

naborly

We want to make the rental application process as easy as possible for you, and faster too. We have outlined some guidelines to help:

1) Rental Application

The property manager or landlord should have already sent you an email invitation to your online Naborly Rental Application. Please ensure any co-applicants (including partners, spouses or roommates) have also received their own invitation as they will need to complete a separate application. If you have not received this invitation, please check your junk emails, or contact the property manager / landlord to ensure that they have the correct email address for you.

Once you have opened the application, make sure to create a Naborly account so you can save your application. Click on the “Sign In” button at the top right corner, then click “Create an Account”.

The application will require you to enter your information, as well as upload government-issued photo ID and employment / income documents.

2) ID and Income Documents

ID documents - For US / Canadian applicants, please provide a valid, government-issued photo ID. If you are not from the US or Canada, please submit either a copy of your passport or an immigration document with your photo on it.

Income / Employment documents – These can include a pay stub, bank statement, job contract, letter of employment, student loan statement, social assistance / benefits statement or retirement / pension statement. If your income is family support, then you can provide a letter confirming this with the family members contact details and a bank statement to prove the income. If you are self-employed, then you can provide a tax document for the previous year as well as a document to provide current income (dated within the last 30 days).

All documents must show the following details: The applicant’s name and source of income name with contact details. It must be dated within 30 days and show proof of full monthly or annual income (matching the figure you stated in the application).

Please make sure that you include all of your income sources to allow the property manager / landlord to assess if you have the ability to fit your rental payments into your monthly expenses. Income can come from employment (including self employment), student loans, government / social support, family support, and savings / investment.

3) Guarantor

If you are applying to act as the guarantor for somebody who wants to rent, you will also need to complete a Naborly Rental Application.

You must complete the whole application but there is no need to insert information about your pets. Your reason for moving is also irrelevant. Please include details of your guarantee's co-applicants, and your "share of rent" will be the same as the actual applicant. We are currently working on a guarantor-specific application to simplify this process.

4) Once you have submitted your rental application

Your application will be submitted to the property manager / landlord for consideration and they will inform you of their decision. You may wish to contact your references in advance - this will speed up the process for you.

Please contact the property manager / landlord if you wish to discuss the outcome of your application.

5) Customer Support

If you have any questions or need assistance with the Naborly Rental Application, please contact the Naborly Customer Support team either by emailing us at support@naborly.com or calling us at 1-844-622-6759. Our opening hours are:

- Monday to Friday, 10am-6pm (EST)
- Weekends, 12pm-5pm (EST)