

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

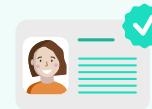
Emails you'll receive:

- *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

1



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

2



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

3



STEP FOUR:

You receive the Tenancy Agreement to be signed

Email you'll receive:

- *Action Required:* Sign Your Tenancy Agreement

What's attached:

Relevant property documents, including deposit scheme terms and conditions booklet

4



STEP FIVE:

You pay your move-in monies and see the option to choose our All Bills Included service*

Emails you'll receive:

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

5



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

6



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

7

*If your agent has chosen to offer you this service