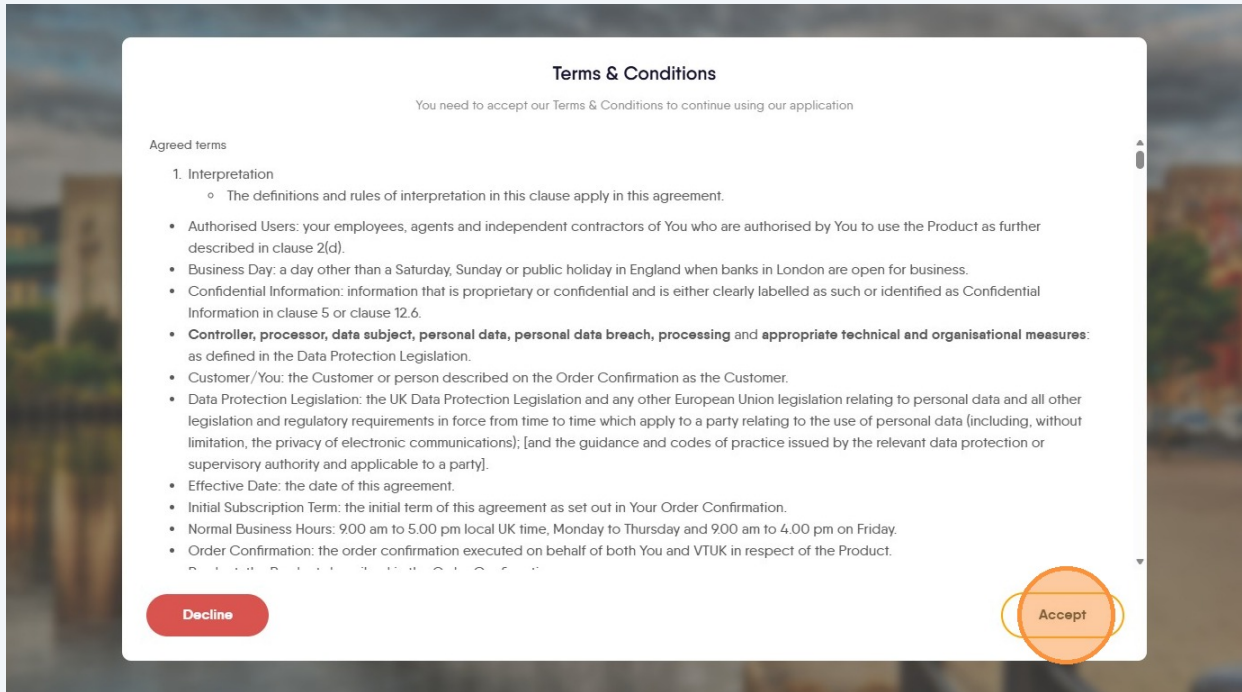


3 Click "**Login Now**"



4

The Letzone terms and conditions will display. Click **"Accept"** to move on and login, these will only show once.



5

The **"Home"** screen shows a timeline for the progress through the tenant on-boarding process. At the bottom of the screen there is the option to add a Guarantor to the Tenant. The Guarantor will also be sent a login for this portal.

**TENANCY PROGRESSION**

Milestones in your tenancy application for Lettings Applicant205

| Pre Booked | Documents Approved | Reference Checks Complete | Agreement Signed | Move In |
|------------|--------------------|---------------------------|------------------|---------|
| 1          | 2                  | 3                         | 4                | 5       |
| 10/03/2026 | Pending            | Pending                   |                  |         |

**GUARANTOR**

Invite a guarantor to your application:

|                                       |                                   |
|---------------------------------------|-----------------------------------|
| <b>FORENAME</b><br>Enter Forename *   | <b>SURNAME</b><br>Enter Surname * |
| <b>EMAIL</b><br>Enter Email Address * |                                   |



Alert! Throughout this Portal all areas with a 'red '\*' are required to be completed.

6

Click **"About You"**

**iam property**

HOME ABOUT YOU DOCUMENTS COMPLIANCE TENANCY AGREEMENT

### TENANCY PROGRESSION

Milestones in your tenancy application for Lettings Applicant205

| Pre Booked | Documents Approved | Reference Checks Complete | Agreement Signed | Move In |
|------------|--------------------|---------------------------|------------------|---------|
| 1          | 2                  | 3                         | 4                | 5       |
| 10/03/2026 | Pending            | Pending                   |                  |         |

### GUARANTOR

Invite a guarantor to your application:

|                                |                          |
|--------------------------------|--------------------------|
| FORENAME<br>Enter Forename *   | SURNAME<br>Enter Surname |
| EMAIL<br>Enter Email Address * |                          |

7

In the **About You** section update all of the personal details and add any that are missing. Once complete your Agent will receive a notification.

**ABOUT YOU**

|                                   |                                 |
|-----------------------------------|---------------------------------|
| TITLE *                           | FORENAME Lettings *             |
| SURNAME Applicant205 *            | EMAIL zagg.dave@gmail.com *     |
| PHONE NUMBER Enter Phone Number * | MOBILE PHONE Enter Mobile phone |
| ADDRESS                           | EDIT MANUALLY                   |
| POSTCODE Enter Postcode *         | ADDRESS                         |

**QUALIFYING QUESTIONS**

|   |  |
|---|--|
| QUALIFYING QUESTION<br>Do You Smoke   | <input type="radio"/> YES <input type="radio"/> NO |
| QUALIFYING QUESTION<br>Are you currently employed?  | <input type="radio"/> YES <input type="radio"/> NO |
| QUALIFYING QUESTION<br>How many people will be staying in the property, including children. | ANSWER *   |
| QUALIFYING QUESTION   | SELECT ANSWER *                                    |

8

Click **"Title"** and set your title.

**ABOUT YOU**

|                             |                                 |
|-----------------------------|---------------------------------|
| TITLE *                     | FORENAME Lettings *             |
| EMAIL zagg.dave@gmail.com * | MOBILE PHONE Enter Mobile phone |
| ADDRESS                     | EDIT MANUALLY                   |
| POSTCODE Enter Postcode *   | ADDRESS                         |

**QUALIFYING QUESTIONS**

|   |  |
|---|--|
| QUALIFYING QUESTION<br>Do You Smoke   | <input type="radio"/> YES <input type="radio"/> NO |
| QUALIFYING QUESTION<br>Are you currently employed?  | <input type="radio"/> YES <input type="radio"/> NO |
| QUALIFYING QUESTION<br>How many people will be staying in the property, including children. | ANSWER *   |
| QUALIFYING QUESTION   | SELECT ANSWER *                                    |

9

Click the **"Phone Number"** field and add in the phone number.

The screenshot shows a user profile form with the following sections and fields:

- ABOUT YOU**
  - TITLE: Mr
  - FORENAME: Lettings
  - SURNAME: Applicant205
  - EMAIL: zagg.dave@gmail.com
  - PHONE NUMBER: 07885123123 (highlighted with an orange circle)
  - MOBILE PHONE: Enter Mobile phone
- ADDRESS**
  - POSTCODE: Enter Postcode
  - ADDRESS: [Empty field]
  - EDIT MANUALLY: [Link]
- QUALIFYING QUESTIONS**
  - Do You Smoke: YES / NO
  - Are you currently employed?: YES / NO
  - How many people will be staying in the property, including children: ANSWER
  - [Empty question field]: SELECT ANSWER



Tip! If you only have a Mobile Number, add this to both the Phone Number and Mobile Phone fields to enable SMS to be sent.

10 Click the **"Mobile Phone"** number field and add in the mobile phone number.

The screenshot shows a web form titled "ABOUT YOU" with the following fields and sections:

- TITLE**: Mr
- FORENAME**: Lettings
- SURNAME**: Applicant205
- EMAIL**: zagg.dave@gmail.com
- PHONE NUMBER**: Enter Phone Number
- MOBILE PHONE**: 07885123123 (highlighted with a red circle)
- ADDRESS**: Includes a "POSTCODE" field (Enter Postcode) and an "ADDRESS" field. An "EDIT MANUALLY" link is present.
- QUALIFYING QUESTIONS**:
  - Do You Smoke: YES / NO
  - Are you currently employed?: YES / NO

11 Click the **"Enter Postcode"** field. Enter the postcode and select the address from the drop down menu. If required click on 'Edit Manually' to either edit or add the address yourself.

The screenshot shows the same web form as above, but with the "POSTCODE" field highlighted by a red circle. The form now includes an additional question and answer field:

- QUALIFYING QUESTION**: How many people will be staying in the property, including children.
- ANSWER**: (Empty field)
- SELECT ANSWER**: (Dropdown menu)

12 Click here to search.

**ABOUT YOU**

|                             |                              |
|-----------------------------|------------------------------|
| TITLE<br>Mr                 | FORENAME<br>Lettings         |
| SURNAME<br>Applicant205     | EMAIL<br>zagg.dave@gmail.com |
| PHONE NUMBER<br>07885123123 | MOBILE PHONE<br>07885123123  |

**ADDRESS** EDIT MANUALLY

|                    |         |
|--------------------|---------|
| POSTCODE<br>dh22hx | ADDRESS |
|--------------------|---------|

**QUALIFYING QUESTIONS**

|   |  |
|---|--|
| QUALIFYING QUESTION<br>Do You Smoke   | <input type="radio"/> YES <input type="radio"/> NO |
| QUALIFYING QUESTION<br>Are you currently employed?  | <input type="radio"/> YES <input type="radio"/> NO |
| QUALIFYING QUESTION<br>How many people will be staying in the property, including children. | ANSWER *   |
| QUALIFYING QUESTION<br>test question  | SELECT ANSWER *                                    |

13 Click "-- Select Address --" and pick the address from the drop down menu. If the address cannot be found, or is incorrect, click the 'Edit Manually' option to edit the address.

**ABOUT YOU**

|                             |                              |
|-----------------------------|------------------------------|
| TITLE<br>Mr                 | FORENAME<br>Lettings         |
| SURNAME<br>Applicant205     | EMAIL<br>zagg.dave@gmail.com |
| PHONE NUMBER<br>07885123123 | MOBILE PHONE<br>07885123123  |

**ADDRESS** EDIT MANUALLY

|                    |                                 |
|--------------------|---------------------------------|
| POSTCODE<br>dh22hx | ADDRESS<br>-- Select Address -- |
|--------------------|---------------------------------|

**QUALIFYING QUESTIONS**

|   |  |
|---|--|
| QUALIFYING QUESTION<br>Do You Smoke   | <input type="radio"/> YES <input type="radio"/> NO |
| QUALIFYING QUESTION<br>Are you currently employed?  | <input type="radio"/> YES <input type="radio"/> NO |
| QUALIFYING QUESTION<br>How many people will be staying in the property, including children. | ANSWER *   |
| QUALIFYING QUESTION<br>test question  | SELECT ANSWER *                                    |

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The next section to complete are the **'Qualifying Questions'** these will be set by the Agent and should all be completed

| QUALIFYING QUESTIONS   |                              |
|--|------------------------------|
| Question   | Answer                       |
| Do You Smoke   | No                           |
| Are you currently employed?  | Yes                          |
| How many people will be staying in the property, including children. | 2                            |
| test question  |                              |
| Do You have Pets? If yes what types.                                 | no                           |
| Webinar Question   | Really Informative,Love them |
| Are you a nice person  | Yes                          |
| Will Housing Benefit be paying part/all of the Rent                  | No                           |
| Qualifying Question  | yew                          |
| Any CCJ or Adverse Credit  | No                           |
| Date of Birth  | 01/02/1968                   |

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TERMS & CONDITIONS

15

The Qualification Questions will look similar to this. There may be a mixture of yes/no, text/list etc questions to answer.

| QUALIFYING QUESTIONS   |  |
|--|--|
| <b>QUALIFYING QUESTION</b><br>Do You Smoke   | <input type="radio"/> YES <input type="radio"/> NO |
| <b>QUALIFYING QUESTION</b><br>Are you currently employed?  | <input type="radio"/> YES <input type="radio"/> NO |
| <b>QUALIFYING QUESTION</b><br>How many people will be staying in the property, including children. | <b>ANSWER</b> *                                    |
| <b>QUALIFYING QUESTION</b><br>test question  | <b>SELECT ANSWER</b> *                             |

**16** Click here to review and accept the terms and conditions.

You will be able to see a full version of the the Agents terms and conditions of rental. (We have not added any information here to avoid confusion) It is possible this section may not show as it is an optional screen for your Agent.

The screenshot shows a form with the following content:

|   |                              |
|---|------------------------------|
| test question                                       |                              |
| Do You have Pets? If yes what types.                | no                           |
| Webinar Question                                    | Really Informative,Love them |
| Are you a nice person                               | Yes                          |
| Will Housing Benefit be paying part/all of the Rent | No                           |
| Qualifying Question                                 | yew                          |
| Any CCJ or Adverse Credit                           | No                           |
| Date of Birth                                       | 01/02/1968                   |

1 to 11 of 11 |< < Page 1 of 1 > >|

**TERMS & CONDITIONS**

✓ YOU HAVE AGREED TO THE TERMS & CONDITIONS

[download here](#)

View full terms & conditi

**Submit Details**

**17** Click "**Submit Details**"

The screenshot shows a form with the following content:

|   |                              |
|---|------------------------------|
| test question                                       |                              |
| Do You have Pets? If yes what types.                | no                           |
| Webinar Question                                    | Really Informative,Love them |
| Are you a nice person                               | Yes                          |
| Will Housing Benefit be paying part/all of the Rent | No                           |
| Qualifying Question                                 | yew                          |
| Any CCJ or Adverse Credit                           | No                           |
| Date of Birth                                       | 01/02/1968                   |

1 to 11 of 11 |< < Page 1 of 1 > >|

**TERMS & CONDITIONS**

✓ YOU HAVE AGREED TO THE TERMS & CONDITIONS

[download here](#)

View full terms & conditi

**Submit Details**



Once this section is completed, your Agent will receive a notification.

## 18 Click "Documents"

The screenshot shows the 'iam property' website interface. At the top left is the 'iam property' logo and a notification bell icon with a red '1'. Below this is a grey header bar with the text 'Welcome Back, Lettings Applicant205'. A navigation menu below the header contains the following items: HOME, ABOUT YOU, DOCUMENTS (highlighted with a blue circle), COMPLIANCE, and TENANCY AGREEMENT. The main content area is light blue and contains a form titled 'ABOUT YOU'. The form has the following fields:

| ABOUT YOU                   |  |
|-----------------------------|--|
| TITLE<br>Mr                 | FORENAME<br>Lettings   |
| SURNAME<br>Applicant205     | EMAIL<br>zagg.dave@gmail.com                                   |
| PHONE NUMBER<br>07885123123 | MOBILE PHONE<br>07885123123                                    |
| ADDRESS                     |  |
| POSTCODE<br>DH22HX          | ADDRESS<br>7111 Pelaw Crescent, Chester le Street, County Durl |
| QUALIFYING QUESTIONS        |  |

19 There are 4 options for proofs, as shown below.

## Provide right to rent proof

### Select type of proof

- List A (Group 1)  
Submit any one of the documents from the list [here](#) on it's own.
- List A (Group 2)  
Submit acceptable document combinations which show an unlimited right to rent (any two from the list [here](#) in combination).
- List B  
Submit any one of the documents from the list [here](#) on it's own that permit the holder to a time-limited right to rent in the UK.
- Share code  
Submit your government issued share code along with your date of birth.

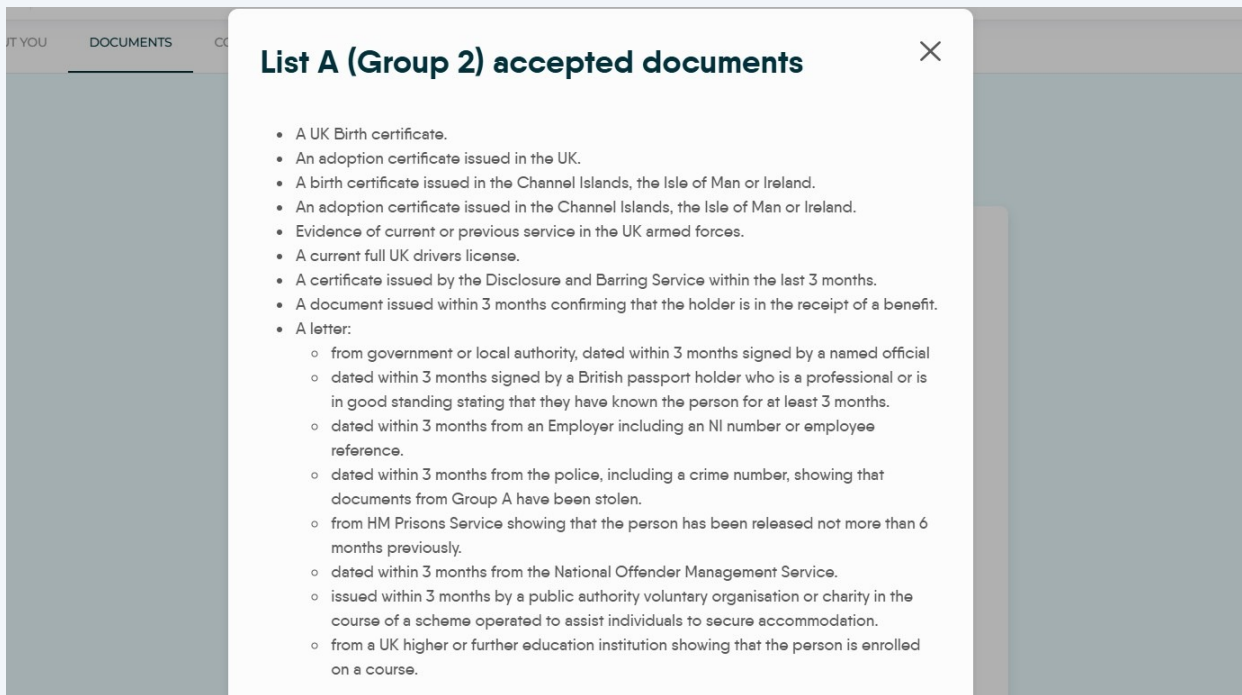
20 Click "**here**" to see the list of acceptable proofs.

## Provide right to rent proof

### Select type of proof

- List A (Group 1)  
Submit any one of the documents from the list [here](#) on it's own.
- List A (Group 2)  
Submit acceptable document combinations which show an unlimited right to rent (any two from the list [here](#) in combination).
- List B  
Submit any one of the documents from the list [here](#) on it's own that permit the holder to a time-limited right to rent in the UK.
- Share code  
Submit your government issued share code along with your date of birth.

21 A sample list of the accepted documents.



22 Select the proof option you are using. e.g. Click "List A (Group 1)"

## Provide right to rent proof

Select type of proof

List A (Group 1)  
Submit any one of the documents from the list [here](#) on it's own.

List A (Group 2)  
Submit acceptable document combinations which show an unlimited right to rent (any two from the list [here](#) in combination).

List B  
Submit any one of the documents from the list [here](#) on it's own that permit the holder to a time-limited right to rent in the UK.

Share code  
Submit your government issued share code along with your date of birth.

23

Click **"Upload File"** to search for and upload the file. This can be uploaded from a folder on your computer, or if you are using a mobile phone or a tablet can be uploaded directly from the camera or photo gallery.

Share code

Submit your government issued share code along with your date of birth.

### Upload file

Max file size is 20000kb. Supported file types are .pdf, .csv, .jpg, .png

 Upload file

Document type

Submit Document

24

Select the type of document you are uploading e.g. "A current or expired passport showing British Citizenship or citizen of UK & Colonies with "right of abode"" option.

Submit your government issued share code along with your date of birth.

### Upload file

Max file size is 20000kb. Supported file types are .pdf, .csv, .jpg, .png

 Upload file

190b4b3f-1d29-4b2b-971f-013b1ea3eebd-1.jpg X

Document type

A current or expired passport showing British Citizenship or citizen of UK & Colonie


Submit Document


25

Click "**Submit Document**" Your agent will get notification that you have uploaded a document and what type of document you have uploaded.


**Upload file**

Max file size is 20000kb. Supported file types are .pdf, .csv, .jpg, .png

 Upload file

190b4b3f-1d29-4b2b-971f-013b1ea3eebd~1.jpg 


Document type

A current or expired passport showing British Citizenship or citizen of UK & Colonie 

**Submit Document**

26

Click "**Compliance**"

iam property 

Welcome Back, Lettings Applicant205

HOME ABOUT YOU DOCUMENTS **COMPLIANCE** TENANCY AGREEMENT

## Provide right to rent proof

**Select type of proof**


- List A (Group 1)  
Submit any one of the documents from the list [here](#) on it's own.
- List A (Group 2)  
Submit acceptable document combinations which show an unlimited right to rent (any two from the list [here](#) in combination).
- List B

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In "**Compliance**" you will see all the compliance/safety checks that are set for the property, including the EPC details. There is also an option to tick and note you have read and understood these documents.

DU DOCUMENTS COMPLIANCE TENANCY AGREEMENT

**SAFETY CHECKS** I HAVE READ & UNDERSTOOD THE COMPLIANCE INFORMATION PROVIDED

|   |  |
|---|--|
|   | <br><b>Gas Safety</b> |
| Responsibility: Agent<br>Due Date: 06/02/2026 | Responsibility: Contractor<br>Due Date: 05/02/2027   |

**ENERGY EFFICIENCY**

|                                |                                  |
|--------------------------------|----------------------------------|
| <b>CURRENT</b><br>B<br>(81-91) | <b>POTENTIAL</b><br>B<br>(81-91) |
|--------------------------------|----------------------------------|

**ENVIRONMENTAL IMPACT (CO<sub>2</sub>)**

|                               |                                 |
|-------------------------------|---------------------------------|
| <b>CURRENT</b><br>G<br>(1-20) | <b>POTENTIAL</b><br>G<br>(1-20) |
|-------------------------------|---------------------------------|

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If made available you will also be able to see the actual compliance certificates e.g gas safety, smoke detector etc.

**ENERGY EFFICIENCY**

|                                      |  |
|--------------------------------------|--|
| <b>CURRENT</b><br>B<br>(81-91)<br>82 | <b>POTENTIAL</b><br>B<br>(81-91)<br>86 |
|--------------------------------------|--|

**ENVIRONMENTAL IMPACT (CO<sub>2</sub>)**

|                                    |                                      |
|------------------------------------|--------------------------------------|
| <b>CURRENT</b><br>G<br>(1-20)<br>0 | <b>POTENTIAL</b><br>G<br>(1-20)<br>0 |
|------------------------------------|--------------------------------------|

**EPC**

RRN NUMBER

EXPIRY DATE

**COMPLIANCE DOCUMENTS**

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The **"Tenancy Agreement"** this will show the current progress in your application.

