

Who are Canopy

Canopy are a tenant referencing company, they will request documentation from you and verify the legitimacy of your documents. They will then send us a report of their findings which we will use to determine if your offer will be formalised.

Frequently asked Questions	
Will Canopy decide on the outcome of my tenancy offer?	No - any decision made on whether or not your tenancy offer will be formalised is by us at Southside only. Canopy will provide us a report of their referencing which will indicate if they have found any issues that may need to be discussed further with you before a final decision is made.
Who do I speak to for help with providing information to Canopy?	Any questions or queries on what you need to provide, how to provide it or the status of your verification must be directed to Canopy. On their website they have a 'contact us' button that you can use to live chat, call or email them. Please don't call us to discuss this as the best help available is from Canopy direct.
I am worried Canopy will decline my application due to no income?	Canopy do not make any decision about offering you a tenancy or not. When you have completed information about yourself when requesting a viewing, we already know what to expect from your Canopy verification. For example, you are all students without income. When you sign up on Canopy it will flag this to us as a consideration and will show you that you don't have the affordability - this is not an issue as we already know that you don't have income. The purpose of Canopy is to verify that what you have told us initially matches the outcome of your verification. When your verification is complete, any considerations raised by Canopy whether that be a high risk credit score, negative landlord reference etc will always be discussed with you by us at Southside for making the final decision.
How can I avoid any problems with Canopy verifying my information?	Please ensure that all information that you provide to us at the 'Request a Viewing' stage and to Canopy is correct. Ensure you use your full name (not short form or nicknames) and get prepared, notify your referees that they will be contacted, ask them to provide you a reference so you can upload that. The most common delays are caused by referees not completing the references so any help you can make by contacting them as well will make a huge difference. Also the lead tenant should coordinate all tenants to make sure they sign up promptly and are adding the information requested.

