

TENANT APPLICATION INFORMATION

*Tenant to retain
Pages 1 - 3*

Applications will not be processed unless all information is supplied.

The property will not be held for you until the application has been approved and the two week's rent has been paid to our office in cleared funds.

OFFICE HOURS

Our office is open Monday to Friday 10.00am - 5:00pm. Any other time by arrangement.

REQUIRED SUPPORTING DOCUMENTS

You will be required to submit supporting documents with your application. Your application will not be processed if all documents are not provided. Our office will require you to submit a minimum of 100 points for your application to be considered plus we require Proof of Income.

100-POINT IDENTIFICATION CHECK – at least one photo identification must be supplied

Please speak with the Property Manager should you be unable to meet the 100-point check criteria

40 points – Driver Licence, Photo identification issued by Commonwealth, State or Territory Authority, (for example Student card, Boat Licence, Identification Card of Government Employee)

30 points – Birth Certificate, Current Passport or Citizen Certificate

25 Points – Medicare Card, Centrelink Card, Credit Card, Eftpos Card, Council Rates Notice, Phone, Water Gas or Electricity bill,

- We Also Require: -
- Proof of current address
 - Proof of regular housing payments. (eg Rent Receipts, Tenant Ledger, Mortgage Payments)
 - Proof of Income (eg Wage Slips, Bank Statements, Employee Letter, Centrelink letter)
 - Latest Telephone Account
 - References (Personal, Rental and Employment) including contact details for the references

We are more than happy to copy this documentation if you do not have access to a photocopier.

PROCESSING AN APPLICATION

In most instances, we are able to process your application within 48 hours and advise you by telephone. If we are unable to contact all of your referees, this process may take longer.

APPROVAL OF AN APPLICATION – TENANCY AGREEMENT SPECIAL CONDITIONS

Upon your application being approved, you will receive a copy of the standard terms and conditions of your Tenancy Agreement. It is important that you read and understand this documentation, including any special conditions prior to entering into the Tenancy Agreement.

SECURING THE PROPERTY – PAYMENT of two week's rent

Once the application has been approved you will be required to pay a minimum of two week's rent to secure the property. Please note that this must be paid in cleared funds (money order or bank cheque). Personal cheques will not be accepted when paying the initial monies. The property will not be secured for you until this money has been received and all parties have signed the tenancy-related documents and are not refundable after 48 hours.

GENERAL INFORMATION PRIOR TO TAKING UP TENANCY

TENANT DATABASE CHECKS

Our agency utilises TICA (a national tenant database agency) for tenant screening purposes. When processing your application form, our agency will conduct the necessary tenant checks with this company. In accordance with current legislation requirements, if a breach or default occurs with your tenancy, the details of such breach or default may be listed on this database for other agents to access when you apply for future properties. If you have any questions relating to this service or your personal information that may be held you can contact the company direct on 190 222 0346 (Calls charged at \$5.45 per minute, higher from mobile and payphones.)

COLLECTION OF KEYS

Our office is open Monday to Friday 10 am - 5:00pm only.

You will need to collect the keys, finalise payment of monies and sign all documents in these hours ONLY.

PAYMENT OF RENT AND BOND

Prior to taking possession of the property, we require two weeks' rent and four weeks' bond. If your weekly rent is more than \$700 per week, the bond requirement may vary. **This office does not except full bond transfers and does not transfer Bonds.** If you are relying on a bond transfer, please discuss this with our office prior to signing the Tenancy Agreement. All monies must be paid in cleared funds or cash prior to collecting the keys.

BOND LODGEMENT

It is important to know that all parties signing the Bond Lodgement Form at the commencement of the tenancy must be present in the office at the end of the tenancy to sign the Refund of Bond Form. Failure to have all signatures on the Refund of Bond Form will result in delays of up to three weeks for monies to be released. You will also need to inform our office of the portion of bond each tenant is contributing.

PAYMENT OF RENT

When signing the Tenancy Agreement, please bring your bank details.

It is our company policy that all rental payments are to be made direct to the Bank. We offer two forms of banking methods. This will be discussed with you when signing your Tenancy Agreement.

- (1) Payment of rent by internet direct deposit.
- (2) Direct bank deposit to Westpac Bank

Please note that if you are in receipt of Centrelink Payments, our Policy requires rent payments direct from Centrelink.

SIGNING OF THE TENANCY AGREEMENT

All occupants must be present to sign the Tenancy Agreement prior to collecting the keys. The keys will not be released unless all occupants have signed the Tenancy Agreement, shown photo identification and paid all monies in cleared funds and in full.

SMOKING

It is our company policy that no smoking is permitted inside the property due to health and safety and fire risks.

ELECTRICITY CONNECTION / TELEPHONE CONNECTION

It is the tenant's responsibility to connect the electricity and to ensure that it is disconnected at the end of the tenancy. All connection costs and deposits are the tenant's responsibility.

CONDITION REPORTS

When you move into the property, be very particular with the Condition Report and make sure you mark down anything not already outlined on the report. If you do not mark it down, you will be liable for discrepancies when you vacate. You must return the Condition Report to our office within seven days of moving into the property. You will be given a copy of the report and will need to keep it in a safe place during your tenancy, as you will need to refer to the report when vacating the property.

CUSTOMER SERVICE STANDARDS

WE CARE FOR OUR TENANTS

Our philosophy is that tenants are our business! Without you we have no business. For this reason it is more important than ever that we value, respect and care for your needs. We don't want you to feel like outsiders, but part of our business. We understand that you deserve our immediate attention with requests and deserve to be greeted with a friendly, courteous smile at all times.

Our customer service standards are:

- √ To present to you well maintained and clean properties
- √ To process tenancy applications within 3 Working Days
- √ To clearly explain your rights and obligations at the commencement of the tenancy
- √ To prepare all documentation in accordance with the Residential Tenancies Act
- √ To prepare a detailed condition report and inventory list if applicable
- √ To collect a full rental bond prior to the tenant receiving the keys
- √ To respond to your telephone calls within 24 hours
- √ To respond to fax and email requests within 48 hours
- √ To attend to complaints promptly and to listen and understand both sides' point of view
- √ To attend to maintenance promptly in accordance with priority
- √ To keep all appointments and turn up on time (extreme circumstances prevailing)
- √ To carry out regular property inspections and forward a detailed report to our lessor
- √ To protect your privacy in accordance with legislation requirements
- √ To ensure that you have quiet enjoyment of your home
- √ To provide you with a quality service based on honesty, integrity and professionalism
- √ To not make excuses but provide solutions

WE WANT TO DELIGHT YOU WITH OUR SERVICE

Date received ____/____/____ Time ____ am/pm

Money required in cleared funds prior to moving in
four weeks' bond & two weeks' rent (or as stated)
RENT \$ _____ + BOND \$ _____

OFFICE USE ONLY (photocopy for tenant):

Application signed and all details complete
Photocopy Tenants ID 100 point check
TICA check: Listed Yes No Attach
Tenant has received a copy of the terms and
Conditions of the Tenancy Agreement

APPLICATION FOR RESIDENTIAL TENANCY

All pages of this application must be completed in full and signed or your application will not be processed.

RENTAL PROPERTY: _____

APPLICANT ONE DETAILS

Full Name		D.O.B. / /
Are you known by another name		
Contact No. Home	Work	Mobile
Email Address		Fax No
Number of dependants to reside in property		Total occupants
Age of dependants		<i>(You must list ALL occupants names below)</i>
Car Registration	Driver's Licence No.	Licensed State
Passport No.	18+ Card No.	Other ID
No. of cars to be kept at property		Are all cars registered <input type="checkbox"/> Yes <input type="checkbox"/> No
Will a <input type="checkbox"/> boat <input type="checkbox"/> trailer <input type="checkbox"/> van <input type="checkbox"/> motorbike be kept at the property <input type="checkbox"/> Yes <input type="checkbox"/> No		
Pets (Check with agent) <input type="checkbox"/> Yes <input type="checkbox"/> No Number		Type and Breed
Are the pets registered with the council <input type="checkbox"/> Yes <input type="checkbox"/> No		Are you a smoker <input type="checkbox"/> Yes <input type="checkbox"/> No
Do you have contents insurance <input type="checkbox"/> Yes <input type="checkbox"/> No		
If the property has a pool – Have you cared for a pool previously?		<input type="checkbox"/> Yes <input type="checkbox"/> No

Full name of all persons other than applicant wishing to occupy the premises

CURRENT ACCOMMODATION DETAILS – If you are considering a bond transfer, contact our office

Address	<input type="checkbox"/> Rented \$	per week	<input type="checkbox"/> Owned
Name of Real Estate, Lessor or Agent if property sold			
Address		Phone	
Period of occupancy / / to / /		Reason for leaving	
Do you expect the bond to be refunded in full <input type="checkbox"/> Yes <input type="checkbox"/> No If no, why			

PREVIOUS ACCOMMODATION DETAILS

Address	<input type="checkbox"/> Rented \$	per week	<input type="checkbox"/> Owned
Name of Real Estate, Lessor or Agent if property sold			
Address		Phone	
Period of occupancy / / to / /		Reason for leaving	
Was the bond refunded in full <input type="checkbox"/> Yes <input type="checkbox"/> No If no, why			

PERSONAL REFERENCES – Does not include relatives (This must be completed in full)

Name	Address
Phone	Relationship
Name	Address
Phone	Relationship
Name	Address
Phone	Relationship

Next of kin or other person to contact in case of an emergency _____
Address _____ Phone _____

INCOME DETAILS – ALL INCOME IS NET OR TAKE HOME “PER WEEK “

Occupation	Period of employment
Employer	Weekly wage \$
Address	Phone
<input type="checkbox"/> Full - time <input type="checkbox"/> Part - <input type="checkbox"/> Casual (hours per week)	
If less than six months Previous Employer	
Occupation	Period of employment
Address	Phone Weekly wage \$
<input type="checkbox"/> Full - time <input type="checkbox"/> Part - <input type="checkbox"/> Casual (hours per week)	
Other <input type="checkbox"/> Student (Name of College, TAFE, Uni)	Austudy \$
Student Identification No.	Overseas Student <input type="checkbox"/> Yes <input type="checkbox"/> No Visa Expiry Date / /
<input type="checkbox"/> Pensioner Type	Allowance \$
<input type="checkbox"/> Unemployment benefit	Allowance \$
<input type="checkbox"/> Self-Employed (Name of Business)	Wage \$
Address	Phone
How long established	ABN No.
Accountant Name	Phone
<input type="checkbox"/> Other type of Income (ie. Savings or Investments)	Other Income \$

APPLICANT TWO DETAILS

Full Name	D.O.B. / /	
Are you known by another name		
Contact No. Home	Work	Mobile
Email Address	Fax No	
Number of dependants to reside in property		Total occupants
Age of dependants	<i>(You must list ALL occupants names below)</i>	
Car Registration	Driver's Licence No.	Licensed State
Passport No.	18+ Card No.	Other ID
No. of cars to be kept at property		Are all cars registered <input type="checkbox"/> Yes <input type="checkbox"/> No
Will a <input type="checkbox"/> boat <input type="checkbox"/> trailer <input type="checkbox"/> van <input type="checkbox"/> motorbike be kept at the property <input type="checkbox"/> Yes <input type="checkbox"/> No		
Pets (Check with agent) Yes No Number Type and Breed		
Are the pets registered with the council <input type="checkbox"/> Yes <input type="checkbox"/> No		Are you a smoker <input type="checkbox"/> Yes <input type="checkbox"/> No
Do you have contents insurance <input type="checkbox"/> Yes <input type="checkbox"/> No		
If the property has a pool – Have you cared for a pool previously? <input type="checkbox"/> Yes <input type="checkbox"/> No		

Full name of all persons other than applicant wishing to occupy the premises

CURRENT ACCOMMODATION DETAILS – If you are considering a bond transfer, contact our office

Address	<input type="checkbox"/> Rented \$	per week	<input type="checkbox"/> Owned
Name of Real Estate, Lessor or Agent if property sold			
Address	Phone		
Period of occupancy / / to / /	Reason for leaving		
Do you expect the bond to be refunded in full <input type="checkbox"/> Yes <input type="checkbox"/> No If no, why			

PREVIOUS ACCOMMODATION DETAILS

Address	<input type="checkbox"/> Rented \$	per week	<input type="checkbox"/> Owned
Name of Real Estate, Lessor or Agent if property sold			
Address	Phone		
Period of occupancy / / to / /	Reason for leaving		
Was the bond to be refunded in full <input type="checkbox"/> Yes <input type="checkbox"/> No If no, why			

PERSONAL REFERENCES – Does not include relatives (This must be completed in full)

Name	Address
Phone	Relationship
Name	Address
Phone	Relationship
Name	Address
Phone	Relationship

Next of kin or other person to contact in case of an emergency _____

Address _____ Phone _____

INCOME DETAILS – ALL INCOME IS NET OR TAKE HOME “PER WEEK “

Occupation	Period of employment	
Employer	Weekly wage \$	
Address	Phone	
<input type="checkbox"/> Full - time <input type="checkbox"/> Part - <input type="checkbox"/> Casual (hours per week)	
If less than six months Previous Employer		
Occupation	Period of employment	
Address	Phone	Weekly wage \$
<input type="checkbox"/> Full - time <input type="checkbox"/> Part - <input type="checkbox"/> Casual (hours per week)	
Other <input type="checkbox"/> Student (Name of College, TAFE, Uni)	Austudy \$	
Student Identification No.	Overseas Student <input type="checkbox"/> Yes <input type="checkbox"/> No	Visa Expiry Date / /
<input type="checkbox"/> Pensioner Type	Allowance \$	
<input type="checkbox"/> Unemployment benefit	Allowance \$	
<input type="checkbox"/> Self-Employed (Name of Business)	Wage \$	
Address	Phone	
How long established	ABN No.	
Accountant Name	Phone	
<input type="checkbox"/> Other type of Income (ie. Savings or Investments)	Other Income \$	

HOW DID YOU FIND OUT ABOUT THE RENTAL PROPERTY?: To Let Sign Rental List
 Telephoned Newspaper _____ Window Card Internet
 Other _____

QUESTION

Have you ever been evicted or are you in debt to another Lessor or Agent? Yes No
 If yes, give details _____

I, the applicant, accept the property in its present condition Yes No
 (A detailed Condition Report will be completed prior to you taking possession)
 If no, give details _____

TERMS AND CONDITIONS AUTHORITY AND PRIVACY DISCLAIMER

Applicant's Name/s:

(Include Applicant 1 and Applicant 2 Name)

RENTAL PROPERTY:

GENERAL TERMS AND CONDITIONS

I/we, (the applicant/s), do solemnly and sincerely declare that the information provided is true and correct and has been supplied of my own free will.

I/we, agree that we have inspected the above listed rental property and wish to take a tenancy of such premises for a period of _____ months/years from ____/____/____ at a rental of \$_____ per week. The rent to be paid is within my means and I agree to pay a bond of \$_____.

I/we agree that once the application has been approved I agree to pay 2 week's rent to secure the property. In this instance that being \$_____. I agree that the property will be advertised and marketed until the requested rent has been paid. I/we, agree that in the event that the application is successful, acceptance is communicated and the rent has been paid, but I decide not to proceed, I agree that this money will be forfeited to the lessor. Upon communication of acceptance of this application by the agent, I agree that I will enter into a written Tenancy Agreement in accordance with legislation requirements.

I/we, agree that I will not be entitled to occupation of the premises until:

- (i) vacant possession is provided by the current occupant/s of the premises
- (ii) the tenancy agreement is signed by the applicant/s; and
- (iii) the payment of all monies due are paid by the applicant/s in cleared funds prior to occupation of the premises

I/we, the applicant, accept that if the application is rejected, the agent is not legally obliged to give a reason.

I/we, agree that acceptance of this application may be subject to a satisfactory report as to the applicant's creditworthiness.

PRIVACY TERMS AND CONDITIONS

I/we, understand that you as the managing agent for the owner of the property and have collected this information for the specific purpose of checking identification, character, creditworthiness and determining if the applicant/s will be suitable tenant/s for the property.

I/we, understand that the agent is bound by the Privacy Act and the Australian Privacy Principles (APPs) and authority is hereby given to the agent to check credit references, identity checks, current and past employment details, current and previous rental references from an owner or agent, any record listing or tenant database agency, personal references, current or previous sales representatives involved in a property transaction.

I/we, authorise the agent to collect, use and disclose personal information to:

- (a) communicate with the owner (relevant to the premises) during the tenant selection process as well as any other matter arising during and at the end of tenancy
- (b) prepare agreements and tenancy documents
- (c) allow tradespeople or equivalent organisations to contact me
- (d) lodge, claim or transfer (to or from) a Bond Authority
- (e) refer to Tribunals and/or Courts & Statutory Authorities (where applicable)
- (f) refer to Collection Agents and Lawyers (where applicable)
- (g) lodge Insurance claims (where applicable)
- (h) communicate with Body Corporate or Strata Groups (relevant to the premises)
- (i) utility connection providers, where the applicant has opted for such a service
- (i) undertake any act, process or communication with any other third party as required by the agent or owner relating to the administration of the premises and use of the Agent's services.

I/we, understand that once a tenancy has been entered into our personal information (such as names, contact details and any other details contained on this application or which can be obtain from a public source) can or will be kept or stored in files or a data entry computer format.

I/we, agree that once a tenancy agreement has been entered into that should there be a failure to comply with the obligations under the agreement; the failure to comply may be disclosed to third party operators of tenant database registers and/or agent in accordance with legislation requirements.

I/we, agree that we have been provided with the Tenant Database Agency details (including the name and contact numbers) that may be accessed by our agency during the application process.

The applicant/s have the right to access personal information held by our agency and may request correction or amendment of any inaccurate, incomplete, out of date or irrelevant information.

[Each applicant must read and initial every page of this application as acceptance of the information provided]

Applicant 1 Signature: _____ Date: ___/___/___

Applicant 2 Signature: _____ Date: ___/___/___

Agent to Witness: _____ Date: ___/___/___

WE ARE HERE TO HELP

If you require further assistance or information prior to moving into your property, please feel free to contact our office.



PUBLIC ENQUIRY DEPARTMENT

P.O. BOX 120
CONCORD NSW 2137

TEL: 190 222 0346

Calls charged at \$5.45 per minute, higher from mobile and payphones

ABN: 84 087 400 379

TICA Privacy Disclosure Form

This form provides information about how your personal information is handled, as required by the Australian Privacy Principles in the Privacy Act 1988, and seeks your consent to disclosures to the TICA Group of companies (TICA) in specified circumstances. If you do not consent to the disclosure of your personal information to TICA we can not process your application. As a professional asset manager we collect personal information about you. The information we collect can be accessed by you by contacting our office.

Primary Purpose:

Before a tenancy is accepted we collect your information to assess the risk to our clients in providing you with a property you have requested to rent and if considered acceptable provide you with a tenancy for the property. In order to assess your application we disclose your personal information to: The Lessor / Owners for approval or rejection of your application, TICA Default Tenancy Control Pty Ltd and TICA Assist Pty Ltd to assess the risk to our clients and verify the details provided in your tenancy application, Referees to validate information supplied in your application and Other Real Estate Agents to assess the risk to our clients

The Agent may also take into account any information that is disclosed to us by TICA relating to attempts by Debt Collection Agencies, Credit Providers and related person to contact or locate you.

Secondary Purpose:

During and after the tenancy we may disclose your personal information to: Trades people to contact you for repairs and maintenance of the property, Tribunals or Courts having jurisdiction seeking orders or remedies, Debt Collection Agencies and affiliated industries, TICA Default Tenancy Control Pty Ltd to record details of your tenancy history, Lessors / Owners insurer in the event of an insurance claim and Future rental references to other asset managers / owners.

In the event of a successful tenancy application the applicant's personal information maybe recorded in the Agent's TICA Virtual Manager System, which will allow the Agent to be advised of any future tenancy applications you make. Information regarding our data deletion practices can be advised should you wish. The TICA Virtual Manager program will monitor your tenancy applications as part of our Risk Management procedures to protect our landlord's exposure. The monitoring of your tenancy applications is not a listing on the TICA Tenancy History database. This information is information that would be available to the Agent on a truthfully completed tenancy application form.

TICA Statement

As the TICA Group may collect personal information about you, the following information about the TICA Group is provided in accordance with the Australian Privacy Principles in the Privacy Act 1988. TICA Default Tenancy Control Pty Ltd (ABN 84 087 400 379) is a tenancy database that records tenants personal information from its members including tenancy application inquiries and tenancy history. TICA Assist Pty Ltd (ABN 28137 488 503) is a database company that records information from mercantile agents and associated industries. In accordance with the Australian Privacy Principles you are entitled to have access to any personal information that we may hold on any of our databases. To obtain your information from the TICA Group proof of identity will be required and can be made by mail to: TICA Public Inquiries PO BOX 120, CONCORD NSW 2137 a fee of \$19.80

TICA Primary Purpose

The TICA Group collects information from its members and provides such information to other members as a risk management system for the purpose of assessing a tenancy application. The TICA Group does not provide any information that it collects to any other individual or organization other than its own group of companies for any other purpose other than assessing a tenancy application or risk management system or locating system other than government departments and or agencies allowed by law to obtain information from the TICA Group.

The personal information that the TICA Group may hold is as follows: Name, date of birth, drivers license number, proof of age card number and or passport number (except Australian) and address at time of making a tenancy application, comments made by a TICA member in relation to your tenancy, which members you rented through and which members you applied to and which members are seeking you.

Signed By the Applicant/s

Name: _____ Signature: _____ Date: _____

Name: _____ Signature: _____ Date: _____