

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.

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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.

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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.

Step five: Making it official.

We will send you your Tenancy Agreement to e-sign instantly.

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:

Once your tenancy agreement has been signed, please ensure you pay your Move-in Monies.

Emails you'll receive:

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

Step seven:

You will receive your fully countersigned tenancy agreement.

**Emails you'll receive:**

- *Confirmation: Your Tenancy Agreement*

What's attached:

Signed copy of your agreement and relevant property documents

Step eight:

At Complete, we also work with JustMoveIn to simplify managing utilities such as council tax, energy, broadband, and insurance, ensuring a seamless transition into your new home. They will contact you prior to your move in to discuss their home set-up service.

Just Move In (full company name Ethical introductions Ltd) provides a privacy notice describing their use of data, available here:

www.justmovein.com/privacy.

Step nine:

On your Goodlord homepage, you'll find all your tenancy documents to help you get set up in your new home.

The Complete team will contact you to introduce themselves and to confirm details on where to make your subsequent rent payments.

