

LLC NEWS

Quarter 4 - 1997

Tenant Phone Calls

Recently, we have had several tenants calling the inquiry line to check on themselves. The inquiry line phone number is unlisted - and for LLC members' use only. If a tenant asks for our phone number, give them the general business number, 641-8392.

Declination Letters

Some of our members appear to be confused as to when they should be giving out declination letters. The only reasons are:

- A landlord reported the tenant to LLC as owing money or damaging an apartment.
- A court action(s)/eviction(s) was filed against a tenant.

Reasons NOT to give a declination letter:

- LLC provides you with a landlord's phone number based on the tenant's addresses. You call that landlord and he or she gives you a bad reference. Several members have given declination letters to applicants for this last reason.

We get irate phone calls (one disgruntled applicant called LLC 40 times in one day) and requests for free reports (which they are entitled to according to the Fair Credit Reporting Act). We send them the report - which doesn't contain any court actions, evictions or landlord reports.

If you turn down an applicant for this reason, just tell them that a former landlord gave them a bad recommendation - a declination letter is not required.

Your start-up packet included two declination letters - one for LLC and one for Equifax. If you turn someone down based on their Equifax credit report, please use the Equifax declination letter. If, for some reason, you don't have both letters, call LLC and we'll send you a copy.

How long does it take to receive a report?

Typically about 3 hours, if faxed or called in before 3 PM. After 3 PM, we return the report to you by Noon the next business day. We do them as quickly as possible, but some days we get swamped!! We cannot do "Rushes" - so please don't ask. In

fairness to all LLC members, inquiries are completed on a "first-come, first served" basis.

NOTICE***NOTICE*****NOTICE*****

Know who you're renting to

There are applicants who have been trying to get around by using false names and SS numbers. Please ask for a photo ID before sending in their application. LLC assumes no responsibility for not always detecting this practice.

New Inquiry Forms

Because of the tons and tons of fax paper (over 600 pages per week!) coming through, we have attached a new form for you to use when faxing your inquiries. Customers who phone in their requests may also find this form helpful. Please make copies.

We would appreciate your cooperation in this matter. Of course, if you use the LLC rental application, you can continue to do so, but just send in the first page (we assume that you have their permission to check) so the second sheet does not need to be sent to us.

Hard copy fees

When you request credit reports and LLC calls you with the results or faxes the report that is considered having completed your request. Any additional faxing, phone calls, or mailing of that report will be charged \$1.00 fee per report which will be billed to your account.

Landlord Reporting Forms

Recently, we have had several customers who have sent in reporting forms on tenants who had moved out of their building 4 years ago! Best to just report those who have recently moved (last three months). If you filed an L&T with district court, unless you want to report that they owe you money, it isn't necessary to report them. We have the L&T in our files.

When you send in a reporting form, it must contain the tenant's Social Security number and accurate information. Otherwise, we cannot add it to our database. Also, please limit your comments to "just the facts" i.e., how much money they owe you - not a character assassina-tion. We can't put that information into our files.

Just Check!!!

We have been looking at the court dockets and noticing that most of the people filing L&T writs are:

- Not LLC members
- Not checking with LLC because the applicant "admitted" to having been evicted "just once"
- Taking a "chance" and saving the report cost.
- Renting to applicants with more than two L&Ts. If you do this, don't bother to report them as owing you money!

NOTE: We are not telling you not to rent to them - that's your business. But please don't tell other landlords that LLC is "so-so" if you didn't check with LLC before renting.

That's the Truth!

When another landlord calls you for a reference, don't lie just to get rid of the tenant - especially to another LLC member. Anyone caught doing this will be canceled. It's one of the things you agreed to do when you signed your membership agreement.

Evictions in New Hampshire

This book was written by a NH attorney whose practice is mainly real-estate related. The book was written to help landlords through the eviction process. The cost of the book is \$30 and is available through LLC.

Where is my Start-up Kit?

If you haven't received a start-up packet - it's most likely because you haven't returned your signed membership agreements. As soon as you return your signed agreements, we will send you the start-up kit.

Reading LLC Reports

When we tell you that there is "nothing on file" on a applicant, but provide you with addresses and landlord phone numbers that didn't appear on their application, PLEASE call those landlords before renting. They could be in the process of eviction, or may have moved from a previous address before the landlord filed a court action. Last week, we had two applicants with "nothing on file", but we had provided the customer with their landlord's phone number. That afternoon, we received the court dockets - an L&T had been filed the day before. We called the landlord with the updated report.

REMINDER

Hours: 9:00 AM - 5:00 PM Mon - Fri.

LLC Phone Numbers:

General Business only: 641-8392

To check on an applicant:

By phone: 647-9062

By fax: 647-9037