HOW GOODLORD HELPS YOU

TENANTS

Goodlord makes renting a new home easier for you, because you can complete the entire process online.

YOUR JOURNEY AND THE EMAILS TO LOOK OUT FOR

STEP ONE:

You receive the first email including your tenancy offer and pay the holding deposit

Emails you'll receive:

- *Action Required:* Get started on your tenancy
- *Confirmation:* Your payment
- *Completed:* Tenancy Guide

What's attached:
Tenancy Guide (if applicable), How to Rent Guide, and a copy of Draft Tenancy Agreement

STEP TWO:

You complete the online referencing form and receive a guarantor request, if applicable

Emails you'll receive:

- *Confirmation:* References Submitted
- *Action Required:* Guarantor Required

STEP THREE:

You can access your tenant portal to view the referencing status, and add or amend any documents, if necessary - you'll find the link in your *References Submitted* email

STEP FOUR:

You receive the Tenancy Agreement to be signed, and you'll see the option to set up your utilities in the process

Email you'll receive:

- *Action Required:* Sign Your Tenancy Agreement

What's attached:
Relevant property documents, including deposit scheme terms and conditions booklet

STEP FIVE:

You pay your move-in monies

Emails you'll receive:

- *Action Required:* Pay Your Move-in Monies

STEP SIX:

You receive your countersigned tenancy agreement

Email you'll receive:

- *Confirmation:* Your tenancy agreement

What's attached:
Signed copy of agreement and relevant property documents

STEP SEVEN:

You can now access all your documents when you log in to your tenant home page, as well as offers and extra services, such as insurance, to help you get set up in your new home