



How Goodlord helps you

Goodlord makes renting a new home easier for you, giving you less admin and more time to focus on your move.

YOUR JOURNEY AND THE EMAILS TO LOOK OUT FOR

Step one: Getting started

You'll receive the first email including your tenancy offer and, if required, 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) and a copy of Draft Tenancy Agreement.

Step two: Completing your referencing

Next up is referencing. Simply complete our online form to verify your details. If you need a guarantor, you will have the option to provide a personal guarantor or use our professional guarantor service.



Emails you'll receive:

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

Step three: Tracking your progress.

Stay in the loop using your tenant portal to track your referencing progress in real time. You can also add or update any documents if needed. You will find the link in your "References Submitted" email.

**Step four: Securing your deposit.**

You may receive a request to pay your security deposit here. Please note, you should only pay your security deposit at this stage, not your first month's rent. (If your agent collects all payments at the end of the process, you will skip straight to step five).

Step five: Making it official.

We will send you your Tenancy Agreement to e-sign instantly. At this stage, you will have the opportunity to protect your belongings with our flexible Tenant Contents and Liability Insurance.



You can also use our Tili move-in assistant to fast-track your set up of utilities, broadband and even post redirection.

.....

Emails you'll receive:

- *Action Required:* Sign Your Tenancy Agreement

What's attached:

Relevant property documents, including deposit scheme terms and conditions booklet

Step six:

You pay your move-in monies and see the option to opt into Bunch to combine your bills into one fixed monthly payment*.

.....



Emails you'll receive:

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

Step seven:

You will receive your fully countersigned tenancy agreement.

.....

*If your agent has chosen to offer you this service

Emails you'll receive:

- *Confirmation:* Your Tenancy Agreement

What's attached:

Signed copy of your agreement and relevant property documents

Step eight:

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.



*If your agent has chosen to offer you this service