

HOW GOODLORD HELPS YOU

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

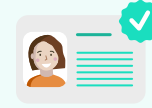
Emails you'll receive:

- **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

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STEP TWO:

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

Emails you'll receive:

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

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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

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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

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STEP FIVE:

You pay your move-in monies

Emails you'll receive:

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

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STEP SIX:

You receive your countersigned tenancy and if your agent would like you to continue paying rent through Goodlord

Email you'll receive:

- **Confirmation:** Your tenancy agreement

What's attached:

Signed copy of agreement and relevant property documents

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STEP SEVEN:

On your Goodlord homepage, you may now be able to continue paying your rent*, and you'll find all your tenancy documents, as well as offers and extra services, such as insurance, to help you get set up in your new home.

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*If your agent has chosen to offer you this service

goodlord