

## TOP TIPS TO SPEED UP GOODLORD REFERENCING

*There are some things you, your tenants, and guarantors can do to help speed up the referencing process with Goodlord. Here are our top tips, based on what we know can delay the process.*

### How your tenants and guarantors can help speed up the Goodlord Referencing process:

- Open banking is the quickest way to verify PAYE income. Speaking to your tenants about this before they receive their referencing link is a great way to introduce them to open banking.
- Advise your tenants and guarantors to **use clear and readable IDs**, without anything covering it in the photo.
- Advise your tenants and guarantors to **share the last three years of addresses** in the address history - even if it's an international address - as missing that information tends to slow down the process.
- If your tenants say that they've submitted everything but nothing is showing on the platform, you can either:
  - **Log in to can see what's pending** for your tenant on the referencing tab in the applicant request section at the bottom of the page.
  - Tell your tenant to see what actions still need to be taken at the **top of their tenant homepage**. They'll find the link to access this in their most recent email from Goodlord.

### How you and your team can help speed up the Goodlord Referencing process:

- If you need to **correct a mistake that a tenant has made** on a form, contact our Support team so that we can reset the section for them to complete again, rather than deleting or re-adding tenants yourself.

*More tips on the next page...*

## How you and your team can help speed up the Goodlord Referencing process (Cont'd):

- If you need to [request an alternate guarantor](#) from the same family - like a partner of the guarantor - ask your tenants to use a different email address.
- If you have a [guarantor guaranteeing multiple tenants](#) on the same property, only reference the guarantor once. Once the guarantor's report has been produced, you'll need to reopen the guarantor's income section and ask us to increase the guarantor's rent share, so we can adjust and issue a new report.
- If [tenants have sent you documents to upload on their behalf](#), you can upload these via the platform on the referencing tab of the individual tenancy instead of emailing them to us - a more direct approach than us finding them in our emails!
- You can [add extra information](#), if needed, when the income and residential sections are open. For example, if you want to close down a specific section unverified, as the tenant may be paying rent up front, or if you want to provide extra information that may help us assess a section.
- You can [add a referee to the residential and income sections](#) at any time. You can also delete referee details if they're wrong or the request needs to go to someone else, you can add new referee details - we'll instantly send out a reference request to the new referee.
- If you need to [reopen a section](#), you can add to the "Notes" in the "Reopen request to tell us why you need to reopen it.