

**Francis Louis<sup>1</sup>**  
**Tenant Onboarding Form**

**Your Information**

Full name	
Mobile number	
Email address	
Current address <ul style="list-style-type: none"> <li>• period resident (y/m)</li> </ul>	
Date of birth	
Nationality	
Marital status	
Dependents (18 or under)	
Pets	

**UK tenants only**

Passport MRZ <i>the machine readable zone (MRZ) is the section at the bottom of the photo page with two lines of text</i>	
Driving Licence number <i>if you have one</i>	
National Insurance number	

**International tenants only**

Passport / national identity document number	
Evidence of Right to Rent <i>usually via your share code issued by UK Government</i>	

<sup>1</sup> Francis Louis is a trading name of Francis Louis (Exeter) Limited: a company incorporated in England with company number 11369632 and registered at 70 South Street, Exeter EX1 1EG

<b><u>Guarantor Information</u></b>	
<i>ignore if no guarantee is required</i>	
Full name	
Mobile number	
Email address	
Current address <ul style="list-style-type: none"> <li>• period resident (y/m)</li> </ul>	
Date of birth	
UK nationality <i>guarantor must be a UK national</i>	

<b><u>Next of Kin Information</u></b>	
<i>this section does not need to be completed if the Guarantor (as detailed above) is also your next of kin</i>	
Full name	
Mobile number	
Email address	

<b><u>Financial Information</u></b>	
How will you fund the rent?	
Will rent payments come from you, your guarantor or another person (if so, specify)?	
Will rent payments come from the UK or outside the UK?	

<b><u>Employment Information</u></b>	
Your information	
• Employment status	
• Role / title	
• Salary <i>indicate if amount is per month or per annum</i>	
You employer's information	
• Employer name	
• Contact person	
• Contact number	
• Email address	

## **Tenant Payments**

*this section sets out the payments that a tenant can be required to make, being permitted payments for the purposes of the Tenant Fees Act 2019*

<b>Payment Type</b>	<b>Detail</b>	<b>Notes</b>
Rent	Any advance payment (upto 1 year) is currently permitted	
Holding Deposit	1 week's rent	<p>This can be applied to the first payment of rent or to the tenancy / security deposit (as long as agreed by you) – your signature of this Onboarding Form operates to confirm that the Holding Deposit can be applied this way</p> <p>The landlord must repay the Holding Deposit to you if they do not proceed with the tenancy within 15 days of receipt of the Holding Deposit, unless that is because you have not taken all reasonable steps to enter into the tenancy (where the landlord and the agent have)</p> <p>The landlord may keep the Holding Deposit if you do not proceed with the tenancy within 15 days of payment of the Holding Deposit, unless that is because the landlord or the agent has not taken all reasonable steps to enter into the tenancy (where you have)</p>
Tenancy / Security Deposit	<ul style="list-style-type: none"><li>• 5 weeks' rent – annual rent is less than £50,000</li><li>• 6 weeks' rent – annual rent is £50,000 or more</li></ul>	
Tenancy Default <i>must be agreed in tenancy agreement</i>	<ul style="list-style-type: none"><li>• Non-payment of rent for 14 days after its due date – total unpaid rent plus 3% above Bank of England base rate from due date</li><li>• Loss of key, fob or other method of property access – evidenced costs</li></ul>	<p>Payable to landlord</p> <p>Payable to landlord or agent</p>

	<p>reasonably incurred</p> <ul style="list-style-type: none"> <li>• Payment of damages for breach of tenancy agreement or any agreement between tenant / guarantor and agent</li> </ul>	<p>(cannot be paid to both)</p> <p>Payable to landlord or agent (can be paid to both)</p>
Tenancy Change	<p>Payment for any amendment or transfer of tenancy</p> <ul style="list-style-type: none"> <li>• greater of £50 and reasonable costs</li> </ul>	<p>Payable to landlord or agent (can be paid to both)</p>
Tenancy Termination	<p>Payment on termination of tenancy by tenant that does not comply with required notice period</p> <ul style="list-style-type: none"> <li>• landlord's loss as a result of termination</li> <li>• agent's reasonable costs with respect to the termination</li> </ul>	<p>Payable to landlord</p> <p>Payable to agent</p>
Utilities	<p>This covers (1) electricity, gas or other fuel, (2) water or sewage and (3) council tax</p>	<p>Must be agreed in tenancy agreement</p>
TV licence	<p>-</p>	<p>Must be agreed in tenancy agreement</p>
Communication services	<p>This covers telephone, internet/Wi-Fi, cable TV or satellite TV</p>	<p>Must be agreed in tenancy agreement</p>

<b><u>Purpose</u></b>	
Francis Louis needs to receive the information contained in this Onboarding Form (except in the Tenant Payments section) so as to enable:	
<ul style="list-style-type: none"> <li>• the landlord to properly evaluate your application</li> <li>• us to complete all required credit referencing, identity verification, customer due diligence and related checks in relation to yourself and (if applicable) your guarantor (the <b>Required Checks</b>)</li> <li>• us to comply with the laws, rules and regulations in the UK that apply in the context of anti-money laundering and counter-terrorism financing and in the context of our obligations under UK financial sanctions regulations, and to mitigate and effectively manage the related risks</li> <li>• (if you are a non-UK applicant) us to be satisfied that you are entitled to rent the property</li> </ul>	
All Required Checks must be completed satisfactorily before any tenancy agreement can be entered into	
All Required Checks may be carried out via third-party service providers	
You and (if applicable) your guarantor will separately receive a link / other communication from one or more of our third-party service providers (being currently Let Alliance and SmartSearch) in order to carry out the Required Checks	
Francis Louis may need to contact your employer (if any) and/or your guarantor (if any) so as to enable (a) the landlord to properly evaluate your application and (b) us to carry out all Required Checks	
Francis Louis and the landlord have no responsibility or liability to you or (if applicable) your guarantor if (a) the landlord decides that they are unable to accept your application or (b) the Required Checks are not completed to the satisfaction of Francis Louis and the landlord	
The Tenant Payments section is included in this Onboarding Form so that you have clear and complete information about the payments that are permitted in the context of any tenancy arrangement	

I confirm that the information provided by me in this Onboarding Form is true and correct I acknowledge and agree to the contents of this Onboarding Form	
<b>Sign here</b>	
Name	
Date	