



getlivinggetlivinggetliving

## GET MOVING GUIDE

July 2018  
Get Living

**WE ARE DELIGHTED THAT YOU WISH TO BECOME A GET LIVING RESIDENT. THIS 'GET MOVING GUIDE' DESCRIBES HOW OUR TEAM OF RELATIONSHIP MANAGERS WILL ASSIST WITH GETTING YOU MOVED IN AS SOON AS POSSIBLE.**

## **Right to rent**

Under the Immigration Act 2014 we are required to check if all future residents who will appear on the tenancy agreement have a right to rent in the UK. We will therefore ask you to provide a valid Govt. ID & proof of address to be verified by a member of the Get Living team. All named residents must visit us in person with their ID to be verified within 72 hours after expression of interest.

## **Income Verification**

You will need to provide us with your most recent payslip and corresponding bank statement so that we can verify your declared income. If you are self-employed, an accountants reference along with bank statements will be required.

## **Referencing with Get Living**

Our referencing is carried out by a third-party provider, Canopy. We invite all prospective residents to sign up to Canopy. They will cover the following checks:

1. Experian credit score
2. Income verification (on most applicants)
3. County Court Judgements (CCJ's)
4. Politically Exposed Person (PEP) & Sanctions
5. Insolvency
6. Address Verification
7. Know Your Customer (Govt ID, checked externally)
8. Anti-money Laundering & mortality checks

Referencing with Canopy is completed online and is very straight forward. It provides results quickly and informs you of any next steps required.

We recommend that you complete your profile with as much detail as possible to help build your profile. Once complete please share your Rent Passport with us. If you receive a trust score level of Silver and above, you may be eligible for Deposit Free renting!

## 👍 TrustScore Tiers



Should you achieve a bronze score, you may require a guarantor. They will need to sign up to Canopy and go through the same simple reference and credit score checks. Alternatively, we may consider granting you a shorter tenancy agreement if you are prepared to pay six months' rent in advance.

Prospective residents will not usually pass referencing if they are subject to a County Court Judgement (CCJ). We will accept prospective residents where they can demonstrate a past judgement has been discharged by providing an appropriate certificate stamped by the County Court.

Applications of prospective residents that are subject to an Individual Voluntary Arrangement (IVA), will be considered on a case by case basis as the amount due and the amount payable per instalment will be different. We may also ask you to secure a guarantor or ask you to pay a larger amount of rent in advance.

If your referencing has been unsuccessful we will call you to discuss matters further. If we are unable to proceed, we will destroy the tenancy agreement that has been created as well as any copies of personal documentation taken by us as part of the tenancy application process.

### Signing a direct debit mandate

You will be asked to sign a direct debit mandate so that we can set up your rental payments in advance. It is up to you if you wish to have a single direct debit for the whole rent amount or have multiple mandates in place if you are sharing and each wish to pay your own share of the rent.

If you plan to rent one of our storage pods or parking spaces, additional mandates will be required. We will send these to you separately to sign using an online signature system.

## **Confirmation of your offer and receiving your tenancy agreement**

The tenancy agreement will be drawn up with the details of the agreed offer and the terms of the tenancy. This will be posted on our online Resident portal once all referencing (and guarantor checks) is completed for you to review and sign electronically. Any extra agreements for storage pods or parking spaces will also appear on the Resident Portal, for you to sign separately. Each person on the tenancy will receive their own email link.

We recommend you check all documents carefully before signing and do not hesitate to contact us if you have any questions.

## **Payment of your move-in monies**

Once all documents and checks are successfully signed and completed, your move in monies will need to be sent via the Resident portal. Please be aware that the amount due is required in cleared funds 3 working days prior to the tenancy start date.

## **Your move in and beyond**

### **Utilities and beyond**

We will email you a How to Rent Guide and a copy of your EPC (Energy Performance Certificate) for your chosen home once you have registered on our portal. We understand that you agree to receive these documents by email to the email address(s) registered on our portal unless you advise us otherwise in writing as soon as possible. You can ask us for a copy of these at any time.

### **Ensuring a smooth move in**

After your tenancy agreement has been signed and the move-in monies paid, a Relationship Manager will arrange a move in appointment with you. They will confirm the meeting location and any temporary parking that you might need on the day (note: car park max height 2m).

On your move in day they will show you around your new home, test the smoke detectors with you and answer any questions you might have.

### **Rent Tracking**

Once you are resident in one of our homes, we encourage you to sign up to Rent Tracking through the Canopy service. All rent/utilities payments will be tracked, which will help boost your Experian credit score over time.

### **Your Privacy**

Get Living requires personal information from you to process your Tenancy Agreement. We respect the privacy of your information and if you would like to see our privacy statement you can view it online at <http://www.getlivinglondon.com/privacy-policy.htm>



### **Customer Service Feedback**

Get Living is committed to delivering an excellent customer experience. To support this ethos, we have implemented a customer survey programme and you will receive invites from time to time to give us feedback on our service. Through this feedback we listen, learn and work to continually improve. If, however, you do not wish to be contacted, then please advise us and we will remove you from the contact list. We appreciate all feedback provided and the time you take to engage with us directly.

## **GET IN TOUCH**

### **Visit**

Welcome Office  
5 Celebration Avenue  
East Village  
London  
E20 1DB

**Call** 020 3701 7990  
**Online** [getliving.com](http://getliving.com)

### **Our Teams:**

#### **Portlands**

**Call** 020 3701 7950  
**Email** [portlands@getliving.com](mailto:portlands@getliving.com)

#### **Mirabelle Gardens**

**Call** 020 3701 7985  
**Email** [mirabellegardens@getliving.com](mailto:mirabellegardens@getliving.com)

#### **Belvedere**

**Call** 020 3701 7986  
**Email** [belvedere@getliving.com](mailto:belvedere@getliving.com)

### **Registered Address**

GET LIVING LONDON LIMITED  
C/O Delancey  
6th Floor  
Lansdowne House  
Berkeley Square  
London  
W1J 6ER

### **Company Registration Number**

07793925

Data Protection Registration  
ZA307562