

2020 UPDATED VERSION

**FREE**

# **The Ultimate Guide to Tenant Screening**

**A Step by Step Guide to  
Finding the Best Tenants  
for Your Rental Property...**



Kevin Bunzeluk  
[LifeStyleHousing.ca](http://LifeStyleHousing.ca)

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## **A Step by Step Guide to Finding the Best Tenants for Your Rental Property**

By: Kevin Bunzeluk  
[LifeStyleHousing.ca](http://LifeStyleHousing.ca)

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[www.lifestylehousing.ca](http://www.lifestylehousing.ca)

Dedicated to all the fools who manage rental property



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# Introduction

Hello, and welcome to my tenant screening guide. This step by step guide will walk you through all the steps to screening your next tenant; from determining who your ideal tenant is, to making the rental decision. Whether you have a basement apartment in your house or multiple rental units that you manage, this guide is for you.

Once you've selected your investment property, **selecting the right tenant is the single most important factor in your investment's success.** The wrong tenant can not only be a pain to deal with, but can stop paying rent and cause serious damage to your home. A good tenant can make your life as a property manager\* so easy you will need to come up with excuses to come and check on the place (a bi-annual inspection is a great one).

It amazes me how many people will put people they just met into their six figure investments. Many landlords will accept or reject a potential tenant based on one conversation and without performing any background checks. While this may work sometimes, it is a recipe for disaster. The worst tenants around are often the best at presenting themselves as trustworthy and professional.

As a landlord, it is important to present yourself as a professional at all times. Bad tenants are often searching for easy prey and know that 'mom and pop' operations will be more likely to let them in, and slower to get them out. If you maintain a professional image, you can avoid having to deal with some of these bad seeds. **You must treat your rental property like a business at all times.**

Before you begin your tenant selection process, **it is imperative that you learn the landlord and tenant laws in your jurisdiction.** You do not want your tenants to know more about the laws than you do. The laws will determine if you can allow pets or smoking, what to do about noise issues or damages, and more. Not following the rules can delay the eviction process and allow your tenant to continue living in your home rent free for months on end.

This guide outlines my four step tenant screening process and goes through each one with tips and strategies for finding your ideal tenant. I will also share stories and examples to highlight the importance of doing it right (mostly how I learned the hard way). The four step process is:

1. Deciding who your ideal tenant is
2. Pre screening and showing the unit
3. Screening the application
4. Making the decision

If you are about to start on your property management journey, go through the guide and then use it as a reference as you screen tenants. After some experience, the steps will become second nature and you will screen tenants quickly and easily. If you are already managing rental property, I hope that you can learn some valuable tips and tricks to make your screening more efficient and accurate.

\* Please note that a property manager is what most people refer to as a landlord. Both terms are used interchangeably in this guide. I prefer to use property manager because the literal meaning makes

more sense.

All of the appendices in this guide, including an editable version of the rental application, are available for download by signing up at [lifestylehousing.ca](http://lifestylehousing.ca).

On the website is also a contact form that you may use to reach out to me. I would love to hear your comments, feedback, questions and tenant screening stories.

Happy screening!

# 1 – Deciding Who Your Ideal Tenant Is



Before you can find your ideal tenant, you need to determine what that looks like. Is it a family, a couple, an individual? Do they work? Go to school? How old are they? How much money do they make? What do they do with their free time?

These questions and questions like this need to be answered so that you know exactly what you're looking for. This will make the process quicker and easier, as you can craft your ad so that it speaks directly to, and attracts, this person.

So, how do you know who your ideal tenant is? It will largely be determined by the type and location of the property you are trying to rent. Are you renting a home in a family neighbourhood, a bachelor pad downtown, or a townhouse near the

university? The ideal tenant will be different for each of these properties. These macro level profiles should be fairly obvious, but if you're unsure, you can take a look at who is living in similar properties near by.

Once you decide that your townhouse near the university would be great for students, you can go a little deeper. How many students do you want in your home? What are they studying? What year are they in? What source of income are they paying with? **The more specific you can get, the easier it will be to craft your ads and attract a great tenant.**

Remember, you are trying to find your ideal. If you decide that fourth year engineering students whose parents co-sign would be best because it is a demanding program and they won't have time to party, that does not mean you can't rent to the amazing outdoor recreation kids that fall in love with your place (just keep an eye out for parties ;)).

The main reason that you want to understand your ideal tenant at this point is so that you can craft your advertising to specifically attract this person. But, knowing this is also helpful if you are renovating your unit so that you can use features and finishes that will attract your ideal tenant.

Once you have a clear idea of who you are targeting your rental for, you can begin to craft your ads. This guide is not about writing great rental ads, but a few quick tips are:

- Use a great headline that attracts attention.
- Use lots of great pictures (a wide angle lens works best).
- Remember to sell benefits of the rental features, rather than just the features themselves. For

example, the young family will save time and money with the in suite laundry and dishwasher. The students will never be late again living so close to the school (yeah right!). The young professional will love entertaining on the deck.

- Know what type of advertising your ideal tenant is searching in so they can see your ads.
- Don't be afraid to pay for advertising.
- Do not use discriminatory language i.e. No kids.

Once your ads are in place they should begin to generate lots of leads. **Your tenant screening begins with the first contact you have with the potential tenant.**

## 2 - Pre Screening and Showing the Unit

Once your ads are up, you should start to get a lot of emails and calls. I am always happy to answer inquiries by email, but I only schedule viewings by phone. There are a few reasons for this. First, I find people to be more likely to show up when they schedule viewings over the phone. The second reason I like to schedule viewings by phone is to pre screen the potential tenants.

You don't want to waste your time showing somebody the unit if they will not be a good fit. The family of four that is calling about your one bedroom apartment, perhaps, or the person that needs to move right away when your unit is not available for two months.

Another thing I like to do to avoid no shows, especially if I am not batching my showings (meaning scheduling multiple showings at once), or if I am travelling some distance to show it, is to ask them to call or text me to confirm the appointment an hour prior. If they don't confirm, you don't go to meet them. When they call you to confirm, you know that they remembered and that they are committed to showing up. This virtually eliminates no shows.



Batching showings is a great way to save time and it also creates a competitive atmosphere around your unit. The downside is that you are unable to ask questions and get to know the candidates. I am not interested in getting to know every looky Lou and don't mind waiting to know that they're interested in the rental to dig further. That being said, I also don't want ten people going through the unit at once. I want to be able to show off the good features and keep an eye on everyone.

For these reasons, I like to take the middle ground and schedule, say, three people for 6 p.m., a couple more for 6:15 and a few for 6:30. They usually don't all show up at the same time, so you can get to know them during the tour, but they also get to see other people coming and going to create the competitive atmosphere.

Showing the unit from 6:00-6:30 is also less invasive on current tenants than showing it tonight at 6 p.m. Tomorrow at 6:00 and 7:00 and Thursday at 3:00. Do not let your prospective tenants dictate the viewing time. Find out their schedule and offer them the soonest available batch of time that you have scheduled for viewings.

In a slower rental market, you may not be getting a lot of inquiries, and you may find yourself having to book individual viewings. This is where some extra pre screening and using some of the techniques to prevent no shows pays off.

When they call to set up a viewing, I first answer any questions they have about the apartment and then I like to ask a few questions to make sure that they are a good fit for the unit. Some of the questions I might ask are:

- Who is the unit for?
- Do you have any pets?
- When are you hoping to move?
- Why are you moving?

I don't like to get carried away before they have had a chance to see the place. If it seems like it may work out, I will take it to the next step and schedule the viewing. You can also mention that you check credit, collect first and last, and call references (I usually include that in my ads). If they have a problem with this, they likely won't come to see the home.

I also ask for their phone number in case something comes up and I need to reschedule. I also ask if they would please call me if something comes up on their end and they can't make it. You can also ask them to call/text you prior to the appointment to confirm. This will greatly decrease your no shows.

If the potential tenant is from out of town and will not be coming to view the unit, I will ask if they have a friend or relative in town who can view for them. If they don't then you need to send them all the photos you have, tell them everything about the unit and answer any questions they have as accurately as possible. **You want your tenants to be happy with their home.** It does not do you any good to give someone the wrong impression to get your unit rented.

I will say something along the lines of, 'I know you can't make it to view the rental, and that's fine, but I want you to be really happy with your home. I will be emailing you some more pictures, but if there is anything else that you need to know, please let me know. I will be as upfront as possible to make sure you find a home you love.' This both opens them up to asking any questions they may have, and assures them that you are a straightforward, trustworthy manager.

You want tenants who do what they agree to. If the potential tenant has not shown up within ten minutes of the scheduled viewing time, I will leave and not follow up with them. If they call to reschedule, they must have a good reason for not calling prior to missing the appointment. **You do not want someone who disrespects your time, as a tenant.**

During the viewing you want to take note of whether they are on time, how they present themselves, how they talk to you, the questions they ask, etc. I generally invite them to have a look around on their own, but some people need a little more guidance (for instance, they may feel like they are invading the current tenant's space).

I will be sure to point out any great features. 'The balcony is right over here, what a great spot for bbq's,' but I prefer to be more of an observer at this time and just listen to what they are saying. Often people will start to tell you about their situation/family/what they think. If they are less talkative, you



can get them talking with open ended questions. For example, 'why are you moving? Oh. your current landlord sucks, what are some of the issues you had?'

**Before they depart, be sure to ask them if they are interested in renting the unit.** If they are not or are not sure, thank them for stopping by and tell them to get in touch if they have any other questions. If they are, you have to explain the application process.

Hand them an application (Appendix A) to fill out, or take their email to send them an electronic copy. Hard copies are great if they are going to fill it out right there. If they are going to fill it out at a later time, email is more convenient and more instant.

If I am taking their email, I will tell them when I am going to send it by and to contact me if they don't receive it by then. This is great if I forget, but also, emails may not go through or you might put the wrong address or it might go to junk mail, etc. I also get them to punch their email into my phone instead of writing it down to avoid not being able to make out the letters. Once the application is emailed, I will often text them as well to let them know it was sent.

If you do no other screening, at least give them an application. Some bad tenants will realize that you take your rental business seriously and move to someone a little less stringent. Others will lie on the application thinking they can fool you. For this reason, **it is imperative that you screen the application thoroughly.**

Once they have sent the completed application back to you, you can begin part 3, screening the application.





### 3 - Screening the Application.

If at any point in the screening process you discover a deal breaker, there is no need to continue screening the application. For example, if the tenant cannot provide all the information your application requires, you don't need to call references or pull their credit. The next two sections will take us through the screening procedures checklist (Appendix B).

#### ***Search Application for Missing or Inconsistent Information and Verify if Needed.***

This is where you want to go through what they gave you and make sure it includes everything you require. Did they give their landlord's phone number? Did they include at least three years of rental history? You can also make sure that what is on there matches what they told you and fits with the unit you are renting.

You should also make sure that you have a separate rental application for each adult planning to live in the unit. Many couples will fill out one (even though it says a separate one is needed at the top of the application) and it becomes difficult to determine who lived where and which references are for who. **Get an application for each adult and screen them both thoroughly.**

If there are any inconsistencies or missing information noticed, you will need to follow up with the tenant to have them provide it. I would say that I call about half or more of my applicants to verify or get additional information before proceeding with their application. A follow up call is also a great time to confirm that they still want the unit before you search further. I recently called an applicant for more information who said, 'I'm just not sure'. I was glad to have not reviewed their application further.

Another consideration to determine the seriousness of the applicant would be to apply an application fee. I have not implemented this because it is not common in my market. Fortunately, I have only approved a handful of applications that have decided they didn't want the unit. However, if an application fee is common practice in your area, consider using it.

If they can't or won't provide all the required information,



there is no need to check further. If everything is there, you can go on to the next step.

***Google EVERYTHING; names, phone numbers, emails, for both applicants and references.***



In this part, you are looking for lies and inconsistencies, as well as any information you can find out about the life they lead, their family and pets, etc. Google everything.....

**The tenants name.** Too common? Try the tenants name with the city or previous city. I once googled an applicants name and found an article about his arrest in a recent drug bust. If social media or other sites come up, it can give you a lot of insight into the person you are dealing with and the accuracy of their application. You may also find information about their work or hobbies or interests of

theirs. Try googling your name, what comes up? Try to google mine, would you rent to me?

**Their email and phone number.** See if anything comes up with these. Often you will not get too much with a cell number. 411 type sites are helpful for verifying addresses. Emails can verify work information or lead to blogs, groups, or events they are a part of.

**Their current address and property manager.** An important part of the verification process is ensuring that who you are getting information from (current or past property managers, references, etc), are in fact the actual people they are supposed to be, as opposed to the applicant's buddy who could be posing as a manager or reference (as one example). Where do they currently live? Is it for rent again? With their current and past landlord name and number you are ideally looking to see links to a property manager web page or other unit for rent ads. This is a clue that you are, in fact, dealing with the actual property manager. If you find a rental ad, you can verify the unit information and the managers phone number that was provided.

**Employment information.** Where do they work? Where is it in relation to the rental? Does the company come up when you google the number provided? Larger companies often have staff directories on their websites or at least a list of the management. Ideally you will see the applicant and the employer reference listed on the company website with contact information. Sometimes the work reference listed will have a different number than the company's directory. This is not necessarily bad, they may have provided a personal number. When calling references, you can dial the company number to ensure that you are reaching the correct person and not a fake reference.

## ***Search All Names on Facebook***

After google, I will check through all the names listed on Facebook. Again, you are trying to verify the information provided. Many people will have their employment information posted along with how long they have been there. This is also a great way to get a glimpse into the lifestyle of your applicant. Who are they friends with? What are their interests? What groups do they follow? Do you have any mutual friends?

## ***Call References***



Yes, dial the number and make the call. Hopefully, during your searches, you have become confident that the references you are calling are real, and not fakes. If you are still not sure though, here are a few tips. If the personal phone number of a work reference was given, you can call the company directly and ask for that person. If calling a past landlord, you can give the wrong information i.e. 'I understand they rented a unit from you at 123 Fake St.' A fake reference would go along with it, while a real one would most likely correct you.

I also always start with 'How do you know the applicant?' Sometimes a work reference will also be their uncle or a past landlord will also be their mother in law. There may not be anything wrong with that, but it's good to have the full picture. The reference check questions (Appendix C) can be used as a guide, but it's best to let them do as much talking as they like and to fill in the information that you need by asking questions.

I will always call previous and current landlords, but more weight should be given to past landlords. **If an applicant is currently a terrible tenant elsewhere, their landlord may distort the truth in order to get them out of the rental.** I once had an applicant whose current landlord had great things to say about him. I happened to know the previous manager of the building, and she knew the applicant as well. When I called her up, it was a completely different story. One of the many unfavourable pieces of information she disclosed was that the applicant used the rental to deal drugs. Sometimes a little digging goes a long way.

Most of my past tenants have moved onto another rental unit and I have only ever received a handful of calls from property managers looking for a reference. Make the call to get the clearest picture possible. One of my applicants was moving from home and had his mother as a reference. Most people would not bother to call thinking that a parent would automatically give a great reference. This parent did not do that at all, and the tenant was rejected partly because of what she said.

A couple character references can help you get an understanding of the personality and lifestyle of the applicant. Ask them open ended questions to get as much information as possible. If someone can't provide you with a couple people in their lives with good things to say about them, you have to wonder why. I once had an applicant put 'Art Vanderlay – Importer/Exporter', as their reference. I don't know if you're a Seinfeld fan, but I was sure glad I am. No apartment for you...next!

The employment reference is mostly to verify that they work there and how much they get paid. You can also ask if they are good natured and if they get along well with others.

If you're happy with everything you have discovered so far, you can move onto the next step in the tenant screening checklist.

## ***Pull Credit Check***

If everything is looking ok at this point, you are ready to pull the applicant's credit. The credit check is not simply about their credit 'score', it's more about the story it tells. Their current and past addresses and employment information will come up and you can compare it to what was provided. If recent addresses come up that were not disclosed to you, it may be for a reason. Bad credit is not necessarily bad, you will want to take it into context with all the information you have.

I had a bankruptcy come up on a recent check. I asked the applicant about it and they had a good explanation for why it happened and I was comfortable that their troubles were behind them. All the other checks came out good and I accepted their application. You will want to watch out for someone who has recent financial issues and has trouble paying their current bills. Another red flag is someone who has a history of consistent problems.

No credit is another issue that you may see, especially with young people. Based on the information you have, are you willing to take a chance? Some people will say no. I have no problem with it if they have good references and enough income to afford the rental. If they have someone who can co-sign the lease with them, even better.

There are a few companies around that you can use to do credit checks. I use Tenant Verification



Services. It is a bit of work to set up an account, but once you have, it is quick and easy to check someone's credit. I also paid a one time fee with the Ontario Landlord Association to receive about half price on all my future credit checks.

Now that you have verified the information provided, called the references and checked the applicant's credit, you are ready to make the rental decision and complete the final steps of the tenant screening checklist.

## 4 – Making the Rental Decision



When you have finished screening the application, it's time to make your rental decision. Hopefully by now, you have a good indication of what the applicant is all about. With some experience, you will have a better understanding of the types of people you want to work with and what to watch out for.

Unfortunately, I don't have a specific formula for making a decision. Some things will make it a clear no. If they don't make enough money to pay the rent or can't provide landlord numbers or rental history information, for instance. Some applicants will be an obvious yes. All the checks will come out great and you will be sure that you have a great tenant on your hands.

When making your decision, be sure to take all the information available to you to determine if the applicant will pay on time and not cause damage to your space or headaches for you. Some things to consider:

- Have you found any lies or inconsistencies in their information? An automatic pass for me.
- Does their income support the home? Some say 30% of your income is a reasonable amount to spend on housing. Some people spend more, I have had a tenant that paid 50% (and was often a few bucks short).
- Are they a good fit for the home? You want to make sure that the tenant will be happy, get along with the other tenants and stay a long time. It is no good if they move out two months later or cause other great tenants to move (even if they are paying on time).
- Do they have good references? If they don't have a couple people in their lives that can say good things about them, you probably don't want them as tenants.
- Is their credit acceptable? Not all tenants have the best credit, but is the risk acceptable.



If you are unsure about an applicant, remember, **it is much cheaper to have a vacant unit than to rent to the wrong tenant.** This is a lesson I learned the hard way. Don't let it happen to you. Your investment property has a reserve fund for a reason and it's to cover some vacancies, not to pay for tens of thousands in damage that a bad tenant can cause. If you are unsure, it is likely better to wait for someone that you can be sure will be a good fit.

Here are some other things that can be considered red flags:

- When someone else is calling on behalf of the renter. If they are responsible adults, why is someone else calling to find them housing?
- When they have the cash and want to give it to you right now. Most people are understanding of background checks and responsible people are likely to give ample time to secure housing without finding themselves chesterfield surfing or staying in motels.
- When they are moving because they have a landlord who won't fix anything. Or, any issue with their past manager or neighbours or roommates. Some people may have legitimate problems, but often they are the problem themselves and always blame others.
- If they show up late to a viewing without notifying you. If they can't tell time then they probably don't know when the first of the month is as well.
- No stability. If someone moves every six months or can't seem to hold a job, they may not be in your place for long.

Once you have made your rental decision you can inform the applicant.

### ***Inform Applicant of Decision***

If you are not accepting the applicant as your next tenant, you have to be careful when telling them. You do not want to give them a reason that can be misconstrued as a violation of human rights. It is best to simply tell them that you have gone with another applicant and give them no further reason to why you didn't accept them.

If you are accepting the application, you will call to congratulate them and explain how the process works from here. **Your unit is not filled until it is paid for! Do NOT stop advertising, taking calls, showing the unit, or accepting applications until payment is received.** Once approved, provide them with a limited time (1-2 days) to make payment and complete the paper work and let them know that if they can't do that, you will have to proceed with other applications. While you are waiting, continue to take calls, schedule viewings and accept rental applications.

I ask them when they are free to get together to go over the lease and ask them to bring with them their photo identification, proof of income (pay stub, t4, etc) and their rent payment. When you meet them you can complete the rest of the screening steps. Likewise, you can have them email you these documents and use a digital signing service for the documents required.

### ***Verify All Income***

Ask to see their pay stubs or T4's. This will confirm that they have the job and salary that they claimed.

### ***Check Photo ID***

At this point, you should be pretty confident that they are who they say, but check anyway. Get a copy of their drivers licence to confirm that they are, in fact, the person that you were screening. You took all that time to make sure that you were getting a great tenant, now take ten seconds to make sure you're giving the keys to that person.



## ***Collect Deposit and Sign All Documents.***

I take the first month's rent to hold the unit with the last month deposit due at move in. It is important to make sure that the first payment you receive is their first month of rent, not last, because (in Ontario at least) the rent deposit can only be used to actually pay for last month's rent and they may have a case for getting it back if they don't move in. **You should also always insist that the initial payment of first and last months rent is in cash or certified funds** (get both before you hand over the keys). If they are going to start bouncing cheques, you want to at least get something. You can also collect a damage deposit if it is allowed in your area.



Most people will turn the lease to the end and sign the dotted line, but it's important that your new tenant understands and agrees to all the rules in place. It is a good idea to go over the lease with them and explain any important points that they need to be clear about. This allows you to set out any expectations from the beginning and helps avoid misunderstandings down the road.

Now that you have signed the paperwork and collected the payment, you can consider your place rented. You can now remove your advertising and finish preparing the unit for your new tenant. In Appendix D, I have included a move in checklist to help you prepare the unit for your new tenant.

Hopefully you have enjoyed reading this guide and have gained some valuable information that will help you for years to come. Managing rental property can be an enjoyable venture, but it can also be a nightmare. A little work up front to find the right tenant will make your job easy and profitable.

If you have any questions or comments, don't hesitate to reach out to me. All the best in your tenant screening ventures.

## Author Bio – Kevin Bunzeluk

I started investing in 2007 with a vacant, run down six plex that I purchased with no money down. Now a full time investor, I continue to fix up and rent multi-family properties, as well as flipping single family homes. I use joint venture partners and private money lenders to help grow my portfolio.

With a passion for learning and sharing knowledge, I decided to start LifeStyle Housing Radio, a weekly radio show and podcast for real estate investors, and the LifeStyle Housing Summit, a virtual real estate investing conference with expert guests sharing their knowledge. I also share my knowledge speaking to investment groups and as a guest on other podcasts.

I love skiing, travelling, water sports and spending time with my son and daughter.

You can reach out to me by going to the contact page at [lifestylehousing.ca](http://lifestylehousing.ca). I'd love to hear from you!



## Appendix A – Rental Application

Joe Landlord 555-555-5555 – 123 Fake St. Thunder Bay, On- myemail@email.com

\*A separate application must be filled out for each adult planning to live in the unit.

Property Address:

Date of viewing:

Contact Information:

Desired move in date

Phone:	Cell:	E-mail:	Other

Occupant Information:

	Full Name	Date of Birth	S.I.N	Relationship
You				
Other			n/a	
Other			n/a	
Other			n/a	

Pet Information:

Breed: Weight: age: name: neutered?

**Rental/Residence History:**

	Present:	Prior:	Previous:
Street Address			
City/Province			
Postal Code			
Last rent amount paid			
Owner/Manager and phone number			
Reason for leaving			
Is/was the rent paid in full			
Were you asked to move			
Dates of residency			

**Employment History:**

Employment Status: Full Time / Part Time / Student / Retired / Unemployed / Other

	Current Employment	Other current	Prior
Employers Name:			
Address:			
Phone:			
Position:			
Supervisors name:			
Dates of employment			
Monthly Income			

Additional Income - Please list any additional sources of income that you wish to have considered  
 Income Source: Amount?  
 Contact Number: How long have you been receiving it?  
 How long do you expect to continue receiving it?  
 Can you think of any reason why it might stop?

**Vehicle information:** (including cars, boats, RV's, etc)

\*note – only vehicles listed in the application will be allowed on the property.

Driver's license #:

Make: Year: Colour: Plate #:

Make: Year: Colour: Plate #:

**References and Emergency Information:**

	Name:	Relationship:	Phone Number:
Character Reference 1			
Character Reference 2			
Emergency Contact			
Closest Relative			

**General Information:**

How many times has your rent been late in the last 12 months?  
 Have you ever been evicted? When?  
 Have you ever broken a lease?  
 Does anyone who would be living in the apartment smoke?  
 How long do you plan on renting from us?  
 Have you had any reoccurring problem with your current apartment or landlord?  
 How did you hear about this apartment?  
 Do you know of anything or any reason that may interrupt your ability to pay rent?

If there is anything you would like to add or explain in further detail, please do so below:

I believe that the statements made are true and correct. I hereby authorize a credit and/or criminal check to be made, verification of information I provided and communication with any and all names listed on this application. I understand that any discrepancy or lack of information may result in the rejection of this application. I understand that this is an application for an apartment and does not constitute a rental or lease agreement in whole or in part.

Signature:

Date:

Kevin Bunzeluk

[lifestylehousing.ca](http://lifestylehousing.ca)

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## **Appendix B – Screening Procedures Checklist**

- Search application for missing or inconsistent information and verify if needed.
- Google everything; names, phone numbers, emails, for applicants and references
- Facebook search all names
- Call references
- Pull credit check
- Make rental decision
- Inform applicant of decision
- Verify all income
- Check photo id
- Collect deposit and sign all documents

## **Appendix C – Reference Check Questions**

### **Employer Reference Check Interview Questions**

What is your relationship with the applicant?  
What is their position?  
How many hours do they work?  
How much does the tenant make per month?  
If they won't tell you - Can you confirm the amount that they provided me?  
Is the tenant reliable? Punctual?  
Does she get along with her co-workers?  
Would you hire the tenant again?

### **Landlord Reference Check Interview Questions**

How long has the tenant lived in your place?  
Why is the tenant moving out?  
Did the tenant give 60 days notice on move-out?  
How much is the current rental price of the property?  
How often was the rent late– by how much?  
Did the tenant leave it in good condition?  
How many pets did the tenant have in the property? Did they live there with your permission?  
Have there been any damages or occurrences in the house?  
Did you receive complaints of any kinds from neighbours?  
Did you give notice for any reason because of a rental agreement violation?  
Would you rent to them again?

## Appendix D – Tenant Move in Checklist

- Clean the unit thoroughly
- Check plumbing fixtures and drains for leaks
- Check that all light bulbs are working
- Check/replace smoke alarm and fire extinguisher
- Take lots of pictures of the unit to document condition
- re-key locks and get keys made
- Complete all paper work and get copies to tenant
  - condition report form
  - pet form
  - lease and rules
  - landlord/tenant board move in information
- Show tenant the property
  - water shut off's
  - electrical breakers
  - laundry
  - garbage
  - parking
- Confirm that utilities have been set up
- Ensure first and last has been paid
- get tenant keys
  - apartment
  - common entry
  - mailbox key
  - laundry room key