

DC LANE LETTINGS APPLICANT ENQUIRY, SHORTLISTING & VIEWING ALLOCATION POLICY

Marketing Period

Properties are advertised across a range of platforms, including Rightmove, Zoopla, our website and other marketing channels.

During the initial marketing period, prospective applicants are asked to complete a short enquiry form providing information relevant to the proposed tenancy.

To ensure applicants during the initial launch have a fair opportunity to be considered, we will normally allow an initial marketing period of approximately 24 hours before reviewing enquiries rather than allocating viewings immediately as enquiries are received.

Where demand is exceptionally high, or operational circumstances require, this review period may be extended or shortened to ensure the property is marketed efficiently and fairly.

Where exceptionally high numbers of enquiries are received, it may not be possible to review every enquiry before the initial viewing round. Any enquiries not reviewed at that stage may be considered during subsequent review rounds should the property remain available.

Initial Shortlisting

Demand for rental properties frequently exceeds the number of viewings that can reasonably be accommodated.

To minimise disruption to current occupiers, manage our clients' instructions efficiently and avoid unnecessary inconvenience to applicants, DC Lane will normally invite an initial shortlist of approximately five applicants to view a property, although the number may vary depending on the level of demand, the landlord's instructions and the circumstances of the property.

The purpose of shortlisting is not to identify the "best" tenant at this stage, but to identify a manageable number of applicants who are considered the most suitable to progress to the next stage of the letting process, having regard to the landlord's legitimate requirements and the information available at the time.

Applicants not invited to the initial viewing round have not necessarily been rejected and may be considered in subsequent review rounds if the property remains available.

How Applicants Are Assessed

Applications are assessed using professional judgement within the framework of this policy. Decisions are based on the overall circumstances of each application, the information available at the time and the landlord's legitimate requirements. They are not made using blanket rules, automatic exclusions or any single assessment factor.

To ensure we have sufficient information to make an informed assessment, our team may contact applicants to request additional information or clarification before deciding whether to offer a viewing.

Factors that may be considered collectively include:

- suitability of the proposed occupation for the property
- affordability in relation to the rent
- employment status, continuity, stability and reliability of income, where applicable
- the applicant's declared financial circumstances
- previous tenancy history, where available
- proposed move date
- anticipated tenancy duration, where known
- pets and their suitability for the property
- whether a guarantor is likely to be required
- information supplied on the enquiry form and any additional information requested
- any lawful restrictions affecting the tenancy, including mortgage conditions, lease obligations or insurance requirements
- any other information reasonably considered relevant to the proposed tenancy

The possible requirement for a guarantor may be taken into account as one of several assessment factors. Where applicants are otherwise similarly suitable, an applicant who appears able to satisfy the landlord's affordability requirements without reliance upon a guarantor may represent a lower financial risk to the landlord.

Viewing Process

An initial shortlist will normally be invited to view.

If one or more applications are received from that group, all completed applications will be presented to the landlord together with the relevant information obtained during the application process.

The landlord alone decides which applicant they wish to proceed with, subject to satisfactory referencing and Right to Rent checks. DC Lane's role is to present the applications fairly and objectively; we do not make the final decision on the landlord's behalf.

5. Further Viewing Rounds

Where no suitable application is received following the initial viewing round, we will undertake a further review of:

- applicants previously assessed but not invited to view;
- enquiries not yet reviewed due to exceptionally high demand; and
- new enquiries received since the previous review.

A further shortlist will then be invited.

This process may be repeated until a tenancy is agreed.

6. Fairness and Equality

Because demand often exceeds availability, not every applicant will be offered a viewing.

Applicants are shortlisted using the framework set out in this policy and by applying consistent professional judgement.

DC Lane is committed to complying with the Equality Act 2010, the Renters' Rights Act 2025 and all other applicable legislation.

We do not make decisions on the basis of an applicant's protected characteristics, including:

- age
- disability
- gender reassignment
- marriage or civil partnership
- pregnancy and maternity
- race (including colour, nationality and ethnic or national origin)
- religion or belief
- sex
- sexual orientation

We also do not refuse to offer viewings or tenancies solely because an applicant has children or receives benefits.

Our objective is not to exclude applicants unnecessarily, but to provide landlords with an efficient, fair and transparent shortlisting process while ensuring every applicant is considered as fairly as is reasonably practicable in the circumstances.