

Bedford Landlord Forum:

Who We Are and What We Do

We transform how the world
supports those left behind, through
the power of people and technology



Who We Are

Beam – Supporting Tenants, Backing Landlords

- We support people into stable, long-term private rented homes
- We act as a **trusted intermediary** between tenants and landlords
- Our focus: **sustainable tenancies, not short-term placements**

About Me – Maddy, Househunter at Beam

- I'm a **Househunter at Beam**, working at the point where landlords, agents, and tenants come together
- My role is focused on **making strong, suitable matches between properties and Beam members**
- I spend my time **building relationships with local landlords and letting agents** to open up housing opportunities
- I support the process from a **practical and coordination perspective**, ensuring applications are clear, complete, and well-presented
- I act as a **key contact throughout the early stages of the letting process**, helping things move smoothly and efficiently
- A big part of my work is **understanding both sides' needs quickly** so we can progress tenancies with confidence

My goal: to help good tenancies come together efficiently, with clear communication and strong local relationships

What We Offer Landlords

Reducing Risk, Increasing Confidence

- We pay the first month's rent and deposit upfront
- Access to a rent guarantor scheme (where needed) for added security
- We ensure a smooth, supported move-in process
- We work closely with agents, the council and landlords from start to finish

Financial Security & Affordability

Thoroughly Assessed, Reliably Paid

- All members go through **stringent financial and background checks**
- We only support individuals who **meet affordability criteria**
- Where applicable, **Universal Credit housing payments can be made directly to landlords**
- We advocate for members and provide **clear financial breakdowns upfront**

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Ongoing Support (12 Months)

We Don't Disappear After Move-In

- Dedicated **sustainment support for the first year**
- We help set up:
 - Rent payments
 - Bills and utilities
- We maintain **regular communication with both tenant and landlord**
- Early intervention if any issues arise

Track Record & Why Work With Beam

Proven Stability

- 97% tenancy sustainment rate
- Strong focus on **long-term, stable tenancies**
- Only working with members who meet **clear affordability and suitability criteria**

What This Means for Landlords

- Reduced risk of early tenancy breakdown
- Tenants who are **carefully vetted and ready to sustain a home long-term**
- Lower void periods through **well-matched, pre-qualified applicants**

Ongoing Partnership

- We act as a **consistent point of contact throughout the tenancy journey**
- We provide **advocacy and support where needed**, helping resolve issues early
- Ensuring communication stays clear between all parties

Case Study

A member was referred to us through Bedford council.

The member had not rented privately before and was living in temporary accommodation. They had complex health needs and low confidence at the start, but strong affordability and were considered reliable and suitable for a one-bedroom, single-person home.

We worked together for around two weeks to find suitable properties and arranged several viewings. The member attended a viewing and was well received.

The agent had some concerns due to the member's lack of previous renting experience. These were addressed by providing clear information, affordability evidence, and reassurance about tenancy support and sustainment.

The member was successfully accepted for the property and has now moved in. We've been pleased to hear they are settling in well and enjoying their new home.

The best thing about working with Beam was having the privilege of working with the amazing Maddy. She has been an incredible blessing throughout the whole journey — consistently professional, deeply supportive, and always willing to go the extra mile.

Maddy brings a rare combination of warmth, compassion, and competence. She never made anything feel stressful or complicated; instead, she created a space where I felt understood, encouraged, and genuinely cared for. Whether it was answering questions, guiding me through the process, or simply checking in, she was always helpful, patient, and uplifting.

Her kindness and dedication made a significant difference, and I'm truly grateful for everything she has done. Beam is lucky to have her, and I feel blessed that she was the one walking alongside me.

I am currently supporting 15 members and families with active house hunting.

These households are seeking a range of property sizes, including 2-bedroom, 3-bedroom, and 4-bedroom homes, depending on their individual needs and family composition.

Affordability varies across the cohort. Some members are in employment, while others are in receipt of full benefits, including additional support where applicable. Each case is carefully assessed on an individual basis to ensure affordability is realistic and sustainable.

We also work closely with Local Housing Allowance (LHA) rates to guide affordability decisions. As LHA does not always fully cover market rent, we ensure that all members are able to comfortably top up any shortfall from their own income on a monthly basis. This is a key eligibility requirement, and we complete detailed affordability checks to confirm that rent is sustainable both now and in the longer term.



Beam's Mission

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We move with urgency and accelerate others,
without compromising excellence.



Aim high and deliver

We deliver outsized impact through setting and
executing against ambitious targets.



Get Better Together

Everything is a work in progress. We
constantly work on improving ourselves and
Beam.