



Comprehensive services for the Letting Industry

# Information Pack for Landlords



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## Your agreement with FCC Paragon

Upon registering with FCC Paragon you will have entered into a legal agreement with FCC Paragon on the following terms:

1. At your request, FCC Paragon will provide to you those of our Services that you order from us subject to availability.
2. Details of our Services (as amended from time to time) and the charges for each Service are set out in the Information Pack, and subject to amendment when necessary.
3. Our Terms of Business, which you should have read, agreed and understood before you registered or entered into the Agreement with us, will apply to all Services we provide to you.
4. Note in particular, that although we undertake to use all reasonable skill and care in carrying out our Services, we are reliant on information provided to us by third parties whose truth we cannot guarantee, and accordingly our liability is limited to the price of the product or service purchased.
5. In the event that you or your client require further protection, you may purchase from us our Smart Rental Protection, Smart Rental Protection + and Smart Section 21 Protection Warranties, on their respective terms.
6. By registering as an FCC Paragon Landlord, you are entering into an agreement with FCC Paragon on the above terms.



## Company Overview

Paragon Scheme Management Services Ltd, trading as FCC Paragon, provides a unique and comprehensive range of services to both Landlord and Letting Agents.

FCC Paragon is established as one of the leading tenant referencing companies within the Industry, and has been providing services to the Residential Letting Industry for nearly 14 years. Over 700 Landlords are currently registered with FCC Paragon and are able to utilise the services provided.

FCC Paragon are an independently owned company with no obligation to any other service providers. We therefore only provide products which we feel will be the most beneficial for our clients. Our services have been specifically designed to fit the requirements of our clients, who benefit from bespoke services and systems created in-house through our own IT department. Our clients also benefit from the vast range of underwriting, insurance companies and service providers we have available through our Provider and Agency network.

At FCC Paragon our services include:

- Tenant Referencing
- Credit Searches
- Debt Recovery
- Tracing
- Rental Protection Warranties
- Insurance
- Mortgages
- Secured Loans

As our services have diversified, sister companies have been created in order to offer a one-stop shop.





## Getting Started

### How to Register

To register as a Landlord, please visit [www.paragonadvance.com](http://www.paragonadvance.com) and select 'log in' from the top right hand bar. This will take you to the log in page. Once you have registered you will log in here using your email address and password to view your pending and completed references.

To register please click 'create one now' on the log in page. This will take you to a short registration page. Once you submit your details you will be able to submit references as well as apply for our insurance and warranty products.

The Paragon Advance website has been designed to be the Landlord portal. It is through this portal that you access all of the FCC Paragon and Paragon Advance services.

### Your Account number

All forms downloaded from the website will display your name and Account number. Your Account number is one or two letters followed by four numbers, for example L1234. Please use this number in your correspondence with us, for instance putting on the back of any cheques.

### Referencing

FCC Paragon's Referencing Service is one of the most comprehensive available. In order for us to complete applications quickly and efficiently, please ensure that you supply as much information as possible. Fax numbers and email addresses are particularly helpful as they significantly speed up the reference process. Each service is subject to a deadline:

**48 hour applications are to be submitted before 3pm**  
**24 hour applications are to be submitted before 12pm**  
**1 hour applications are to be submitted by 4pm (online only)**

Applications can be submitted by fax or online.

### Contacts

If you have any queries or comments regarding our services please contact our Customer Care department.

**Tel: 0844 375 9616**

**Fax: 0844 375 9617**

**Email: [customer@fccparagon.com](mailto:customer@fccparagon.com)**



## Getting Started

### Taking Payment

Payment is to be made by the Landlord, not the applicant and can be processed in the following ways.

#### Online

If applications are submitted online, payment is taken quickly and efficiently through our secure online system. By using our online system, you also ensure that all the necessary information is entered and that the information is clear and legible.

#### Fax

If applications are submitted via fax, you will be contacted before the application is loaded onto our system for payment. Payment can either be taken over the phone by card, sent via BACS or a cheque can be posted to:

Accounts,  
FCC Paragon,  
4, 5 & 6 Quay Point  
Northharbour Road  
Portsmouth  
Hampshire  
PO6 3TD

#### Post

If the application is sent through the post you are able to send a cheque covering the referencing costs at the same time. Payment will be obtained before the application can be loaded onto our system. If you do not include payment with the reference you will be contacted once the application has been loaded onto our system.

If you do have any questions regarding payments then please email the accounts team:

**[accounts@fccparagon.com](mailto:accounts@fccparagon.com)**

**Alternatively you can call accounts on 0844 375 9610**



## Getting Started

### Customer Care

Once registered with FCC Paragon, there are procedures in place to ensure that you receive an excellent service and that our processes are fully explained. The Customer Care team are there to answer any queries you may have or to direct you to the relevant department to ensure your call is answered as efficiently as possible.

If you have any queries regarding the service you are receiving please do not hesitate to contact Customer Care on:

**Tel: 0844 375 9616**

**Email: [customer care@fccparagon.com](mailto:customer care@fccparagon.com)**

### Account Monitoring

You will receive a call from Customer Care on the following occasions:

#### Welcome Call

Once you have registered with FCC Paragon you will receive a Welcome Call to introduce our variety of services to you as well as answer any questions you may have.

### Complaints

In the unlikely event that you have a complaint, these should be directed to the Customer Care department and should be submitted in writing either by email to [customer care@fccparagon.com](mailto:customer care@fccparagon.com) or via post to:

Customer Care, FCC Paragon  
4, 5 & 6 Quay Point  
Northarbour Road  
Hampshire  
PO6 3TD



## Getting Started

### Landlord Website

The website should be your main source of information regarding your reference applications and warranty products. Log in using your email address and your password.

Please visit [www.paragonadvance.com](http://www.paragonadvance.com) to log in

Please note that you need to log out, using the 'Log Out' button on the top of the page before navigating away from the admin website. Do not close your browser using the 'X'. Failure to do so will mean that you will not be able to log back in until the page has timed out. This is a safety feature to protect you and your applicants' information.

Once registered with FCC Paragon you will be able to:

- **Submit tenant, guarantor and company references**

References can be submitted online for convenience, or the forms downloaded from the 'Form Downloads' section are to be faxed to FCC Paragon once completed. We have made it easy for you to track the progress of your reference by installing Live Updates onto the admin website. You are now able to view every activity and update against a reference, and all activity is timed and date stamped. You no longer have to contact your handler in order to remain informed about the progress of a reference – all the information is accessible in a quick and easy format online. For more information on our referencing services, please see the Tenant and Guarantor Referencing Service section of this pack.

- **Receive quotes for tenant and landlord insurance**

Quotations and cover can be obtained from the website. Once you have purchased cover, you will be able to review and print your insurance documents at any time, and make any necessary adjustments to your policy. Alternatively, proposal forms can be printed from the 'form downloads' section of the admin site and be returned to the insurance department.

- **Apply for FCC Paragon's warranty products**

Our warranties can be requested when processing a reference simply by ticking the relevant option. Upon the successful referencing conclusion of all tenants a warranty will be issued. Warranty can also be requested after the reference has been processed by requesting cover online, or by completing a proposal form, which can be downloaded from the 'form downloads' section of the admin site.

If you wish to take out a rental protection warranty on a tenancy all tenants must be fully referenced by FCC Paragon.

- **Submit a debt to Debt Recovery**

You are able to submit a debt to FCC Paragon's Debt Recovery team. For more information please see page 18 of this information pack. You are also able to download a trace request form to trace absconding tenants which can be faxed to the Debt Recovery team.



## Getting Started

### Landlord Admin Site

#### ■ Rent Calculator

FCC Paragon's Rent Calculator is accessible through the website; <http://admin.fccparagon.com/referencing/>. You can use this to determine the amount of rent your prospective tenants are able to afford.

Rather than using an income to rent ratio our Rent Calculator automatically takes into account various deductions such as tax, NI, household bills and standard living costs.

Please be aware that when concluding an application other factors are taken into consideration.

#### ■ Change your details

You can change your details once logged into the website by selecting 'Change My Details' from the top right hand bar. Due to data protection, if you would like us to edit your details we would require permission and the change of details outlined in writing to [customercare@fccparagon.com](mailto:customercare@fccparagon.com) or via post to:

Customer Care,  
FCC Paragon,  
4, 5 & 6 Quay Point  
Northarbour Road  
Portsmouth  
Hampshire  
PO6 3TD



## Tenant and Guarantor Referencing Service

### Introduction

The emphasis of our referencing operation is on the quality and reliability of the service we provide. All you have to do is provide us with the completed application form and let us do the rest. Our application forms have been developed carefully to enable us to form the best impression of the applicant's status, but since we are working with information provided to us by third parties, we cannot guarantee that the information is necessarily accurate. Your two page report, with our recommendation as to whether the applicant is suitable, will be with you in approximately 1, 24 or 48 hours depending on which service was requested (subject to referee availability). We will chase references for a period of 30 days from submission.

Applications can be sent via fax or online. However, the 1 hour service is only available online. International referencing on either tenant or guarantor applications are processed at no extra cost, but we are not able to offer our Smart Rental Protection + and Smart Rental Protection warranties on guarantors residing overseas.

It is important that you supply as much information as possible (including fax and email addresses) as this may speed up the referencing process.

### Deadlines

Each service is subject to a deadline.

**48 hour applications are to be submitted before 3pm**  
**24 hour applications are to be submitted before 12pm**  
**1 hour applications are to be submitted by 4pm (online only)**

If an application is received after the deadline, it will not normally be entered onto the system until the following day. For example a 24 hour application submitted after 12pm on a Wednesday would be due before 12pm on the Friday. Service times do not include weekends or bank holidays; a 48 hour application submitted before 3pm on a Thursday will not be due until Monday. Please keep this in mind when submitting applications, especially if you require a fast reply.

We always aim to complete applications within the timeframe specified. Due to the nature of Tenant Referencing, delays can be experienced due to third parties neglecting to return reference requests on time. If we are unable to return a 1 hour or 24 hour reference within the timeframe the charge will revert to a 24 or 48 hour respectively.

Tenants and Guarantors are subject to the same referencing process and therefore it is necessary that they supply the same information.



## Tenant and Guarantor Referencing Service

### Reject Procedure

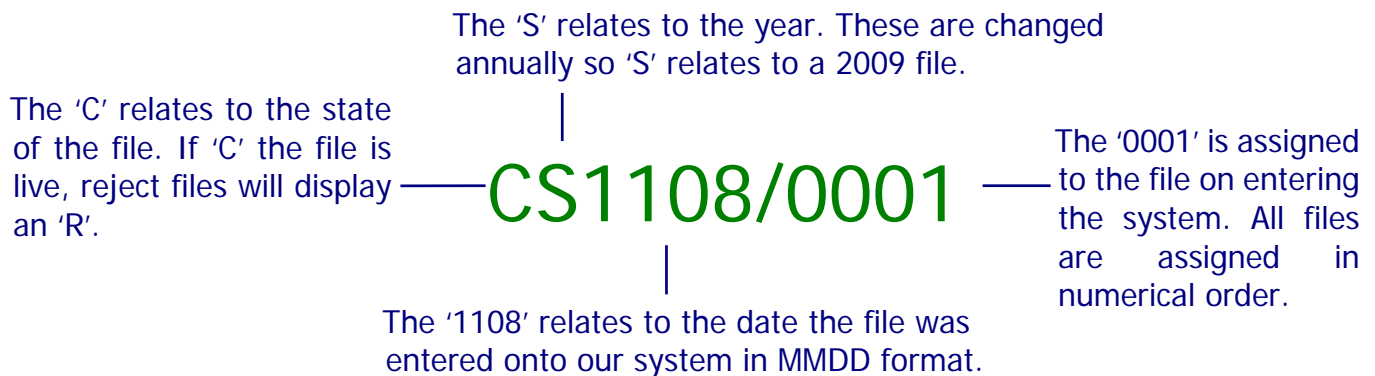
Application forms that are submitted via fax and post are subject to a reject procedure if submitted incomplete or with errors. The file, if incomplete, will not be entered onto our system until all information has been received.

The applicant will be contacted, but if we are unable to speak to them we will notify you. We do not charge for rejected applications.

If the information is received the application will be entered into our system and passed on to a reference handler. Work will not commence on the application until all information is received.

### Application number

Once a file is entered onto our systems it will be assigned a reference number. The format of this is explained below:





## Tenant and Guarantor Referencing Service

### Application Form

A Tenant and Guarantor reference consists of five areas:

#### Credit history check

In order to provide you with the credit history of the applicant we have selected Callcredit, one of the leading providers of this service in this country. Callcredit uses all reasonable skill and care in the provision of services, but because information is supplied to Callcredit by third parties, over whom Callcredit has no control, and since that information is transferred over the Internet and may be subject to interference by third parties, it is not possible for Callcredit to guarantee the accuracy of the information they provide or the suitability of the information for any particular purpose.

Using information provided by Callcredit PLC we are able to confirm whether the applicant is on the Electoral Roll and whether they have had any County Court Judgements or Bankruptcies against their name. We also search to discover any 'hidden' addresses. A full 12 months accommodation history is required for credit search purposes.

#### Managing Agent or Landlord Reference

6 months worth of references are requested from current and previous managing agents or landlords. From this information we are able to assess whether the applicant paid their rent on time, have a history of arrears and also whether they treated the property in a correct and proper manner.

#### Income or Employment Reference

A full 6 month employment history is required. From the information provided in this section we are able to ascertain whether the prospective tenant can afford the rental payments, and whether they will be employed for the length of the tenancy.

#### Tenants Database

Our Tenants Database contains hundreds of thousands of tenants records, collated from details provided by Letting agents, Landlords and our own claims records which we also search for anything detrimental.



## Tenant and Guarantor Referencing Service

### Reference Letters

FCC Paragon now provide letters for the applicant to give to their landlord/managing agent and one for their employer/accountant. These letters, when completed by the applicant, inform their referees that we will be contacting them and also give them permission to release the information we request. We have found these very helpful in speeding up the return of reference requests from referees. The reference letters are available to download from the 'Form Downloads' section

### Alternative Information

In the event that we are unable to retrieve references from employers or accountants we may request alternatives from which we can make an assessment of the applicants income. These alternatives are as follows:

| Time at Employment          | Alternatives  |
|-----------------------------|---|
| Less than 1 month           | Signed employment contract/signed offer letter  |
| 1 month - Less than a year  | Signed contract & recent pay slip <b>or</b> recent pay slip & 6 month old pay slip if in employment for over 6 months                                   |
| 1 year or more              | P60 & recent pay slip <b>or</b> recent pay slip & a 6 month old pay slip  |
| Self employed 6 - 12 months | Recent 6 months personal bank statements  |
| Self employed over a year   | Recent 6 months personal bank statements  |
| Retired                     | Recent government pension statements <b>or</b> a recent bank statement. Private pension - an annual statement <b>or</b> 6 months recent bank statements |

Some employers request a copy of the signed authorisation from the applicant before releasing information to us to complete a reference request. In order to speed up the referencing process, on the following page is a list of employers who typically request this confirmation. Although we will request a reference from the employer, the employers listed on the following page can take up to 7-10 working days to return a reference and requesting alternatives will speed up the process.



## Tenant and Guarantor Referencing Service

### Signed Declaration - Employers List

|          |   |                                   |
|----------|---|-----------------------------------|
| <b>A</b> | Asda  | The Avenue Trust                  |
| <b>B</b> | British Airways                                 | BT Pay Office                     |
|          | Barclay Bank                                    |                                   |
| <b>C</b> | Choices   | Citi Group                        |
| <b>D</b> | Deutsche Bank                                   |                                   |
| <b>E</b> | Excel   | Estee Lauder                      |
|          | European Bank of Reconstruction and Development |                                   |
| <b>F</b> | First Choice                                    |                                   |
| <b>G</b> | Gloucestershire Housing Association             | Goldman Sachs                     |
| <b>H</b> | Home Office                                     |                                   |
| <b>I</b> | IBM   |                                   |
| <b>J</b> | J P Morgan                                      |                                   |
| <b>K</b> | Kingston University                             | Kingleigh Folkard & Haywood       |
| <b>L</b> | Lloyds TSB                                      |                                   |
| <b>M</b> | Morrisons                                       | Morgan Stanley                    |
| <b>N</b> | Norwich Union                                   | New Look                          |
| <b>O</b> | O2  |                                   |
| <b>P</b> | Principles Lettings                             | Pricewaterhouse Cooper            |
| <b>R</b> | Royal Mail                                      | Royal Bank of Scotland            |
|          | RAC   |                                   |
| <b>S</b> | South London & Maudbley NHS Hospital            | Surrey University                 |
|          | Saga Services Ltd                               | Safeway                           |
| <b>T</b> | Tesco   |                                   |
| <b>V</b> | Virgin Atlantic                                 | VSG                               |
| <b>W</b> | Waitrose  | West Oxfordshire District Council |
|          | Winchester University                           |                                   |



## Tenant and Guarantor Referencing Service

### Live Updates

Once applications are submitted, you are able to track their progress via the website. Any activity on an application is posted with a date and time stamp, allowing you to remain in complete control of an application.

### International Referencing

International referencing on either a tenant or guarantor is processed at the same cost as other full references. We are not able to offer our Smart Rental Protection and Smart Rental Protection +, on international guarantors. This is because different countries have different laws and it may be difficult for FCC Paragon to claim monies owed. As a result we would always recommend a UK based guarantor.

Due to time restrictions a 24 hour application cannot be completed on an international applicant who is outside a 6 hour time difference. An international 1 hour application can only be completed on an international applicant who is within a 1 hour time difference.

We are only able to process a Credit Search if the applicant has been resident in the UK for more than 3 months. We are unable to process a Credit Search on foreign applicants as the credit search is based on the UK electoral roll. Even if other countries have something similar to an electoral roll, FCC Paragon does not have access to it. As FCC Paragon cannot complete this search as part of a full reference, we would always request Proof of Residency on foreign applications.

#### For foreign applicants outside of the EU and EEA we request:

A recent bill/bank statement from the country they came from

Passport stamps

A work permit or visa must also be requested if they are working in the UK

#### For foreign applicants within the EU and EEA:

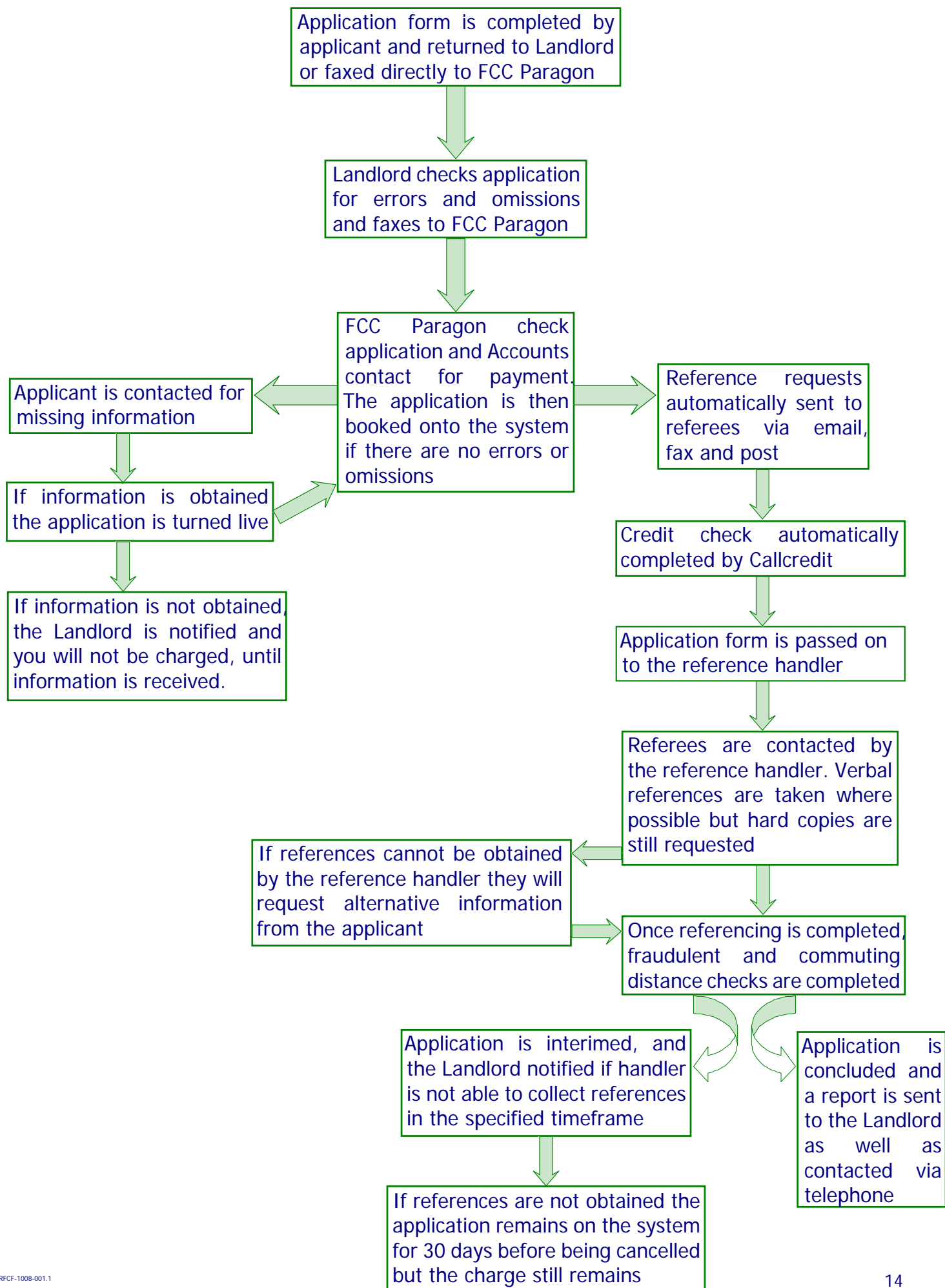
A recent bill/bank statement from the country they came from

An employment/landlord reference from a previous job

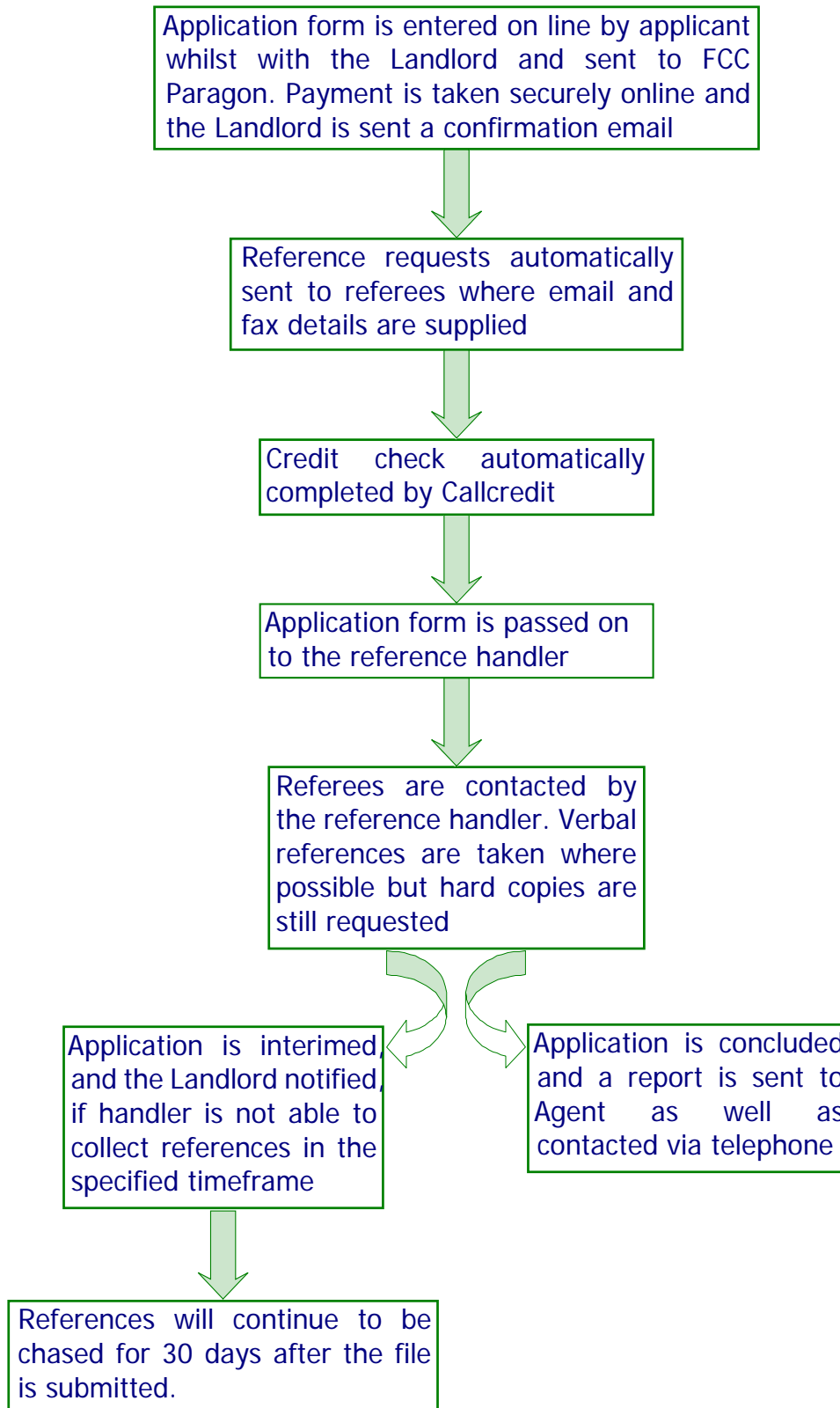
If studying abroad we can accept a letter from their university or college

International referencing also applies to applicants who have travelled abroad for more than 3 months, as FCC Paragon will need to confirm Proof of Residency. If the applicant has travelled inside the EU for more than 3 months, a bill/bank statement or formal letter sent to a care of address in the UK will suffice as Proof of Residency. If travelling outside the EU, a copy of a travel visa can be accepted as Proof of Residency.

## Referencing Process Flow Chart - 24 and 48 hour service via fax



## Referencing Process Flow Chart - 24 and 48 hour service via online





FCC Paragon also offer other referencing services:

### Remote Referencing

Remote Referencing is our enhanced referencing service which allows tenants to complete their own applications online. You simply input basic applicant details (tenant, guarantor or company), including an e-mail address and a link will be sent to the applicant enabling them to complete their reference application online, from work or home, at their convenience.

This service will save you time, resource, unnecessary paperwork and will help prevent rejected applications as all information will need to be completed prior to submission.

The same charges apply to references submitted remotely.

### Company Reference

A full analysis of balance sheet and profit and loss account assessing the financial stability of the company is carried out on each reference. Details of Directors and Shareholders are also analysed giving an 'all round' opinion of the suitability of the company to discharge their rental liabilities.

This should be used when a Tenancy agreement is being drawn up in the company's name and not the individual. We can also offer our Smart Rental Protection + and Smart Rental Protection warranty with this service.

### Instant Credit Search

FCC Paragon can also provide an Instant Credit Search on applicants which you do not feel require the full referencing option. This service is available 24 hours a day, 7 days a week and as the name implies, the results are delivered to you instantly and available for you to download via our agent administration site for a further 30 days. The Instant Credit Search cannot be used on overseas addresses and we are unable to offer any of our Rent Protection Products on Instant Credit Searches.

**For more information please contact Customer Care on  
0844 375 9616 or email [customercare@fccparagon.com](mailto:customercare@fccparagon.com)**



FCC Paragon also offer other referencing services:

## Paragon ML - Anti-Money Laundering and Identity vetting

Paragon ML allows you to verify the identity of an applicant in seconds against multiple independent online data sources. Paragon ML can be used in conjunction with your Proof of Residency checks in order to further confirm that your applicant is who they say they are. The applicant must be made aware that a Paragon ML search is being carried out. You will be provided with an instant online decision in the form of a traffic light format thus:



**PASSED**

|                   |  |
|-------------------|--|
| Result Created on | 30/10/2008 @ 11:52 AM  |
| Performed by      |  |
| Reference         | Your Reference Here  |
| Applicants Name   | Miss   |
| Date of Birth     |  |
| Search Result     | There has been sufficient evidence to confirm proof of residency electronically to accept this person. |

This will be the only copy you receive of this decision. [Click here](#) to print if you wish to keep a copy.

It is agreed that all information furnished is for your private use only and is supplied in confidence. The subscriber agrees with FCC Paragon that all such information is supplied on the express understanding that FCC Paragon is not to be held responsible for damage or loss arising from misprints or inaccurate information furnished by the distributor. The subscriber is fully responsible for ensuring that all requests/applications are submitted after strictly obeying with all compliance & legislation held within the terms of business.

FCC Paragon - 4-5 The Bays - Waterberry Drive - Waterlooville - Hants - PO7 7YH  
Tel: 44(0) 870 389 9606 - Fax: 44(0) 870 389 9607



**CAUTION**

|                   |   |
|-------------------|---|
| Result Created on | 30/10/2008 @ 11:52 AM   |
| Performed by      |   |
| Reference         | Your Reference Here   |
| Applicants Name   | Miss  |
| Date of Birth     |   |
| Search Result     | We have found sufficient proof of residency, however the following areas need confirmation:<br><ul style="list-style-type: none"> <li>A forwarding address has been reported. You need to confirm Address.</li> </ul> We strongly recommend that you do not proceed with the application without gaining further information from us. Should you do so it is solely at your own risk. |

This will be the only copy you receive of this decision. [Click here](#) to print if you wish to keep a copy.

It is agreed that all information furnished is for your private use only and is supplied in confidence. The subscriber agrees with FCC Paragon that all such information is supplied on the express understanding that FCC Paragon is not to be held responsible for damage or loss arising from misprints or inaccurate information furnished by the distributor. The subscriber is fully responsible for ensuring that all requests/applications are submitted after strictly obeying with all compliance & legislation held within the terms of business.

FCC Paragon - 4-5 The Bays - Waterberry Drive - Waterlooville - Hants - PO7 7YH  
Tel: 44(0) 870 389 9606 - Fax: 44(0) 870 389 9607



**FAILED**

|                   |   |
|-------------------|---|
| Result Created on | 30/10/2008 @ 11:52 AM   |
| Performed by      |   |
| Reference         | Your Reference Here   |
| Applicants Name   | Miss  |
| Date of Birth     |   |
| Search Result     | There has been insufficient evidence to confirm proof of residency electronically to accept this person. We would advise you obtain a Utility bill and 2 forms of photographic identification.<br>We strongly recommend that you do not proceed with the application without gaining further information from us. Should you do so it is solely at your own risk. |

This will be the only copy you receive of this decision. [Click here](#) to print if you wish to keep a copy.

It is agreed that all information furnished is for your private use only and is supplied in confidence. The subscriber agrees with FCC Paragon that all such information is supplied on the express understanding that FCC Paragon is not to be held responsible for damage or loss arising from misprints or inaccurate information furnished by the distributor. The subscriber is fully responsible for ensuring that all requests/applications are submitted after strictly obeying with all compliance & legislation held within the terms of business.

FCC Paragon - 4-5 The Bays - Waterberry Drive - Waterlooville - Hants - PO7 7YH  
Tel: 44(0) 870 389 9606 - Fax: 44(0) 870 389 9607

Paragon ML meets the requirements of the Proceeds of Crime Act (2002), the Money Laundering Regulations (2003) and the BBA's joint Money Laundering Steering Group's Guidance (2003 and 2006) through Callcredits Call ML. This means that Paragon ML is admissible as evidence in a Court of Law, helping to protect you in the event of litigation against you.

To take out a Paragon ML search, simply visit the website, select 'Tenant Referencing' and select 'Paragon ML search' from the left hand side; as Paragon ML searches can only be submitted online. The results are returned to you instantly via email.

**For more information please contact Customer Care on 0844 375 9616 or email [customer care@fccparagon.com](mailto:customer care@fccparagon.com)**



## Debt Recovery

Since 1993, FCC Paragon's Debt Recovery team have collected over **£32 million** on behalf of their clients, with a success rate of 85%. FCC Paragon's Pre-Legal Debt Recovery system collects on a 21 day cycle and is aimed to keep our clients informed at all times regarding the current situation. It is a flexible and effective service with fees being on a strictly commission on collection basis, ranging from 4.5% to 9%:

**Under £1,000 - 9%**

**£1,000 - £2,499 - 7%**

**£2,500 - £4,999 - 5%**

**£5,000 or more - 4.5%**

We assess each case individually to ascertain the financial position of the debtor and chase payments accordingly. We have vast experience in collecting most types of debt, specialising in rent arrears. FCC Paragon's Debt Recovery team have the facility to set up and administer payment plans agreed by the client and will always endeavour to keep a matter out of court. Should we be unsuccessful we will advise you of the best way to take a case Legal and can also recommend appropriate solicitors who will act at a discounted rate for FCC Paragon clients.

## Tracing

We also offer a tracing service, which will attempt to obtain a current address for absconding tenants or debtors. This service is on a no trace, no fee basis. The fee for a successful tracing is £65.00.

**For more information please call 0844 375 9608 or email [creditmanagement@fccparagon.com](mailto:creditmanagement@fccparagon.com)**

## Paragon Evict

As an accompaniment to our debt recovery and tracing services, FCC Paragon provides clients with a three step, set rate eviction service - Paragon Evict. This can help reduce the cost of evicting tenants from a property.



This involves presenting your tenant with a notice to quit and in most cases, is the only step required. Step1 costs £115 inc VAT.



This involves liaising with solicitors to issue proceedings if the tenants do not leave. A court hearing is set and a solicitor or barrister is instructed to obtain a possession order. Step 2 costs £620 inc VAT for standard undefended claims and £560 inc VAT for accelerated claims. In the rare event that the tenant contests the decision, the matter would be passed to a solicitor and their hourly rate, not the set rate, would apply.



This involves arranging for the court bailiffs to remove your tenant from the property if they have not left by the date set by the court. Step 3 costs £220 inc VAT but if contested costs may increase.

**To speak to one of our experts on eviction and debt recovery services please call 0844 375 9608**



## WARRANTY

We understand how important it is that you and your investment are protected from unexpected eventualities including non-payment of rent, as this can cause you a great deal of stress and take time to resolve, leaving you out of pocket and possibly in mortgage arrears.

Therefore to back up the thorough vetting procedures we carry out on our referencing services, we offer a variety of warranty options that are there to provide you with peace of mind when renting out your property.

Once a full reference application has been completed, be sure to tick the box for one of our innovative warranties before submitting to FCC Paragon.

### Smart Rental Protection +

The Smart Rental Protection + has the following benefits;

- Covers the first months unpaid rent meaning there is no exclusion period
- Loss of rent cover up to £3000 per month should a tenant fall into arrears
- Covers loss of rent for up to 4/5 months (the first months rental should be paid in advance so will not be covered). On a 6 month warranty the client is covered for up to 4 months in arrears, and up to 5 months arrears on a 12 month warranty.
- Covers legal expenses authorised/incurred by FCC Paragon, including court costs to obtain vacant possession after non-repayment of rent (total contract benefit up to a maximum of £15,000)
- Cover is available for 6 or 12 month periods (depending on the length of the tenancy agreement)
- Simple and easy Renewal process

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- Cover is available for 6 or 12 month periods (depending on the length of the tenancy agreement)
- Simple and easy Renewal process

### Smart Section 21 Protection

The Smart Section 21 Protection warranty will cover legal expenses for eviction proceedings following the correct issue of a Section 21 Notice. Cover is available on 6 or 12 month periods depending on the length of the tenancy agreement and can be easily renewed.

**Please note that on all the above warranties cover cannot be taken out on properties with rental income of over £3000 per month. The term of the warranty contract must run in line with the tenancy agreement and all tenants and guarantors if applicable must undergo and pass FCC Paragon's full tenancy reference.**

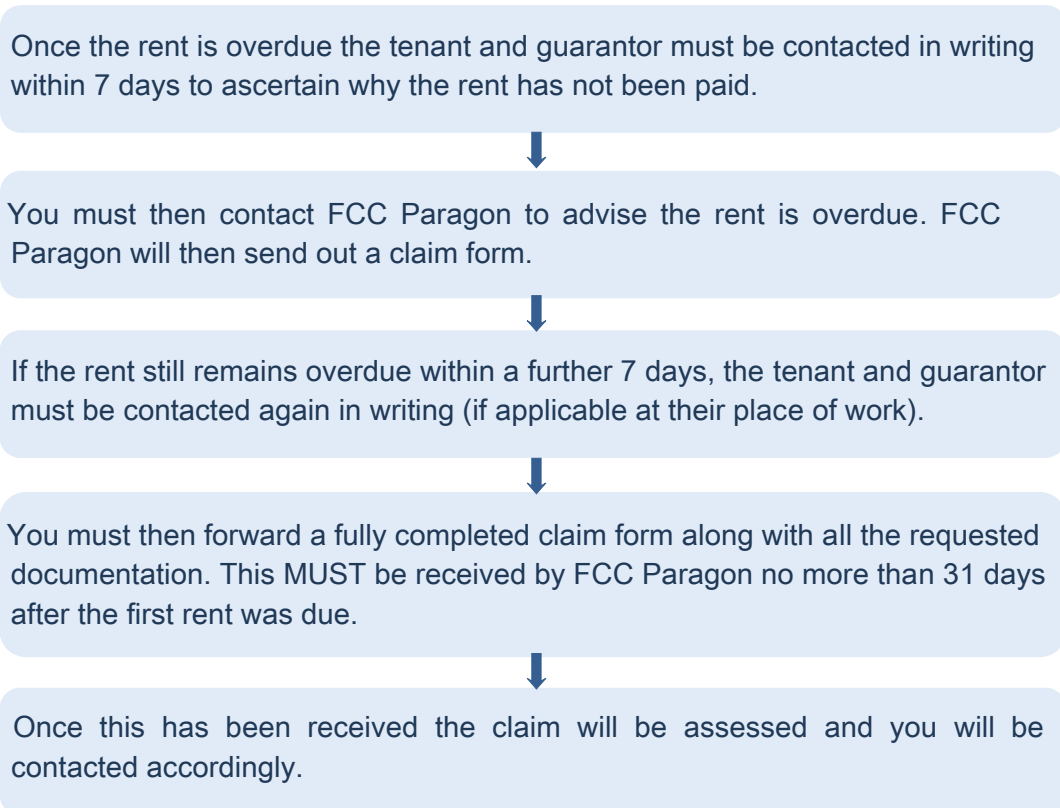
For full terms and conditions please visit the website or alternatively call the warranty department on 0844 375 9604.



## Rental Protection Warranty Renewal & Claims Procedure

At least 45 days prior to the renewal date we will e-mail you a renewal invite along with a payment application. Upon receipt of your instructions to renew we will carry out our internal checks and if acceptable we will then renew the contract and wait for payment to be made within our payment terms. Upon receipt of the payment the Warranty schedule will be e-mailed to you.

Should you need to claim on a Warranty then you must follow our claims procedure to ensure the claim will be accepted.



It is important that FCC Paragon are made aware of any potential claim situation as soon as the Managing Agent/Landlord are aware of this.





# **PARAGON ADVANCE**



## Company Overview

Paragon Advance was founded in December 1998 in order to supply bespoke insurance products to the clients of FCC Paragon, allowing FCC Paragon to remain a one-stop shop for the letting industry. The number of products supplied by Paragon Advance is constantly growing and adapting to suit the current market. Currently we offer:

- Smart Deposit Solution
- Tenants Contents Insurance
- Landlords Household Insurance
- Commercial Property Insurance
- Professional Indemnity
- Owner Occupied Insurance

The information supplied in this pack for Paragon Advance insurance products is purely for reference purposes.

**For more information please contact our  
Insurance Department on  
0844 375 9604 or visit [www.paragonadvance.com](http://www.paragonadvance.com)**

# Collect&Pay

## What is Collect & Pay?

FCC Paragon has an in depth understanding of the lettings industry and acknowledges that market places evolve, therefore the products on offer should too.

Collect & Pay offers Landlords and Managing Agents the security and peace of mind that rents will be paid on time, each and every month, for the duration of the tenancy.....regardless of whether the tenant pays the rental or not.

FCC Paragon's stringent referencing procedures coupled with many years of rental warranty claims experience us them to provide the Collect & Pay product with 100% confidence.

## How does it work?

Subject to successful referencing and relevant contracts being signed, FCC Paragon pay the Landlord/Managing Agent the full rent (minus the product fee if applicable) on the due date, each month. FCC Paragon collect the rent directly from the tenant, it is as simple as that. Any problem with the tenant paying the rental will be dealt with by FCC Paragon, this includes eviction proceedings and the legal costs incurred.

**Collect&Pay** 

**We collect rent. We pay rent.  
Even if the tenant doesn't.**

**For more information please contact  
the Warranty Department on  
0844 375 9604**

Collect & Pay is subject to full terms & conditions and guidelines.  
This product is non FSA regulated.

## Price Options

### Option 1

The Landlord/Managing Agent can pay monthly. 3.5% of the monthly rental will be deducted by FCC Paragon before the rent is transferred to the nominated bank account. Please note where the 3.5% option is applicable we will deduct 7% from the 1st month rent collected then 3.5% the month thereafter for the term of the tenancy.

### Option 2

The Landlord/Managing Agent can opt to pay the full fees for the tenancy term out of the first months rental. In this instance the charge is 3% of the monthly rental.

This product is only available to FCC Paragon's registered Landlords & Managing Agents.



## What is Smart Deposit Solution?

FCC Paragon has recognised the potential problems for both landlords and tenants when it comes to deposits on rental properties. With more and more legislation which landlords have to adhere to for holding tenants deposits and the increasing cost of living which may mean tenants can't afford the upfront cost of a deposit, we thought it was about time something changed! This is why we have developed smart deposit. Smart deposit is a warranty product which benefits both the landlord and the tenant. It allows the tenant to move into a property without having to find a large, sometimes unaffordable upfront sum and it covers the landlord for damage to the property and unpaid rental without them having to worry about holding a tenants deposit.



## How does it work?

Once all tenants have successfully passed our full referencing process, they pay a one off fee to us for the smart deposit solution, this avoids them having to pay a deposit.

We then provide the landlord with a smart deposit warranty contract which covers them for any damage made to the property on vacation of the tenant/s (up to a maximum of 2 months rental value will be provided for damage cover). The landlord also has cover for the last months rental amount\* should the tenant leave the property owing the last months rent (up to a maximum of 1 months rental cover). This means that should the tenant damage the property, at the end of the tenancy the landlord can claim up to 2 months rent value in damages, or should the tenant not damage the property but move out owing the last months rent, then the landlord can claim for that last months unpaid rent. Or a combination of the both, if in the very unfortunate instance that the tenant does not pay the last months rent **and** damages the property, the landlord can claim for 1 month rental value damage cover and 1 month rental value unpaid rental cover.

### Example 1

Mary moves into a property and takes out a smart deposit solution warranty. The 6 month tenancy ends, Mary moves out and the inventory shows that Mary has damaged a table which was in excellent condition at the start of the tenancy and is now ruined. The table is worth £900 and Mary's monthly rental amount was £500. The landlord provides all the relevant documents to make a claim, the claim is accepted and he received his £900 within 14 days. FCC Paragon then pursue the tenant for all costs or arrears.



### Example 2

Simon moves into a property and takes out a smart deposit solution warranty. The initial 12 month tenancy ends and the landlord decides to renew the last months unpaid rental cover element of the smart deposit solution warranty, as the tenancy goes on to a periodic basis. 2 months later Simon gives notice, however he cancels his direct debit for that months rent and when he leaves after the month he owes the landlord 1 months rent. The landlord notifies us immediately and within 14 days of the claim being accepted the landlord has been paid the rental amount of £700, which Simon owed.

For more information please contact us  
on 0844 375 9604

## Insurance - Underwritten by Zurich Insurance plc

### Tenants Contents Insurance

This covers household goods, personal property, valuables and pedal cycles in your home and while temporarily removed, plus any landlord's business contents that you are specifically responsible for under your tenancy agreement against insured perils such as fire, lightening, explosion, earthquake, malicious damage, storm or flood, theft, subsidence and breakage of glass. Cover can be arranged for a set premium (subject to a full quotation), and accidental damage and/or personal possessions cover can be added for an additional premium.

### Landlord Building and Contents Insurance

Buildings Insurance covers the structure of the property and any permanent fixtures and fittings, such as kitchen units and bathroom suites, as well as garages and outbuildings, against insured perils such as fire, lightening, explosion, earthquake, malicious damage, storm or flood, theft, subsidence, and breakage of glass or sanitary ware. £10,000 contents insurance and £2 million legal liability cover are included free of charge, with the option to increase the limits for a small fee. Loss of rent cover (up to 20% of the sum insured) should the property become uninhabitable following an insured peril is also included.

### Landlord Contents Insurance for flats

Contents Insurance covers furniture, carpets, furnishing and household goods for which are contained in the property, and provided for the use of your tenant against insured perils as above. Contents only cover can also be provided for flats - please contact us for a quotation.

### Commercial Property Insurance

Paragon Advance can obtain competitive quotations via our connection with our insurance broker.

We can offer a range of insurance products that protect all types of properties so whether you have a single property or a large portfolio simply contact Paragon Advance on 0844 3759604 where we will capture your needs and requirements, and from here discuss these with our insurance broker with the aim of obtaining a quotation at the best premium possible.

### Professional Indemnity Insurance

In partnership with our Professional Indemnity Specialists, we have developed an insurance package that not only offers you Professional Indemnity Insurance at competitive premiums but the opportunity to also combine this with your other insurances and increase the saving made.

To obtain an online quotation simply visit [www.paragonadvance.com](http://www.paragonadvance.com) or alternatively you contact Paragon Advance on 0844 375 9604 or e-mail your details to [webmail@paragonadvance.com](mailto:webmail@paragonadvance.com)

**If you are interested in any of these products please visit**

**[www.paragonadvance.com](http://www.paragonadvance.com)**

**Alternatively, you can call the Insurance Department on 0844 375 9604**



## Price List

Smart Deposit Solution for Tenants and Landlords  
This price is per property, not per applicant

**£145.00**

### Tenants Contents Insurance

| Contents Limit | Standard Cover  | Inc Accidental Damage |
|----------------|---|-----------------------|
| £5,000         | £80.76  | £106.00               |
| £10,000        | £100.95   | £131.24               |
| £15,000        | £121.15   | £156.48               |
| £20,000        | £141.33   | £181.72               |
| £20,000+       | Please contact Paragon Advance on 0844 375 9604 for a quotation |                       |

Optional Extensions in cover can be added for Personal Possessions cover anywhere in the world:

| Sum Insured | £2000  | £3000  | £4000  | £5000   |
|-------------|--------|--------|--------|---------|
| Premium     | £40.38 | £60.57 | £80.76 | £100.95 |

Excess is £100. The maximum sum insured for any item is £1,000.

The rates above are subject to a fully completed proposal form and do not confirm acceptance.

If you have any queries please contact the Insurance Department on 0844 375 9604





## Mortgages

FCC Paragon also has a mortgage department, Advance FS. They are mortgage brokers who have access to the whole market so can ensure you get the best possible deal on your mortgage. They do not charge any broker fees so all advice is provided free of charge.

If you are looking to purchase a Residential or Buy to Let property or simply want to re-mortgage then Advance FS can help.

**For more information or for free, no obligation mortgage advice  
please call Advance FS on**

**0844 375 9612**

**or email**

**[customerservice@advancefs.com](mailto:customerservice@advancefs.com)**