



# The journey to your new home.

Our customer process (v1. 2024).



# What to expect on the journey to your new home

## The Offer Process

- Populo will provide you with an offer form for completion.
- You will be required to make a payment of £300 as a holding deposit. The property will not be secured until the payment has been received.

## Referencing

- Once the holding deposit has been received your referencing will be processed by Homelet, our reference partner.
- You will receive an email with an online application form to complete.
- The process should take a maximum of 10 business days for completion.

## The things you need to provide for referencing

- **Proof of earnings** – household income must be 30 x monthly rent to be sufficient to pass. Accepted proofs of earnings: 3 x months payslips, employment contract, 6 x months bank statements, reference from employer.
- **Previous landlord reference** – please inform your current landlord/agent that they will need to respond.
- **Details of Guarantor** – you will need to advise us of the name and details of a guarantor to cover your rent in the event you are unable to pay
- **Credit check** – any outstanding CCJs will amount to a failure of the references – please state any credit issues prior to the referencing commencing.
- **Proof of address.**

Our Customer Process. (v1.24)



# What to expect on the journey to your new home

## Tenancy Agreement

- Once referencing has been successfully completed we will send you a copy of the Tenancy Agreement.
- You will need to provide a forwarding address for the Tenancy Agreement – this is for correspondence after the tenancy has ended. It cannot be the same as your current address, a friend or relatives address will suffice.
- We will confirm your move date.
- Once generated a Tenancy Agreement will be sent for signing via Docusign – you will sign first followed by Populo. We will also send a Direct Debit form with the Agreement which also will be filled out and sent back to us via Docusign.
- You will be required to sign the Tenancy Agreement within 3 working days of receiving it, Populo will sign on the tenancy start date, which we aim to be the 1st of the month, where payable.

## Rent payments

- Once the Tenancy Agreement has been signed by you, we will contact you regarding your rent payments schedule
- Breakdown of rent payments, and any other costs, will be sent via email to you ,7 days prior to move in.
- Payment in advance – first month's rent and security deposit (5 weeks rent) to be received by Direct Debit
- The balance must clear in the Populo account prior to key release.

## Move in

- You will be contacted by Populo Living at least 7 days prior to move date to confirm check in time.
  - You will be required to bring hard copies of your passports and share codes for the Right to Rent checks if applicable on the day of your move in.
  - Your Property Manager will be there to greet you on the day.
- Welcome to your new Populo home**

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## Need help or further information

For further information please contact you Customer Services representative or call us: 020 7112 8901.



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