Tenanta Agent User Guide

Getting Started with Tenanta

1. Tenant begins an application – The tenant clicks Apply Now and provides the key details of the tenancy: rent amount, tenancy length, number of sharers, and the names of other occupants.

2. Processing fee – A small, non-refundable processing fee is taken to cover referencing costs. The main guarantor fee is not payable until contracts are signed.

3. Secure login – After initial referencing, the tenant will receive login details for the Tenanta Dashboard. This portal shows application status, outstanding requirements, and completed checks.

Eligibility and Requirements

Tenanta can support a wide variety of tenants, including professionals, students, and those receiving benefits. Each application is assessed individually.

To qualify, a tenant must be able to provide: valid proof of identity, proof of income, benefits, or student status, and completed referencing checks.

Verifying Identity

Acceptable identity documents must display the tenant's full name, date of birth, and a clear photograph. Any one of the following will be accepted: passport, UK driving licence, foreign national ID card, government-issued ID, or citizen card.

Confirming Affordability

Tenanta verifies income through open banking or traditional documentation.

Employed tenants – last three months' payslips or six months' bank statements.

Self-employed tenants – last three months' invoices/bank statements or most recent tax return.

Students – university enrolment/offer letter plus evidence of student income or bursary.

Tenants receiving benefits – award letter or three months' bank statements showing benefit payments.

Supporting Students and Benefit Recipients

Tenanta recognises that many students and those on benefits face additional barriers to renting. We offer tailored support for students and benefit recipients, ensuring they can still access housing with guarantor cover.

Handling Credit History

Tenanta considers each case individually. Poor credit history, CCJs, or IVAs do not automatically disqualify applicants. Additional evidence may be required, such as repayment plans or settlement confirmations. Failure to disclose a CCJ will result in an automatic decline.

Ways to Pay the Fee

Tenants can pay securely via debit/credit card, PayPal (in full or instalments), or through local authority/employer arrangements. Payments can also be made by someone other than the tenant, provided the correct amount is received.

Completing the Process

1. Contract signing – Once referencing is complete, Tenanta issues the guarantor contract. The tenant signs first, then it is circulated to other parties.

2. Final payment – After all parties have signed, the guarantor fee becomes payable (unless already covered).

3. Guarantor certificate – Once payment is received, Tenanta issues a formal certificate confirming our role as guarantor, sent via email.

Need Assistance?

Our support team is available to help with any questions.

Email: support@tenanta.co.uk | Phone: 0207 XXX XXXX