



**TN. F 001**

## TENANT APPLICATION INFORMATION

### TENANT TO RETAIN THIS INFORMATION

APPLICATIONS **WILL NOT** BE PROCESSED UNLESS ALL INFORMATION IS SUPPLIED.  
PLEASE SUPPLY **COPIES ONLY**, OF ANY DOCUMENTS AS THEY CAN NOT BE RETURNED.

### OFFICE HOURS

Our office is open Monday to Friday 9.00am to 5.00pm and Saturday 9.00am to 12 Midday.

### INSPECTION OF PROPERTY

It is a requirement that you have personally inspected the property prior to making this application. If you have had a third party inspect the property on your behalf, we require a written acknowledgement that you accept the property on their recommendation.

### PHOTO IDENTIFICATION

When submitting your application, you **MUST** submit a form of photo identification.

### REQUIRED SUPPORTING DOCUMENTS

You will also be required to submit supporting documents with your application. Your application **will not be processed** if all documents are not given. Please ensure all items have been photocopied prior to submitting your application.

### IDENTIFICATION REQUIRED

Photo Identification (e.g. 18+ Card, Driver's Licence, University or TAFE Card, Passport)

Other Identification (e.g. Medicare card, bank card, pensioner card)

Proof of current address (e.g. Phone Account, Electricity Account, Tenancy Agreement, Council Rate Notice)

Proof of regular housing payments (e.g. Rent Receipts, Tenant Ledger, Proof of Mortgage Payments)

Proof of Income (Wage Slips last 4, Current Bank Statements, Employee Letter, Centrelink Income statement)

### PROCESSING AN APPLICATION

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

### 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 pay phones)**

### SECURING THE PROPERTY – PAYMENT OF HOLDING FEE

Once our office has communicated to you that the application has been approved, you will be required to pay a holding fee equal to one weeks rent to secure the property. Please note that this must be paid in **cleared funds within 24 hours of being approved** 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.

### UNSUCCESSFUL APPLICATIONS

If your application is unsuccessful, a member of our team will notify you. As you can appreciate we receive many applications on properties and the final decision is often determined by the owner of the property. If you are unsuccessful, our office will retain your application on file in the event of the successful applicant not proceeding. Alternatively upon your request we can transfer your application to another property.

### APPROVAL OF APPLICATION INFORMATION

**ONCE YOUR APPLICATION HAS BEEN APPROVED THE PROPERTY WILL NOT BE SECURED UNTIL THE APPLICANT HAS PAID A HOLDING FEE EQUAL TO ONE WEEKS RENT IN CLEARED FUNDS**

### PAYMENT OF RENT AND BOND

Prior to taking possession of the property, we require the first two weeks' rent and four weeks' bond. **This office does not accept bond transfers and does not transfer Department of Housing Bonds.**

**All monies must be paid in cleared funds ( i.e. Bank Cheque, Money Order or Confirmed Bank Transfer)** Bank Transfers are required 24 hours 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 our 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 DURING THE TENANCY – PLEASE BRING YOUR BANK DETAILS**

**By making an application for a rental, I/We acknowledge that all rental and water consumption payments are to be made by Direct Debit initiated by Elders Real Estate Port Macquarie.** There are no fees charged by the agent for this service as required by the Residential Tenancies Act.

## **SIGNING OF DOCUMENTS**

All approved tenants listed on the Tenancy Agreement (excluding additional approved occupants not required to sign the Agreement) must be present to sign the Tenancy Agreement and other associated documents prior to collecting the keys. The keys will not be released unless all tenants have signed the Tenancy Agreement, shown photo identification and paid all monies in cleared funds in full.

## **APPOINTMENT TO SIGN DOCUMENTS**

A member of our team will contact you to organise an appointment time to sign these documents. This time will be between the hours of 9.00am to 5.00pm Monday to Friday and by special arrangements only on Saturday from 9.00am to 12.00 noon. You should allow up to an hour for this appointment to enable the Property Manager to discuss all obligations associated with signing the agreement as well as our expectations during the tenancy.

The documents that will be reviewed include: the Tenancy Agreement and any additional terms to the agreement, Tenant Information Statement, Condition Report, Bond Form, Body Corporate By-Laws (if applicable) and a Renting Guide booklet. It is important that you read and understand this documentation, including any additional terms prior to entering into the Tenancy Agreement.

## **PETS**

If our office has approved pets at the property you will be required to sign a Pet Additional Terms Agreement.

## **SMOKING**

**For health, safety and fire risks NO SMOKING is permitted inside the property and in some cases SMOKING may not be permitted on the Premises and/or Common Property.**

## **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. **We offer the services of Direct Connect 1300 664 715** (a no-charge to you service) to assist in connecting all your services, or you may wish to contact the services direct

**ORIGIN (Electricity) 13 13 77      ELGAS (Gas) 13 11 61      TELSTRA (Telephone) 13 22 00**

## **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 48 hours
- 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 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 and emergencies 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

**If you have any questions relating to the application or sign up process, please feel welcome to contact our office.**



# APPLICATION FOR TENANCY

## OFFICE USE ONLY

Date received  Time  Accepted By

Application signed and all details complete  Yes  No Photocopy Tenant ID  Yes  No  
 Tenant Database Check: Listed  Yes  No If YES Tenant advised of listing (letter TEN 8j)  Yes  No  
 Process Application - (Attach Form F1A/B/C)  Yes  No Owner approved  Yes  No

**A SEPARATE APPLICATION MUST BE COMPLETED IN FULL AND SIGNED BY ALL PARTIES WISHING TO RESIDE AT THE PROPERTY.**

RENTAL PROPERTY ADDRESS:

How did you find out about this Rental Property?

For Lease Sign  Rental List  Telephoned  Window Card  Newspaper   Internet Site

### GENERAL INFORMATION

Are there additional Applications for Tenancy forms being submitted for this tenancy? Yes  (please attach) No

How many tenants wish to reside in the property?  Adults  Children

List the full names of the Adults who will be making application for this property (each applicant requires a separate application)

1.  3.   
 2.  4.

List the full names of any other person who will reside at the property and not be party to the Tenancy Agreement (Include name and ages of children if applicable)

1.  3.   
 2.  4.

Do any applicants smoke?  Yes  No **Note: Smoking is not permitted in any Residential Property.**

If the property has a pool – Have any of the applicants cared for a pool previously?  Yes  No

### DETAILS

Full Name  Date of Birth

Are you known by another name?  Home No.  Work No.

Mobile No.  Fax No.  Email Address:

Car Registration  Drivers Licence No and State  Passport No.

Your emergency contact (not residing with you)?  
 Name  Phone/ Address details

### CURRENT ACCOMMODATION DETAILS

Address  Rented  \$  per week Owned

Name of Real Estate, Owner or Sales Agent (if property sold)  Phone No.

Period of Occupancy  
 From  To  Years  Months

Reason For Leaving

Do you expect the bond to be refunded in full?  Yes  No   
 Have you ever been terminated from a property?  Yes  No   
 Have you ever attended a Tenancy Tribunal?  Yes  No   
 Have any of the applicants wishing to reside in the property ever been evicted or are in debt to another Agent or Landlord?  Yes  No   
 Have you ever been declared bankrupt?  Yes  No



**VEHICLES**

How many cars will be kept at the property?  Are all the cars registered?  Yes  No

Will any of the following be stored on the premises?  Boat  Trailer  Caravan  Motor Home

Other:

**PREVIOUS ACCOMMODATION DETAILS**

Address  Rented  \$  per week Owned

Name of Real Estate, Owner or Sales Agent (if property sold)  Phone No.

Period of Occupancy  From  To  Years  Months

Reason For Leaving

Was the bond refunded in full?  Yes  No If No, Why?

**INCOME DETAILS - ALL INCOME IS NET PER WEEK**

Occupation  Employer  Period of Employment

Net Weekly Wage \$  Contact  Phone No.

Address  What is the nature of your employment? (tick)  
 FULL TIME  PART TIME  CASUAL

**If less than six months list Previous Employer**

Occupation  Employer  Period of Employment

Net Weekly Wage \$  Contact  Phone No.

Address  What is the nature of your employment? (tick)  
 FULL TIME  PART TIME  CASUAL

**OTHER**

**Student** Name of College/Tafe/University  AUSTUDY \$  Student ID No  Visa expiry date if Overseas Student

**Pensioner** Allowance \$  Newstart Allowance \$

**Self - Employed** Name of Business  Wage \$  Phone No.  ABN No.

How long established  Accountant Name  Phone No.

**Pets**

Do any applicants have pets? (check with agent for approval) Yes  No  Cats No.  Dogs No.  Birds No.  Fish No.

Breed/Size/Age

No. of Cages  No. of Tanks  Other

Are the pets (if applicable) registered with the council?  Yes  No

Do you have contents insurance?  Yes  No  (it is highly recommended that you have Contents Insurance)



**PROFESSIONAL REFERENCES** - References from relatives are not acceptable

<p>1. Name</p> <input type="text"/> Phone	<p>Address</p> <input type="text"/> Profession
<p>2. Name</p> <input type="text"/> Phone	<p>Address</p> <input type="text"/> Profession
<p>3. Name</p> <input type="text"/> Phone	<p>Address</p> <input type="text"/> Profession

**UTILITY CONNECTION**

**Direct Connect can help arrange for the connection or provision of the following utilities and other services:**



MAKES MOVING EASY

- |             |            |                   |          |        |
|-------------|------------|-------------------|----------|--------|
| Electricity | Gas        | Phone             | Internet | Pay TV |
| Insurance   | Removalist | Truck or Van hire | Cleaners |        |

Please tick this box if you would like Direct Connect to contact you in relation to any of the above utilities and other services.



***This is a FREE service that connects all your utilities and other services.***

We guarantee that when you connect with one of our market leading electricity and gas suppliers, your services will be connected on the day you move in.

Once Direct Connect has received this application Direct Connect will call you to confirm your details. Direct Connect will make all reasonable efforts to contact you within 24 hours of the nearest working day on receipt of this application to confirm your information and explain the details of the services offered. Direct Connect is a one stop connection service. Direct Connect's services are free. However, the relevant service providers may charge you a standard connection fee as well as ongoing service charges.

**DECLARATION AND EXECUTION:** By signing this application, you:

1. Acknowledge and accept Direct Connect's Terms and Conditions (which are included with this application).
2. Invite Direct Connect to contact you by any means (including by telephone or SMS even if the Customer's telephone number is on the Do Not Call Register) in order to provide Direct Connect's services to you, to enter into negotiations with you relating to the supply of relevant services as an agent for the service providers, and to market or promote any of the services listed above. This consent will continue for a period of 1 year from the date the Customer enters into the Agreement
3. Consent to Direct Connect using the information provided by you in this application to arrange for the nominated services, including by providing that information to service providers for this purpose. Where service providers are engaged by you, they may use this information to connect, supply and charge you for their services.
4. Authorise Direct Connect to obtain the National Metering Identifier and / or the Meter Installation Reference Number for the premises you are moving to.
5. Agree that, except to the extent provided in the Terms and Conditions, Direct Connect has no responsibility to you for the connection or supply (or the failure to connect or supply) any of the services.
6. Acknowledge that Direct Connect may receive a fee from service providers, part of which may be paid to the real estate agent or to another person, and that you are not entitled to any part of any such fee.

By signing this application form, I warrant that I am authorised to make this application and to provide the invitations, consents, acknowledgements, authorisations and other undertakings set out in this application on behalf of all applicants listed on this application.

Signature

Date



## TERMS AND CONDITIONS AUTHORITY AND PRIVACY DISCLAIMER

PROPERTY ADDRESS:

Applicant's Name/s:

Applicant's Name/s:

Applicant's Name/s:

Applicant's Name/s:

## GENERAL TERMS AND CONDITIONS

If I/we are relying on a third party who has carried out the inspection on my/our behalf, I/we acknowledge that I/we accept the property in its current condition and that the property suits my/our needs. I/we will not hold the Landlord or Elders Real Estate Port Macquarie responsible as to the condition or the suitability of the property.

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 have inspected the above listed rental property and wish to apply for a tenancy of the premises for a period of

months/years from  at a rental of \$  per week.

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

- (i) vacant possession is provided by the current occupant 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, 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:

- (iv) vacant possession is provided by the current occupant/s of the premises
- (v) the tenancy agreement is signed by the applicant/s; and
- (vi) 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 declined, the agent is not legally obliged to give a reason. If the application is declined, your details will be held on file for one month. Following this period all details held will be disposed of in a secure manner. 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 Elders Real Estate is the managing agent for the owner of the property and has 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 and any other searches that may verify the information provided by me in accordance with legislation requirements.

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
- (j) 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.



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 T (02) 6584 1199 F (02) 6584 1119  
 portrentals@eldersre.com.au  
 www.eldersport.com.au

**TENANCY CONDITIONS**

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.

A full copy of our Privacy Policy can be accessed at [www.eldersport.com.au](http://www.eldersport.com.au)

I/we the applicant/s accept the property in its present condition (a detailed Condition Report will be completed prior to you taking possession)

If no please provide details

I/we agree that once the application has been approved I agree to pay 1 WEEKS RENT as a HOLDING DEPOSIT to secure the property, in this instance that being \$

I/we agree that the property will be advertised and marketed until the requested HOLDING DEPOSIT has been paid. The Tenancy Agreement must be signed by all parties prior to the commencement date of the agreement which will be notified to you (in writing) at the time an application is approved.

The rent to be paid is within my means and I agree to pay a Bond of 4 weeks rent and the first 2 weeks rent before or at the time of signing the Residential Tenancy Agreement.

Applicant Signature:	<input type="text"/>	Date:	<input type="text"/>
Applicant Signature:	<input type="text"/>	Date:	<input type="text"/>
Applicant Signature:	<input type="text"/>	Date:	<input type="text"/>
Applicant Signature:	<input type="text"/>	Date:	<input type="text"/>

I/we, authorise the agent to send information to our contact details to promote, market or sell rental properties, sale properties or information in general that relates to the real estate industry. Tick here  if you do not wish to receive this information.

**SUMMARY OF MONIES RQUIRED.**

**The rent to be paid is within my means and if my/our application is successful I agree to pay**

**A Bond of** \$  **(being equal to 4 Weeks Rent) plus**  
**The first 2 weeks rent** \$  **(less any holding deposit paid).**  
**A Total of** \$  **by the way of a Bank Cheque or Money Order at the time of, or before signing the Residential Tenancy Agreement.**

**ALL PARIES TO THE AGREEMENT MUST SIGN THE AGREEMENT BEFORE KEYS ARE MADE AVAILABLE.**

*Initials as receiving a completed copy of this form*

**Submit by Email**