

# Coordinated Assessment System

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## Tenant Screening Reports

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# Common Barriers to Housing

- Bad Credit
- Prior Evictions
- Criminal History



# Practice of Running Tenant Screening Report

- Landlords run a background check on persons completing a lease application
- The application fee pays for the administration and running a Tenant Screening Report
- Your clients may or may not know what is officially on their record
- OR, your client may or may not have been fully forth coming in background issues
- AND, it is possible that there is inaccurate information on a report that needs to be resolved



# Best Practice: Tenant Screening Report

- Knowing the background barriers for your clients is important in negotiating with landlords
- TCHC has secured the ability to request Tenant Screening Reports through e-RENTER.com
- Tenant Screening Reports contain highly personal information
- ONLY two TCHC employees are authorized to run Tenant Screening Reports: Cindy Crain and Mario Puga. Mario, a long time former Social Security Administration employee, is properly trained and experienced in handling personally protected information.



# Tenant Screening Reports Request Process

- Requests for TSR reports will follow a process similar to the Direct Client Services Fund
- TSR reports will only be run for clients at the specific request of an Agency Case Manager that is assigned to provide case management for the client
- The request **MUST** include the client's signature, case manager signature, and a supervisor signature (agency will determine the appropriate signature)
- There must be a demonstrated need for conducting a report



### Tenant Screening Report Request Form

Date: \_\_\_\_\_ Client Name: \_\_\_\_\_ Date of Birth: \_\_\_\_\_

Agency Name: \_\_\_\_\_

Agency Program Name: \_\_\_\_\_

ETO HMIS Number: \_\_\_\_\_ (All client's must have ETO HMIS records)

**CASE MANAGER REQUEST PURPOSE:**

*Why is a Tenant Screening Report necessary to obtain housing for your client?*

- Client application for housing has been declined by an apartment agency due to background.
- Client is unsure of eviction or criminal history
- Other – Please Describe:

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*By our signatures, we affirm that this agency has or is preparing to enroll the above client in a rapid rehousing, transitional housing, permanent supportive housing or housing placement program. The client has completed the Tenant Screening Report Consent Form (attached).*

**PRINT CLEARLY**

Case Manager Signature: (X) \_\_\_\_\_

Print Case Manager Name: \_\_\_\_\_

Case Manager Email: \_\_\_\_\_

Case Manager Phone: \_\_\_\_\_

Agency Supervisor Signature: (X) \_\_\_\_\_

Print Supervisor Name: \_\_\_\_\_

**Submit this  
completed form AND the  
client TSR Consent Form**

**as a scanned pdf  
document or Fax to:**

**TCHC@AHomeWithHope.org**

**817-719-9489**

**TCHC Approval Stamp:**



# Tenant Screening Report Consent

## Tenant Screening Report Client Consent Form

**Client Full Legal Name** (First, Middle, Last): \_\_\_\_\_

**Former Name(s) Used** (e.g. Maiden Names, Former Married Names): \_\_\_\_\_  
\_\_\_\_\_

**ETO HMIS Number:** (All clients must have an ETO HMIS record) \_\_\_\_\_

**Social Security Number:** \_\_\_\_\_

**Date of Birth:** \_\_\_\_\_

**AGENCY: Read This Statement to the Client in its entirety:**

By my signature below, I authorize the Agency to request the Tarrant County Homeless Coalition to conduct a comprehensive review of my credit, eviction and criminal background history by generating a background report through E-RENTER.COM.

This report is for the exclusive purpose of assisting me in obtaining rental housing and identifying background barriers to be discussed by myself and my case manager.

The report may be printed with my expressed permission.

The report will only exist electronically as part of my ETO HMIS Record.

At any time, I may request that the electronic copy of my background report be permanently removed from my ETO HMIS record.

**Client Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

# Tenant Screening Reports Request Process

## TSR REQUEST

- Complete the TSR Client Consent Form
- Complete the TSR Request Form
- Attach both as a Critical Documents Touchpoint
- Email/Fax Request and Consent Forms to TCHC

## TCHC CAS REVIEW

- CAS staff will review and approve the request OR request further information
- CAS staff will order the TSR Report and attach the PDF version of the report to the Client HMIS Record as a Critical Documents
- CAS staff will email Case Manager when complete
- The cost of the report is charged to the CoC CAS Grant.

## AGENCY CLIENT REVIEW

- When meeting with Client review the report either on computer or printed copy
- Shred printed copy if Client requests, and/or
- Delete any electronic copy from Agency computer.
- Retain OR delete TSR report from HMIS record as Client directs.
- If Client requests a copy, please provide.
- Use the information to prepare a housing strategy or landlord negotiation and engagement





## Reminders:

Request should be emailed to: [tchc@ahomewithhope.org](mailto:tchc@ahomewithhope.org)

NOT directly to Mario or Cindy. This is how we manage DCSF and other requests.

OR FAX to 817-719-9489 (These faxes go to tchc@)

Any reports of misuse of reports or other concerns should be directed to the TCHC Executive Director (Cindy Crain) or Deputy Director (Rebecca Cox)

