SCREENING SYSTEM STARTER PACK

# Basic Reference Question Framework

Ask every reference the same factual questions, and separate facts from opinions

**Starter Pack: Internal** | **Physical Binder Approved**

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## Before you call

- Call only references the applicant provided, and only after consent is recorded.
- Confirm the reference actually managed the property or pays the applicant.
- Do not search social media or contact people the applicant did not list.
- Do not ask about protected characteristics, health, family plans, or anything unrelated to the tenancy or income.

### Current landlord

1. Can you confirm you manage the property and the tenancy dates?
2. Is rent paid on time, and is any amount owing?
3. Have the lease terms been followed?
4. Has notice been given, where lawful and relevant?
5. Would you rent to this tenant again?

### Previous landlord

1. Can you confirm you managed the property and the tenancy dates?
2. Was rent paid on time, and was anything owing at the end?
3. What was the unit's condition at move-out?
4. Would you rent to this tenant again?

### Employer or income verifier

1. Can you confirm the applicant's current employment or income status?
2. Can you confirm the start date or period covered?
3. Can you confirm the amount, or that it meets your written standard?
4. Is any change to this employment or income planned?

## Classify every answer

| Type | Meaning |
|---|---|
| **Verified fact** | Confirmed from the reference's own records |
| **Opinion** | The reference's view |
| **Unanswered question** | Declined or did not know |
| **Inconsistency** | Differs from the application or another source |
| **Decision-maker conclusion** | Your summary, written after the call |

Base decisions on verified facts measured against your written standard, not on opinions.

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