

# The Screening Deep Dive

Detecting Deception in Rental Applications



# Your hosts



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## Housekeeping

- ✔ Type your questions in the Q&A
- ✔ Updated Q&A will be provided
- ✔ Contact Intelligent support

[Submit a request](#)  
support@myintelligent.com  
(415) 849-4400

# Agenda

1. Intro
2. Importance of detecting deception
3. Common Red Flags & Techniques for Detection
4. Using Intellirent
5. Q&A

## Intellirent

- ✔ Our partnership with your Association
- ✔ Related tools & features

# The Importance of Screening Rental Applications

Screening rental applications is crucial for property owners to **protect themselves from fraudulent applicants** and ensure the safety and well-being of their tenants.

Thorough screening can help identify potential risks, such as applicants with a **history of property damage, late payments, or criminal activity**, allowing property owners to make informed decisions and maintain a secure and responsible rental environment.

## Tenant Screening Checklist

- Upfront Vetting**
  - o Gauge interest and suitability of potential tenants.
  - o Ask preliminary questions about employment, income, and reasons for moving.
- Application Form**
  - o Request essential information such as full name, contact details, previous addresses, current employer, and personal references.
- Credit Check**
  - o Conduct a credit check to assess the financial reliability of the potential tenant.
  - o Keep in mind that a good credit score is generally indicative of financial responsibility.
- Background Check**
  - o Review criminal records and eviction history to ensure the safety and security of your property and existing tenants.
- Reference Checks**
  - o Contact previous landlords and employers to gain insights into the applicant's reliability and behavior.
- Income Verification**
  - o Confirm the potential tenant's income through pay stubs or bank statements.
  - o Ensure the tenant's income is sufficient to comfortably cover the rent.
- Lease Agreement Review**
  - o Once you've found a suitable tenant, thoroughly review the lease agreement with them.
  - o Ensure they understand their obligations and responsibilities under the lease.

Remember, this checklist is a guide and may need to be adjusted based on your specific needs and local laws. As a landlord, it's crucial to stay informed and aware of any changes in housing laws and regulations.

# Common Red Flags in Rental Applications

Thoroughly reviewing rental applications and identifying common red flags can help landlords make informed decisions and minimize the risk of problematic tenancies.

## Inconsistencies in Information

Discrepancies between the information provided on the rental application and other documents, such as identification, employment details, or income sources.

## Lack of Employment or Income Verification

Insufficient proof of steady employment or reliable income to cover the rental costs, raising concerns about the applicant's ability to make timely payments.

# Common Red Flags in Rental Applications

Thoroughly reviewing rental applications and identifying common red flags can help landlords make informed decisions and minimize the risk of problematic tenancies.

## Negative Rental History

A history of late payments, evictions, or conflicts with previous landlords, suggesting potential issues with responsible tenancy.

## Credit Report Hesitation

An unwillingness to formally undergo credit report check, or insistence on providing personally obtained "credit report".

# Rental Application Screening Process



# Rental Application Screening Process

- Carefully review the rental application to ensure all required information is provided and identify any potential red flags, such as incomplete or inconsistent details.
- Validate the applicant's identity by requesting a copy of a government-issued ID, such as a driver's license or passport, and comparing the information to the application.
- Obtain a credit report to evaluate the applicant's creditworthiness and financial responsibility, looking for any outstanding debts, late payments, or other negative indicators.

**Review Application**

**Verify Identity**

**Check Credit History**

# Credit report

A detailed report of an individual's credit history prepared by credit bureau.

## Personal Information

- Name
- Address history
- Employment history

## Public Records

- Bankruptcies
- Some tax liens & money judgements

## Inquiries

- Names of creditor inquiries
- Dates of when the inquiry was made

## Creditor Information

- Type of account
- Account status
- Payment status

# Rental Application Screening Process

Perform a comprehensive background check, including a criminal history review, to identify any potential criminal convictions or legal issues that could pose a risk to the property or other tenants.

Confirm the applicant's employment status and income sources, by contacting the employer or requesting pay stubs or bank statements, to ensure they have the financial means to consistently pay rent.

Contact the applicant's previous landlords to inquire about their rental history, including any issues with timely rent payments, property damage, or evictions.

Review all aspects of the submitted rental application, then evaluate for approval or denial.

**\*Conduct  
Background  
Check**

**Verify Employment  
and Income**

**Check Rental  
History**

**Review & Evaluate**

# My Applications

Mobile optimized

Communicate your criteria

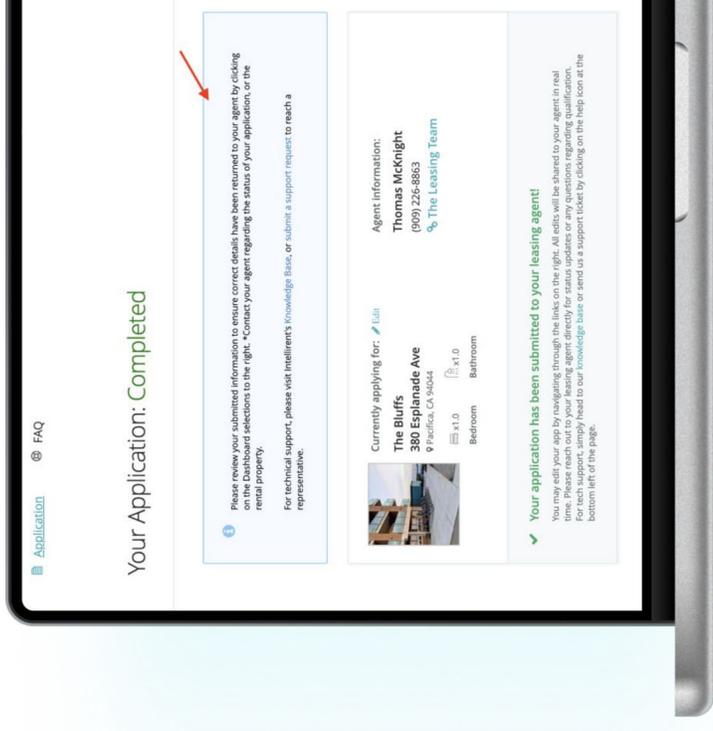
Document validation

Identity verification

International credit

Team collaboration

Employment & rental history inquiries



# From My Applications

Click Request Application

The screenshot shows a web application interface for managing applications. At the top, there are navigation links for 'My Listings', 'My Applications', and 'Knowledge Base'. The main heading is 'My Applications'. Below this, there are filter and sort options. The main content is a table with the following data:

Applicant	Budget	Date Submitted	Credit Score	Status	Actions
Brenda Lee Sunello 123 Bay Area St	\$3,560.40	Jul 13, 2019	736	No record Eviction	Request Invite Employment
Caroline Sulber Orcutt Ave	\$3,560.40	Jul 09, 2019	719	No record Eviction	Request Invite Employment
Francisca Gonzalez 645 Duran Street # 12	\$64,000.00	May 03, 2021	753	No record Eviction	Request Invite Employment
steve03@me.com	Jun 03, 2021	Resend Invite	-	-	-
richardwilson@gmail.com	Dec 04, 2020	Resend Invite	-	-	-

Not specific to one property

# From Property Details

Open property, click Invite New

The screenshot shows a user interface for a real estate platform. At the top, there are navigation links: "My Listings", "My Applications", "Knowledge Base", and "Agent Owners". A search bar is present with the text "Property Name, Street Address or Zip". The main content area is titled "My Listings 2 Properties" and displays two property listings:

- Copper Ridge**: 2425 Copper Ridge Blvd # 302, Chesewood, VA 24224. Price: \$3,000 Rent. Features: x2.0 Bedroom, x2.0 Bathroom. Listing agent: Jake Gonzales, Managing Agent.
- 4142 60TH # A**: 7 HOLLAND MILWAUKEE, Jersey James, Agent. Listing agent: Jake Gonzales, Managing Agent.

At the bottom of the listings, there is a "No Applicants" status and a button to "Add New Listing".

Specific to a property

# Full Credit + Instant Nationwide Background Check

## Application Details

380cadd0-5e15-4f92-8a0...

1 / 5 | 100%

14333 Preston Road # 21  
Dallas, TX 75254

<b>Employment</b>																					
EMPLOYER X (current) <small>Verified: Aug 2015</small>																					
<b>Address</b>																					
2217 AVENUE C GRAND PRAIRIE, TX 75051 (current) <small>Reported: Jul 2009</small>	3909 BLOCK DR 2245 IRVING, TX 75038 <small>Reported:</small>																				
<b>Fraud Indicators</b>																					
No information Reported																					
<b>Public Records</b>																					
No information Reported																					
<b>Collections</b>																					
No information Reported																					
<b>Record Counts</b>	<b>736</b>																				
<table style="width: 100%; font-size: 0.7em;"> <tr> <td style="width: 25%;">Tradelines</td> <td style="width: 10%;">0</td> <td style="width: 25%;">Public Records</td> <td style="width: 10%;">0</td> <td style="width: 20%;">Inquiries</td> <td style="width: 10%;">1</td> <td style="width: 10%;">Negative Tradelines</td> <td style="width: 10%;">1</td> <td style="width: 10%;">Occurrence of historical negatives</td> <td style="width: 10%;">4</td> </tr> <tr> <td>Collections</td> <td>0</td> <td>Inquiries</td> <td>1</td> <td>Negative Tradelines</td> <td>1</td> <td>Occurrence of historical negatives</td> <td>4</td> <td>Payment Available</td> <td></td> </tr> </table>	Tradelines	0	Public Records	0	Inquiries	1	Negative Tradelines	1	Occurrence of historical negatives	4	Collections	0	Inquiries	1	Negative Tradelines	1	Occurrence of historical negatives	4	Payment Available		
Tradelines	0	Public Records	0	Inquiries	1	Negative Tradelines	1	Occurrence of historical negatives	4												
Collections	0	Inquiries	1	Negative Tradelines	1	Occurrence of historical negatives	4	Payment Available													

BS

Brenda Survillo  
Occupant COMPLETED

Download Application

<b>Credit score</b>	736
Date Submitted	Jul 13, 2019
Social Security Number	***-**-2000
brendasurvillo@test.com	(567) 856-7967
	<a href="#">Message</a>
<b>Budget</b>	<b>\$3,560.40</b>
Eviction	No record
<b>Tenancy</b>	DISCREPANCY
<b>Employment</b>	REQUEST SENT
<b>Pet</b>	N/A
<b>Internal Notes</b>	<a href="#">Add new note</a>

# Automated Verifications

**Employment Verification /**  
Brenda Survillo

Status: Pending

The information provided is true and correct?  
 Yes  No  N/A

Is Brenda Survillo still employed with Stone Industries?  
 Yes  No  N/A

**Stone Industries**  
Employer

**\$ 1000.0**  
Monthly Gross Income

**05/21/2000 to Current**  
Employment Dates

**Supervisor**

**Jennifer Stone**

Jennifer@stoneindustries.com

(415) 849-4400

[Save Changes](#)

**Brenda Survillo**  
Occupant COMPLETED

**736**  
Credit score

**Jul 13, 2019**  
Date Submitted

**\*\*\*\*.\*\*\*.2000**  
Social Security Number

**brendasurvillo@lest.com**  
(567) 856-7967

[Message](#)

**\$3,560.40**  
Budget

**No record**  
Eviction

**Tenancy** DISCREPANCY

**Employment** REQUEST SENT

**Pet** N/A

**Internal Notes**

[Add new note](#)

**Complete**

**Re-send**

**Authorization Form**

# Verification Forms



## RENTAL APPLICANT AUTHORIZATION TO RELEASE TENANCY VERIFICATION

This form is used to obtain information regarding the rental history of applicants for rental housing. The information provided by the current or former Owner/Agent may be used solely for the purpose of evaluating the application for rental housing. The applicant's signature below represents their authorization to release a tenancy verification to IntelliRent and/or the agent or owner of the property the applicant is applying for. **Please complete the verification as soon as possible (within 24 - 48 hours). For the fastest response, complete online using the link that has been sent to you via email. You may also complete the verification below and return this form to info@myintelliRent.com, or fax: (415) 276-4515.**

### 1.) Authorization by rental Applicant for release of information:

I hereby authorize the release of information requested for rental verification to IntelliRent.

Name: Bernadette Camarozzo Phone: (415) 555-0100  
 Signature: [Signature] Date: 04/24/2021

### 2.) Applicant's rental information:

Address of rental unit: 1955 LARKSPUR, #1014 Monthly Rate: \$2,450 / mo  
 San Antonio, TX 78213  
 Move-in date: 06/15/2017  
 Move-out date: Current  
 Landed/Owner Name: Ricky Hemnessy  
 Email: ricky@hemnessy.com Phone: (210) 355-0199

### 3.) Requested rental reference information:

Is the address and rent amount information provided correct?  
 Yes  No\*  N/A\* -Please explain: \_\_\_\_\_

Did the applicant live at the property during the stated period?  
 Yes  No\*  N/A\* -Please explain: \_\_\_\_\_

Were any checks from the applicant returned due to non-sufficient funds (NSF)?  
 Yes\*  No  N/A\* -Please explain: \_\_\_\_\_

Was any unlawful detainer ever filed against this applicant?  
 Yes\*  No  N/A\* -Please explain: \_\_\_\_\_

Are there any outstanding amounts owed by this applicant that accrued prior to March 1, 2020, or after June 30, 2021, due to delinquent rent, utilities, late fees or damage to unit?  
 Yes\*  No  N/A\* -Please explain: \_\_\_\_\_

Did the applicant pay rent on time during the last 12 months?  
 Yes  No\*  N/A\* -Please explain: \_\_\_\_\_

Was a Three Day Notice ever served to this applicant?  
 Yes\*  No  N/A\* -Please explain: \_\_\_\_\_

Did the applicant provide notice for ending tenancy according to the terms of the rental agreement?  
 Yes  No\*  N/A\* -Please explain: \_\_\_\_\_



## RENTAL APPLICANT AUTHORIZATION TO RELEASE EMPLOYMENT VERIFICATION

This form is used to obtain information regarding the employment status of applicants for rental housing. The information provided by the current or former employer may be used solely for the purpose of evaluating the application for rental housing. The applicant's signature below represents their authorization to release an employment verification to IntelliRent. **Please complete the verification as soon as possible (within 24 - 48 hours). For the fastest response, complete online using the link that has been sent to you via email. You may also complete the verification below and return this form to info@myintelliRent.com, or fax: (415) 276-4515.**

### 1.) Authorization by rental Applicant for the release of information:

I hereby authorize the release of information requested online and listed below to IntelliRent.

Name: Bernadette Camarozzo Phone: (415) 555-0100  
 Signature: [Signature] Date: 04/24/2021

### 2.) Applicant's stated employment information:

Employer: Bain & Company Monthly Gross: \$15,000  
 Dates of Employment: 10/27/2019 to Current  
 Supervisor: Natalie Email: natalie@bainpartners.com

### 3.) Requested employment verification (To be completed by employer):

Is the stated information provided above true and correct?  
 Yes  No\*  N/A\* -If No, please explain: \_\_\_\_\_

Is applicant still employed?  
 Yes  No\*  N/A\* -If No, please explain: \_\_\_\_\_

## Automated Verifications > Tenancy

# 1 > 2 > 3

### Request

When an applicant pays for and submits their application, current and prior tenancy verification requests are immediately sent.

### Follow-Up

Landlords and renters are each enrolled in a follow-up email process, with reminder emails for any incomplete requests sent in a timely manner.

### Phone Call

If the request is not completed within the first 24 hours after sending, our team immediately follows up with a phone call for completion.

# Automated Verifications > Employment

# 1 & 2

## Request

When an applicant pays for and submits their application, current employment verification requests are immediately sent.

## Verify Income

Income is an actionable item for the agent. The supporting documents an applicant has uploaded will require an agent's review to ensure the provided documents meet an agent's qualification standards.

# Best Practices

## For Applicants to complete and submit their applications faster.

[Knowledge Base: For Renters](#)



Applicants should **only** create their renter account through the **invitation link** sent by you.



Applicants should **NOT** use the invitation link to log back into their application, they should use the **LOGIN** option.



**All data fields** of the application are required before saving and continuing to the next page.



Applicants should inform their landlords and employers that we will be requesting verifications, and make sure to provide the **most accurate contact information** of the person who can verify their details



Supporting documents/attachments are not **initially** required before paying and submitting.

# Knowledge Base

My Listings
My Applications
Knowledge Base

## My Applications

Filter

Invited & Submitted

Sort

All Applications

Agent Owner

Occupant	Status	Budget	Date Submitted	Credit Score	Eviction	Remarks
<b>Brenda Lee Survillo</b> 123 Bay Place # 3	COMPLETED	\$3,560.40	Jul 13, 2019	736	No record	DISCREPANCY Tenancy
<b>Caroline Stuibler</b> Occupant	COMPLETED	\$3,560.40	Jul 09, 2019	719	No record	COMPLETED Tenancy
<b>Francisca Gonzalez</b> 645 Duncan Street # 12	PENDING	\$64,000.00	May 03, 2021	753	No record	COMPLETED Tenancy

Invited & Submitted
Jun 03, 2021

INVITE SENT

Get support

?

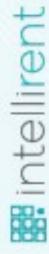
Overview
WALKTHROUGH VIDEOS

Knowledge Base
SEARCH FOR ARTICLES

Contact Us
REACH A SUPPORT REPRESENTATIVE

# Q&A

## Contact Kara Hohne



**Kara Hohne**

Client Success Manager

(812) 202-1963

[khohne@myintellirent.com](mailto:khohne@myintellirent.com)

## Contact Support



Click Help button from your account



[support@myintellirent.com](mailto:support@myintellirent.com)

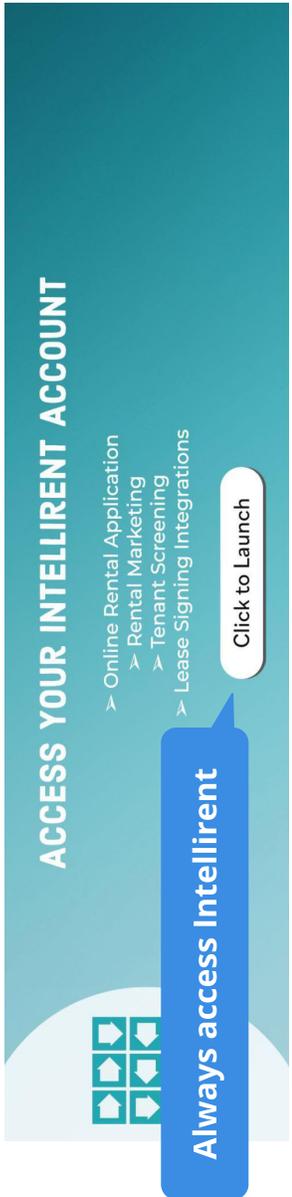


(415) 849-4400



[Knowledge Base](#)

# Don't forget to access your account!



The screenshot shows a teal-colored menu with the following elements:

- Always access Intelligent** (highlighted in a blue callout box)
- ACCESS YOUR INTELLIRENT ACCOUNT**
- Online Rental Application
  - > Rental Marketing
  - > Tenant Screening
- > Lease Signing Integrations
- Click to Launch** (button)

# How to access your Intellirent account

Always access your screening resources via your member portal.

The screenshot shows the BPOA website header with navigation links: **About**, **Calendar**, **Resources**, **Content Library**, **Join BPOA!**, and **Members**. The **Resources** dropdown menu is open, listing: **Resident Application & Screening**, **Rent Registry**, **City Laws & Ordinances**, **Rental Housing Q & A**, and **Eviction Moratorium**. A blue arrow points from the 'Resident Application & Screening' link to a social media post for the Berkeley Rental Housing Coalition. Below the navigation is a section titled **Application & Resident Screening** with a video player and a play button. A text box below the video says 'Watch our playback webinar on how Intellirent can help you'. Below that is a link: 'Check out BPOA's Rental Criteria & Screening Guidance here!'. The Intellirent logo is displayed, followed by the text: 'BPOA's trusted source for online resident screening, comprehensive credit reports and rental marketing.' Below this is a paragraph: 'A TransUnion provider for comprehensive credit reports, plus nationwide eviction checks. Each potential renter pays a \$30 application fee, verifies their identity and submits their complete application file securely online. Members obtain all data and documents in one spot while Intellirent's technology continues to help you verify rental history and employment. Need help finding potential renters? No problem! Active Rental Marketing to quickly indicate across multiple listing sites.' At the bottom of the screenshot is a teal box with the text 'ACCESS YOUR INTELLIRENT ACCOUNT' and a list of links: 'Online Rental Application', 'Rental Marketing', 'Comprehensive Screening', and 'Lease Signing Integrations'. A 'Click to Launch' button is also present.

Save as a favorite!

Always access Intellirent