



47 Castle Street
Salisbury
SP1 3SP

Tel: 01722 336422/Option 2
Email: Lettings-management@hwwwhite.co.uk
Web: www.hwwwhite.co.uk

PROSPECTIVE TENANT QUESTIONNAIRE

At the request of our landlords, each applicant must complete an individual questionnaire to enable Whites to fully assess their suitability as a potential tenant. All information is treated in the strictest confidence. We stress that the completion of this questionnaire does not commit the Landlord or Whites to grant a tenancy to the applicant. Any offer will be subject to contract and the receipt of satisfactory references and confirmation of each applicant's financial status.

If you would like to apply for a property you have viewed, please complete this form (one per adult) and return it to our office with photo ID and proof of current address as per page 4 of this form.

To view the current "How to rent" guide visit: <https://www.gov.uk/government/publications/how-to-rent/how-to-rent-the-checklist-for-renting-in-england>
An example tenancy agreement can be viewed at: <https://1drv.ms/b/s!Ao15kjbDqBkShfY9bu7t1EkhAtt25Q?e=j1uvzb>

APPLICATION FOR TENANCY AT:	DATE OF VIEWING:
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TARGET MOVE DATE (specific date you wish to move):	RENT PCM:
Required length of tenancy (minimum 6 months): 6 Months <input type="checkbox"/> 12 months <input type="checkbox"/>	
Intentions at the end of the fixed term:	

APPLICANT DETAILS:	
First Name:	Surname:
Title: Mr, Mrs, Ms, Miss, Other	Middle Names:
Date of Birth:	Current Age:
Home Tel:	Work Tel:
Mobile:	Email:
NI Number:	Joint application with:

CURRENT ADDRESS:	
	Postcode:
Occupier status: Owner <input type="checkbox"/> Private Tenant <input type="checkbox"/> Council Tenant <input type="checkbox"/> With Parents <input type="checkbox"/> Other (please state) <input type="checkbox"/>	
Period at this address:	
Reason for leaving this address (if selling your property, please confirm estate agent details AND whether you are dependent on a sale in order to rent):	

PREVIOUS ADDRESS:	
	Postcode:
Occupier status: Owner <input type="checkbox"/> Private Tenant <input type="checkbox"/> Council Tenant <input type="checkbox"/> With Parents <input type="checkbox"/> Other (please state) <input type="checkbox"/>	
Period at this address:	

Reason for leaving this address:			
Marital Status: single <input type="checkbox"/> with partner <input type="checkbox"/> married <input type="checkbox"/> divorced <input type="checkbox"/> civil partnership <input type="checkbox"/>			
Details of children:	M/F Age:	M/F Age:	M/F Age:
Pets: Yes/ No If yes, please give details:			
Are you a smoker?	Do you like gardening?		
Make/Model of car(s):	Car registration no(s):		

CURRENT EMPLOYMENT DETAILS:	
Employment status: Employed <input type="checkbox"/> Self-employed <input type="checkbox"/> Retired <input type="checkbox"/> Other <input type="checkbox"/> Please state:	
Company name:	
Position:	Occupation:
Start date:	Current Annual Salary:
Address:	
	Post Code:
Contact name for reference: Mr, Mrs, Ms, Miss, Other	
Telephone:	Fax:
Email:	
Are you aware of any matters that may cause your employment to change in the near future? (if yes, please give details on a separate sheet) Yes/No	
Do you have any additional sources of income? Yes/No If yes please provide details here:	

IF SELF-EMPLOYED:	
Type of business:	Length of time trading:
Name of Accountant:	
Address of Accountant:	
Telephone Number of Accountant:	Email Address:

PREVIOUS EMPLOYMENT DETAILS:	
Company name:	
Position:	Occupation:
Start date:	End date:
Address:	

PERSONAL REFEREE (not a close relation or same as employer referee):		
Name: Mr, Mrs, Ms, Miss, Other		
Address:		
	Postcode:	
Tel:	Mobile:	Email:
Relationship with Applicant: e.g. friend/work colleague/previous employer		

Occupation of Personal Referee:	
CURRENT LETTING AGENT or LANDLORD (please notify them that we will be contacting them):	
Current rent being paid pcm: £	
Name of Existing/Previous Letting Agent or Landlord:	
Contact name for reference: Mr, Mrs, Ms, Miss, Other	
Address:	
Telephone:	Mobile no:
Email:	

PERSONAL INFORMATION:
Have you ever been declared bankrupt or had a County Court Judgment registered against you? If yes please provide details here:
Do you have any bankruptcy proceedings OR County Court Judgments pending? If yes , please provide full details here:

BANK DETAILS:	
Bank Name:	Account Name:
Sort Code: <input type="text"/> <input type="text"/> <input type="text"/>	Account No. <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>
Please advise on the length of time with your current bank:- If less than 3 years, please give details of previous bank:	

INSURANCE: It is advisable for tenants to have **adequate** insurance for their own items and furniture. There is also tenants liability insurance cover which can covers the landlords items against accidental damage. Please ask Whites for further information

Please use this space to provide any additional information including Guarantor Details (if applicable)

EMERGENCY CONTACT/NEXT OF KIN (excluding spouse/partner). If applying for a joint tenancy, this contact must be a different person for each applicant. Their address may be added to your deposit protection documents as your future address and may be used for the return of your deposit and for final utility bills if a forwarding address is not provided when the tenancy ends.	
Name:	Relationship to applicant:
Address:	
Post Code:	
Tel:	Mobile:

IDENTIFICATION (please provide **TWO original** documents when submitting your application form and photocopies will be taken by a member of staff): **As proof of right to rent and proof of current address**

Passport Driving Licence Utility Bill Bank Statement Other (please state)

DEPOSIT PAYMENT: Please provide the name and address of the person paying your deposit IF you are not funding this yourself:
.....

DECLARATION:

By signing this document, I confirm that all the information given is correct. I understand that Whites will contact the referees detailed on this application and disclose information to a credit reference agency or referencing company in order to assess my suitability as a prospective tenant. I understand that my prospective Landlord may also have access to this application form and the resulting references. I confirm that I understand and accept Whites' Standard Terms and Information for Tenants and Fee Schedule as detailed on pages 6 to 10 (inclusive) of this form.

- **You consent and understand Whites will Serve all documents using the email address provided in this form (or any updated given by me to the future).**
- **You understand that Whites may receive a referral fee if you take any services through our referencing agency company or utility provider. This could be between £10 - £50 and all cases you select if to wish to take the service or not.**

X Signature:

X Date:

Ittria Limited – Consent relating to utility change over:

Your consent

As part of this agreement, you indicate your consent to your personal information being passed to our Utility Management Partner, Ittria Limited who will attend to the continuity of your energy and service supply by passing your details over to the current utility providers, Ittria's preferred supplier where the property has gone through the void switching scheme and local council of the property.

When you come on board with our preferred supplier, your meter may lose some of the Smart Meter Functionality. Our preferred supplier may not receive automatic meter readings, meaning meter readings may need to be submitted manually and the pricing information shown on your in-Home Display may not be accurate. Your supply wont be affected and your meter will continue to record your consumption and you will still be able to see this on your In-Home Display

If you would like to receive email marketing, telephone marketing, postal marketing and or text messages from our Utility Management Partner, Ittria Limited in relation to its selected third-party utility providers, please tick this box

I confirm I have read and understood the above information:

X Signature:

X Date:

IMPORTANT – PLEASE READ THE INFORMATION ON PAGES 6 TO 10 (INCLUSIVE) AND ENSURE THAT THE RIGHT TO RENT SECTION ON PAGE 5 IS ALSO COMPLETED AND SIGNED

RIGHT TO RENT CHECK

Under the Immigration Act 2014 landlords are required to carry out immigration checks on all adult occupiers to ensure they have a right to rent in the UK

PERSONAL DETAILS:		CONTACT DETAILS:	
Title: Mr / Mrs / Ms / Miss		Tel:	
First Name:		Mob:	
Middle Names:		Work Tel:	
Surname:		Email:	
<p><u>Will the rental property be the prospective occupier's only or main home? YES / NO</u></p> <p><i>For a home to be an only or main home it must be the only property that the person lives in, or the property that is used for personal, legal or family matters.</i></p>			
IDENTIFICATION DOCUMENTS:			
<p>Prospective occupiers are required to provide original documents showing their right to rent property in the UK and landlords will need to check current government guidance to establish which documents are compliant. Landlords are required to keep clear and legible copies for the period of the tenancy and for a year after the tenancy has come to an end (s5 of The Immigration (Residential Accommodation) (Prescribed Requirements and Codes of Practice) Order 2014).</p> <p>Where a document is provided showing that the prospective occupier is allowed to stay in the UK for a time limited period government guidance states that the landlord can accept such documents but the landlord must carry out follow up checks. For further information and guidance visit http://www.gov.uk/</p>			
DOCUMENT(S) PROVIDED AND REF NO(S):			
<i>(i.e. Passport)</i>			
Follow up check required on			
SIGNATURE:			
X Signed by Prospective Occupier:		X Date:	
X Signed by Landlord/Agent:		X Date:	

TIME LIMITED RIGHT TO REMAIN IN UK:

Follow up check carried out on

DOCUMENT(S) PROVIDED AND REF NO(S):	
<i>(i.e. – Visa card or letter right to reside or work).</i>	
SIGNATURE:	
X Signed by Prospective Occupier:	X Date:
X Signed by Landlord/Agent:	X Date:

WHITES' STANDARD TERMS AND **INFORMATION FOR TENANTS**

HOW TO RENT GUIDE

The applicant is advised to read the Government 'How to rent: checklist for renting in England' which is available from the government website www.gov.uk. The guidance aims to help tenants renting property in England understand their rights and responsibilities when renting property and provides a checklist and more detailed information on each stage of the process. The applicant will be given a copy of the 'How to rent: checklist for renting in England' by the landlord or his agent where the tenancy proceeds in England.

SIGNING CONTRACTS

The letting contract or Tenancy Agreement must be signed by all tenants and, until this has taken place, no contractual agreement, offer or obligation is deemed to exist. If tenants are unable to attend on the occupation date, a letter must be obtained from that person giving another tenant power of attorney to sign documentation on their behalf.

TENANCY AGREEMENT

In most cases the tenancy that you will be signing will be an Assured Shorthold Tenancy for a minimum period of 6 months. At the end of the 6-month period (the fixed term), and if the parties have not contracted for a further fixed term extension, the Agreement may carry on month by month on a statutory periodic basis until either side wishes to terminate. The usual notice requirements are one month from the tenant and two months from the Landlord.

The Tenancy Agreement you sign will set out the basis of the arrangement between you, as the Tenant, and the Landlord of the property. The agreement will fully detail the basis of the arrangement between the two parties.

REFERENCES

All tenants will be expected to provide references which are satisfactory to the landlord before any tenancy agreement can be created. As a general rule we will take up an employer's reference, a bank reference, a credit reference and a letting agent or landlord reference.

GUARANTORS

A guarantor will be required for an individual tenant who is unable to provide a satisfactory reference or has been employed for less than one year. The guarantor is usually a member of the individual's family who is of sufficient means to provide a suitable bank reference. This person will be required to sign a legally binding document, which would make him/her liable for the rent for the term of occupancy if the tenant defaults on their obligations.

MOVING IN

It is the tenant's responsibility to arrange a telephone and internet service. You should contact British Telecom (or any other telecoms operator if applicable) for connection of your telephone service. WHITES cannot accept responsibility for any costs incurred with connection of supplies.

The tenant is responsible for the cost of all utility services supplied to the property and for Council Tax charges, unless otherwise indicated. At the start and end of the tenancy WHITES will inform the utility companies of the meter readings and the change of occupancy.

You should check carefully the condition of the property and its contents when you move in with respect to the inventory. The inventory is an important record which is used to assess any damage or dilapidations during the tenancy; this may lead to deductions from the deposit being made at the end of the tenancy. If you find anything that is not in good order and is not detailed on the inventory, then we ask you to report it to us within seven days of moving-in so that the problem can be put right or marked on the inventory. The property is let as seen at the time of viewing; and requests for extra furniture, appliances or redecoration will not normally be considered after the tenancy has been entered into. The property should be in clean condition, free from dust and damage, windows clean etc.

DATA PROTECTION

In processing your tenancy application, we shall be required to process and store personal information on your behalf, and liaise with credit referencing agencies and your landlord. We shall make every effort to keep such information safe and secure. Once you have moved into the property, it may occasionally be necessary to share contact

information with trusted contractors (for example to arrange access for maintenance work), utility companies and other related parties. We do not divulge or pass on your details to any third-party organisations for marketing purposes.

Where there are rent arrears or other charges remaining at the end of the tenancy, we reserve the right to pass on your details to a tracing agent or debt collection company to help recover the money owed. Leaving unpaid rent and other bills at the end of your tenancy may affect your credit rating, and your ability to obtain a new tenancy, or other credit facilities.

IMMIGRATION CHECKS (Right to rent).

The Agent or Landlord may be required by law to carry out immigration checks on any occupiers at the Property. In these circumstances all occupiers who are authorised to live at the Property, whether or not they are named on the tenancy agreement, will be required to provide the Landlord with documentation to support their right to reside in the UK prior to the tenancy being granted. Where an occupier has a limited right to live in the UK the Landlord or Agent is required by law to carry out a follow up check prior to expiry of the occupier's right to live in the UK. Where the occupier cannot produce evidence that they have a right to remain in the UK, the Landlord or Agent are required to make a report to the Home Office.

METHOD OF PAYMENT

Once a tenancy has been agreed, Whites will issue an invoice for payment. The balance of this initial invoice (rent and deposit) must be paid in full using cleared funds (ie either bank transfer or debit card) before the keys can be handed over. We will not accept cheques or cash except by prior arrangement.

We will request that you set up a monthly standing order to pay your rent on the 1st of each month. WHITES regret that we cannot accept personal cheques or cash in payment for rent. Delayed rent payment causes us considerable extra administration and further delays in our payments to the landlord.

TENANCY DEPOSIT

A tenancy deposit is held either by WHITES (or occasionally the Landlord if WHITES are not managing the Property) against dilapidations to the property or its contents, loss of rent or other unexpected costs. This deposit is protected by The Dispute Service Ltd (a scheme administrator for the Tenancy Deposit Scheme). Details of the scheme and the dispute resolution provisions will be issued within 30 days of receipt of the deposit. The tenancy deposit is the equivalent of five weeks' rent (or 6 weeks if annual rent is over £50,000) and is returnable within 10 working days of the expiration of the tenancy, subject to a final inspection and full inventory check. If any cleaning, repairs or replacements are required following the tenancy, then the deposit would be refunded, less any remedial costs (with written agreement from the tenant(s)) and may delay this timescale for return.

Whites in accordance with current guideline's has Client Money Protection with FRICS. You can view and download our certificate at : https://www.hwwhite.co.uk/media/uploads/rics_client_money_protection_certificate_810_2.pdf

INSURANCE

As tenant(s), you will be responsible for the safe-keeping of the property and its contents and unless otherwise advised, you will be responsible for insuring/safekeeping of your own valuables and effects.

FROST DAMAGE

Frost damage is a risk to all houses left empty during the winter period due to possible pipe bursts and flooding. You are required to take reasonable precautions to prevent frost damage if you are away from the property for anything other than a very short period. Such precautions might include leaving the heating on (and turned down to a low setting), and opening the loft access hatch to allow warm air to circulate into the attic space. If you are away for a more extended period, then you should contact WHITES or the landlord regarding more permanent arrangements such as turning off the mains water supply or draining down the heating system. Failure to carry out these precautions could make you liable for any damage caused as you will be in breach of your obligation to occupy the property in a 'tenant-like' manner.

REPAIRS

Tenants are requested to bring any disrepair, damage or defect in the premises to the attention of the agent as soon as possible. In the event of emergency repairs, please call our Lettings Team on 01722 336422/Option 2.

The landlord has a legal responsibility to maintain the fabric and services of the building (water supply, drains etc.)

Tenants should use the drains responsibly and not dispose of any inappropriate items down the toilet or sink which could cause the drains to block such as cooking fat, oil or grease, waste food, nappies, sanitary products, baby/hand/toilet wipes and cotton wool etc. The Tenant will be responsible for the cost of unblocking any drains which become blocked due to the tenant's misuse.

MAINTENANCE OF APPLIANCES

Any damage, breakdowns or other maintenance problems should be reported as soon as possible to WHITES or your Landlord (if they are managing the Property). As tenant(s) you are responsible for all appliances left in the property and should treat them in a tenant-like manner. This will involve using any appliance in accordance with the manufacturer's instructions or user manual and carrying out any minor maintenance that would be expected (e.g. cleaning or changing filters etc.)

The landlord will undertake to cover genuine breakdowns (ie not caused by misuse) and pay the related repair costs on any appliance owned by the landlord/listed on the inventory. Repair costs will be paid by the landlord unless the breakdown is clearly attributable to tenant misuse, neglect or similar reasons.

SMOKE AND CARBON MONOXIDE DETECTORS

You will find that smoke detectors, carbon monoxide detectors and similar safety devices have been fitted in your property. Please ensure that you check all such devices on moving into the property and familiarise yourself with their operation (most smoke detectors have a test button to check batteries and the unit are operating correctly) and report any problems to your agent. Thereafter, you should check the devices at regular intervals and you will be responsible for replacement of any batteries that they may require.

ALARMS

Where the property is alarmed using a security code, the tenant must not change the alarm code without obtaining prior written consent from the landlord or WHITES. WHITES need to hold alarm and similar security information for emergency, maintenance and inspection purposes; if any alteration is made to the code, you are requested to inform WHITES as soon as possible.

LEGIONNAIRE'S DISEASE

The potential risk of exposure to Legionella from most residential hot or cold-water systems in the UK is very low, but the law requires that we alert tenants to these risks in any case. For most healthy people, the risk of developing Legionnaire's disease in a typical well-maintained domestic setting is negligible. There is a higher risk of infection with older people and people with lowered immune systems, which can lead to severe pneumonia or other complications. In the domestic environment, risks of Legionella may increase where the property is unoccupied for a short period, or where water is being stored between 20°C and 50°C. In particular, tenants are advised to:

- inform the Landlord or Agent if they believe the hot water temperature is below 50°C or the hot water tank/boiler is defective in any way
- advise the Landlord or Agent if they believe that the cold-water temperature is above 20°C
- flush through little used outlets for 2 minutes once every week or two, or on return from a holiday
- clean, disinfect and descale shower heads at least once every six months
- notify the Landlord or Agent if they notice any debris or discolouration in the hot or cold water

TELEVISION AERIALS

The tenant may be responsible for the repair and maintenance of any television aerials, satellite dishes or similar installations for use with any television at the property. You are also reminded that a television licence is required in order to use a television at the property and the tenant would be responsible for this cost.

DAMP AND CONDENSATION

Damp can be a problem in houses where there are many occupants and the property is not adequately ventilated. You should ensure that any extractor fans are left connected and are properly used. It is also important to open windows as necessary to encourage an adequate flow of fresh air through the property after bathing or showering in order to allow damp air a chance to escape. The hanging of washing and wet clothes will also create large amounts of damp air and again, it will be important to provide adequate ventilation in such circumstances.

The presence of mould or dark spots or stains, especially in bathrooms and other wet areas, is a common sign of inadequate ventilation, and it is important to prevent further spread at an early stage before severe and irreversible staining takes place. Mould and similar stains should be removed by wiping the affected areas with a fungicide or

mild bleach in accordance with the manufacturer's instructions, but do test on a small area first. If the problem persists, then you should inform us.

COUNCIL TAX BANDING/AGENT NOTE/DISCLAIMER

Whilst every effort has been made to provide property information on our website and property list as carefully as possible, we cannot guarantee the accuracy nor do they form part of any contract. Where given we do strongly advise you to verify the council tax banding direct with the local Council Tax office.

PETS AND SMOKING

Some of our properties are not suitable for pets. If you have a pet you must inform Whites prior to your application being processed. The Landlord consent will be required prior to a rental period being agreed with a pet in-situ. Please note: You will be in breach of your Tenancy Agreement if you subsequently have a pet living in the property without written permission. This may jeopardise your ongoing tenancy and could result in a claim for damages.

PESTS

Fortunately, with modern building and repair standards, we expect few tenants to be troubled by household pests during their tenancy. An infestation of any kind, be it ants, fungal attack, bedbugs, fleas or wasps makes a property unpleasant to live in and should be eradicated as soon as possible. Regular cleaning and vacuuming will help to prevent any such infestation taking hold, and you are expected to take care of the property in this way and keep a watchful eye for unwelcome visitors as part of your tenancy obligations. During the tenancy, the tenant is responsible for keeping the property free of any pests, and also for any damage that might occur as a result. You should inform the agent if you discover any pest infestation at the property.

GAS APPLIANCES

Gas Safety regulations apply to both landlords and tenants in rented property. In order to comply with the regulations, it is necessary:

- that brown or sooty build-up on any gas appliance, or gas escape should be reported immediately to your letting agent **AND** your gas supplier. The number of the gas emergency service is **0800 111 999**.
- that ventilators installed in the premises for the correct operation of the gas appliance should not be blocked.
- that safety checks be carried out every 12 months on any gas appliance in the property by a GasSafe Register approved engineer. The tenant is required to allow entry with reasonable notice for this purpose. A copy of the gas safety record will be made available to tenants.

ELECTRICAL APPLIANCES

For safety reasons, tenants are requested to visually inspect all electrical appliances on a regular basis. In use, cables and flexes can become frayed and casings broken. You should contact WHITES as soon as possible should any defect be discovered or repair becomes necessary. Where electrical appliances are used outdoors (e.g. electrical lawnmowers etc.) they should only be used when connected to an RCD (Residual Current Device) protected mains supply. RCD units are available from most hardware stores and should be checked before use.

The tenant is responsible for keeping all electric lights in good working order and in particular to replace all fuses, bulbs, or fluorescent tubes, as and when necessary. Any replaceable or disposable filters, vacuum bags, or other consumable items in appliances and fittings should be replaced as reasonably required and at the end of the tenancy.

INSPECTIONS

If WHITES is managing the property, then routine inspections will be carried out. You will of course be informed in advance prior to these inspections. We will be taking photos during these inspections, for both audit and clarifications purposes. An administration charge may be made for any missed inspection or maintenance appointments.

At the end of the Tenancy, a check-out inspection will be carried out comparing the condition of the Property compared to your signed ingoing inventory. The check-out process will comprise a full inspection of the Property and Contents and any items missing, damaged or otherwise in a different state to their condition at the start of the tenancy will be recorded and may be charged accordingly.

If the Tenant or a chosen representative cannot attend the check-out without reasonable excuse, then the Tenant may prejudice his opportunity to dispute or explain any deficiencies or defects discovered at checkout or take any immediate remedial action.

EARLY TERMINATION OF YOUR TENANCY

The Tenancy Agreement is a legal and binding contract for the set term that you have previously agreed and signed for. However, if due to unforeseen circumstances, you need to leave the property before the expiration of the tenancy subject to the Landlord's written agreement, we would be willing under your written instructions to re-advertise the property for re-let. The costs incurred in arranging the re-letting would be borne by the outgoing tenant who will be responsible for the rent and utilities until the property is re-let.

Should it not be possible to re-let the property immediately, you would be responsible for all rental, gas, electricity and telephone payments until the new tenants have taken up occupation of the property or until the original termination date of the agreement, whichever is sooner. If you fail to vacate the property on the date requested or agreed, or fail to meet the obligations of the letting agreement, then we reserve the right to make a reasonable charge to cover legal fees, losses and other costs to the landlord, agent or other parties.

COMPLAINTS

Where the Tenant is unsatisfied with any service provided by the WHITES, the Tenant should contact the Agent in the first instance to try to resolve matters using the WHITES' in-house complaints procedure. WHITES is a member of The Property Ombudsman Redress Scheme and in the event that matters cannot be resolved using the WHITES' in-house complaints procedure the Tenant can refer the complaint to this scheme for a further decision. Details of the WHITES' in-house complaints procedure and the redress scheme are available upon request from the Agent.

PRIVACY NOTICE

We take your privacy seriously and our Privacy Policy sets out how WHITES will handle your personal data securely and in accordance with your rights. Our full Privacy Notice can be found at www.hwwhite.co.uk.

For the purposes of the Data Protection Act 1998 (the "Act"), the data controller is Whites of 47 Castle Street, Salisbury, Wiltshire. SP1 3SP

We use the personal details that you provide by corresponding with us by phone, email or otherwise. In addition to the information you give us on this form, we may also collect additional information (for example, details of your property, current energy providers) as necessary to provide our services and to deal with your queries.