



## **Delmor Tenants Application & Guidelines**

### **Applications**

If you wish to apply for the property you have viewed, you must complete and sign the application form and return it to the office together with the information as detailed in the Scottish Referencing Requirements document our agent has provided you with.

### **We have also attached a copy of the “GDPR Fair Processing Notice”**

This notice explains what information we collect, when we collect it and how we use this. During our activities, we will process personal data (which may be held on paper, electronically, or otherwise) about you and we recognise the need to treat it in an appropriate and lawful manner. The purpose of this notice is to make you aware of how we will handle your information and by completing the application for you are agreeing to the terms of the GDPR Fair processing notice.

We cannot hold a property for you until we receive these forms and the security deposit for the property. As soon as you do this the property will be taken off the market. No other potential tenant will view the property or be able to ‘queue jump’.

### **Deposits**

Deposits are normally equal to one month rent. Deposits are held as security against the following types of things:

- damage you, as a tenant, may do to the property
- cleaning bills if you have left the property in poor condition
- unpaid rent
- If pets are agreed an additional deposit is required

Deposits are returnable at the end of the tenancy providing the property is in the condition in which it was originally let, with the exception of fair wear and tear.

Under new legislation, deposits will be transferred to a Deposit Scheme e.g. Safe Deposit Scotland. Safe Deposits Scotland is an independent tenancy deposit protection scheme approved by the Scottish Government. Safe Deposits Scotland is a not-for-profit company limited by guarantee.

### **Insurance**

It is **recommended that the tenants are adequately insured** against accidental damage to the landlord’s possessions. We understand that moving to a new house is a busy time for tenants, however you will be held liable for any accidental damage of Landlords possessions if you’re at fault and being covered for this is important!

### **Council Tax and Utilities**

Tenants are responsible for paying Council Tax, electric and gas for the property. Delmor will contact the Council on your behalf to notify them of the date the tenancy starts, giving your details. We may be asked by a supplier to provide meter readings. Most companies wait at least 3 months before sending the first bill and this is normally estimated. We recommend you contact your chosen Utility Company as soon as you get your keys to ensure you do not receive high estimated bill. You should contact Delmor to make us aware of the supplier you are using, so that we can ensure they receive the meter readings.

### **Rent**

Rent is payable before or on the day you sign your lease. The payment can be made by cash or bank transfer prior to Lease date.

### **Lease Signing Appointment**

Prior to this day, you will be required to provide referencing material e.g proof of your current address and photographic ID, wage slips, works contract, bank statements. See separate sheet attached for more information. Delmor can provide details on what forms of ID are acceptable.

You will have the option to sign your tenancy agreement electronically or attend the office in person. You will be required to pay your first month’s rent.

You will be provided via email with a copy of your lease, all statutory notices and at least one set of keys.

***Please complete the application form and return together with the required referencing documentation.***

**\*All applicants over the age of 16 must complete a separate application form\***



**DELMOR TENANT APPLICATION FORM**

Property Address: \_\_\_\_\_

Monthly Rent: \_\_\_\_\_ Deposit: \_\_\_\_\_ Proposed Start Date: \_\_\_\_\_

**Applicant Details:**

Title:	
Forename(s):	
Surname:	
D.O.B:	
Marital Status:	
Occupancy Status	Private Tenant <input type="checkbox"/> Owner <input type="checkbox"/> Living with family/friend's <input type="checkbox"/>
Current Address:	
Contact Number:	
Email Address:	
Do you have children:	YES/NO If Yes, ages of children:
Are you a smoker:	YES/NO
Do you have any pets:	YES/NO If Yes, what type:
Next of Kin contact details:	Name: Relationship: Tel: Email: Address:

**Employment Details:**

Current status:	Permanent / Temporary / Student / Retired / Self Employed / Other
Employer:	
Position:	
Start Date:	
Annual Income:	

**If you are currently a private tenant, please complete the below information:**

Landlord/Agent Name:	
Landlord Registration No:	
Telephone Number:	
Email Address:	
Current monthly Rent:	
Start Date of tenancy:	

Are you a UK or EU Citizen: **YES/NO**

If you are not a UK or EU Citizen, do you have the relevant immigration status to reside in UK? **YES/NO**

Please tick this box to confirm you have read and understood the GDPR form that you were provided with:

Applicant Signature: .....



Date: .....

**GDPR Fair Processing Notice**  
**(How we use your personal information)**

This notice explains what information we collect, when we collect it and how we use this. During the course of our activities we will process personal data (which may be held on paper, electronically, or otherwise) about you and we recognise the need to treat it in an appropriate and lawful manner. The purpose of this notice is to make you aware of how we will handle your information.

**Who are we?**

**Delmor Estate and Letting Agent, 17 Whytescauseway, Kirkcaldy, KY1 1XF .** We take the issue of security and data protection very seriously and strictly adhere to guidelines published in the Data Protection Act of 1998 and the General Data Protection Regulation (EU) 2016/679 which is applicable from the 25 May 2018, together with any domestic laws subsequently enacted.

We are notified as a data controller with the Information Commissioner's Office (ICO) under **registration number ZA393993** and we are the data controller of any personal data that you provide to us.

Any questions relating to this notice and our privacy practices should be sent to **Andrew Watt – [admin@delmorestateagents.co.uk](mailto:admin@delmorestateagents.co.uk)**

**How we collect information from you and what information we collect**

We collect information about you:

- when you apply for housing with us, become a tenant, become a landlord, request services, repairs, enter in to a tenancy agreement with ourselves howsoever arising or otherwise provide us with your personal details;
- from your use of our online services and received via third party: ie Rightmove, S1homes, Delmor web sites, whether to report any tenancy related issues, make a complaint or otherwise.
- from your arrangements to make payment to us (such as bank details, payment card numbers, employment details, benefit entitlement and any other income and expenditure related information)

We collect/require the following information FOR REFERENCING about you:

- name;
- address;
- telephone number;
- email address;
- 3 months wage slips for proof of earnings
- 3 months bank statements
- photographic id
- copy of your credit score (Clearscore or Experian are free websites you may wish to use)
- details of your current landlord to obtain a reference
- guarantor Information if required (the same as above)
- next of kin ; collecting this information is in the tenant's interest, and we have a legitimate interest in holding this data in the event the tenant has not been seen at the property for a matter of weeks/months

We receive the following information from third parties:

- utilities information, benefits information, including awards of housing benefit/universal credit, council tax, insurance policies, homecare plan details
- payments made by you to us;

*Delmor is regulated by the NAEA, is a member of SAL and holds Landlord Accreditation Status and Scotland Landlord Accreditation.  
LARN1808014*

- complaints or other communications regarding behaviour or other alleged breaches of the terms of your contract with us, including information obtained from Police Scotland;
- reports as to the conduct or condition of your tenancy, including references from previous tenancies, and complaints of anti-social behaviour.

### **Why we need this information about you and how it will be used**

We need your information and will use your information:

- to undertake and perform our obligations and duties to you in accordance with the terms of our contract with you;
- to enable us to supply you with the services and information which you have requested;
- to enable us to respond to your repair request, housing application and complaints made;
- to analyse the information we collect so that we can administer, support and improve and develop our business and the services we offer;
- to contact you in order to send you details of any changes to our services or supplies which may affect you;
- for all other purposes consistent with the proper performance of our operations and business; and
- to contact you for your views on our products and services.

### **Sharing of your information**

The information you provide to us will be treated by us as confidential [and will be processed only by our employees within the UK/European Economic Area (EEA)] We may disclose your information to other third parties who act for us for the purposes set out in this notice or for purposes approved by you, including the following:

- if we enter into a joint venture with or merge with another business entity, your information may be disclosed to our new business partners or owners;
- if we instruct repair or maintenance works, your information may be disclosed to any contractor;
- if we are investigating a complaint, information may be disclosed to Police Scotland, local authority departments, Scottish Fire & Rescue Service, Utility companies, and others involved in any complaint, whether investigating the complaint or otherwise;
- if we are updating tenancy details, your information may be disclosed to third parties such as utility companies and local authority, previous landlords for referencing
- if we are investigating payments made or otherwise, your information may be disclosed to payment processors, local authority and the Department for Work & Pensions;
- if we are conducting a survey of our products and/or service, your information may be disclosed to third parties assisting in the compilation and analysis of the survey results;
- if we are asked by HMRC in regard to taxation, your information may be accordingly disclosed;
- Software system – Key data who process and hold information on you

Unless required to do so by law, we will not otherwise share, sell or distribute any of the information you provide to us without your consent.

### **Transfers outside the UK and Europe**

Your information will only be stored within the UK and EEA.

### **Security**

When you give us information we take steps to make sure that your personal information is kept secure and safe. All hard copy of your data is stored securely in locked filing cabinets which can be accessed only by our employees. The cabinets in turn, are locked in the office with an alarm system in place. Electronic data is stored securely, with appropriate technical and security measures in place, as well as restrictions on access.

### **How long we will keep your information**

We review our data retention periods regularly and will only hold your personal data for as long as is necessary for the relevant activity, or as required by law (we may be legally required to hold some types of information), or as set out in any relevant

contract we have with you. Once an agreement has ended by all parties involved, we aim to keep your personal data for up to 2 years or as deemed necessary if any issues relating to complaints, invoices, third parties that may merit information being asked or at a later date.

### **Your rights**

You have the right at any time to:

- ask for a copy of the information about you held by us in our records;
- require us to correct any inaccuracies in your information;
- make a request to us to delete what personal data we hold about you;
- object to receiving any marketing communications from us.

If you would like to exercise any of your rights above please contact us at [Lettings@delmorestateagents.co.uk](mailto:Lettings@delmorestateagents.co.uk)

Should you wish to complain about the use of your information, we would ask that you contact us to resolve this matter in the first instance. You also have the right to complain to the ICO in relation to our use of your information. The ICO's contact details are noted below:

The Information Commissioner's Office – Scotland  
45 Melville Street, Edinburgh, EH3 7HL  
Telephone: 0131 244 9001  
email: [scotland@ico.org.uk](mailto:scotland@ico.org.uk)

The accuracy of your information is important to us - please help us keep our records updated by informing us of any changes to your email address and other contact details.