



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.

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 CONNECT NOW 1300 554 323** (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.



TN. F 002

APPLICATION FOR TENANCY

OFFICE USE ONLY

Date received ____/____/____ Time _____ am/pm 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)

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**

Newspaper _____ **Window Card** **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)

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) _____

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	D.O.B.	/	/
Are you known by another name			
Contact No. Home	Work	Mobile	
Email Address	Fax No		
Car Registration	Driver's Licence No and state	Passport No.	

CURRENT ACCOMMODATION DETAILS

Address _____ Rented \$ _____ per week Owned

Name of Real Estate, Owner or Sales Agent (if property sold) _____

Address of above _____ Phone _____

Period of occupancy ____/____/____ to ____/____/____ [____] years [____] months

Reason for leaving _____

Do you expect the bond to be refunded in full **Yes** **No** If **No**, why _____

Have you ever been terminated from a property: **Yes** **No** If yes. Why _____

Have you ever attended a Tenancy Tribunal: **Yes** **No** If yes why _____

Have any of the applicants wishing to reside in the property been evicted or are in debt to another agent or Landlord **Yes** **No** If yes why _____

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	<input type="checkbox"/> Rented \$ _____ per week	<input type="checkbox"/> Owned
Name of Real Estate, Owner or Sales Agent (if property sold)		
Address of above	Phone	
Period of occupancy / / to / / [] years [] months		
Reason for leaving		
Was the bond refunded in full Yes <input type="checkbox"/> No <input type="checkbox"/> If No, why		

INCOME DETAILS – ALL INCOME IS NET PER WEEK

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

PETS

Do any applicants have pets? (Check with agent for approval) Yes <input type="checkbox"/> No <input type="checkbox"/>		Cats No. _____	Dogs No. _____
Breed/Size/Age _____		<input type="checkbox"/> Birds Number: ____ Breed _____	
No. of Cages _____	Fish Yes <input type="checkbox"/> No <input type="checkbox"/>	Number of tanks _____ Other _____	
(List Number & Breed/Type) _____			
Are the pets (if applicable) registered with the council? Yes <input type="checkbox"/> No <input type="checkbox"/>			
Do you have contents insurance? Yes <input type="checkbox"/> No <input type="checkbox"/> (it is highly recommended that you have Contents Insurance)			

PROFESSIONAL REFERENCES – References from relatives are not acceptable

Name	Address
Phone	Profession
Name	Address
Phone	Profession
Name	Address
Phone	Profession

Next of kin or other person not living with you to contact in case of an emergency _____

Name _____ Relationship _____

Address _____ Phone _____



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

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



- (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.

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

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: _____	Date: ____/____/____
Applicant Signature: _____	Date: ____/____/____
Applicant Signature: _____	Date: ____/____/____
Applicant Signature: _____	Date: ____/____/____

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



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A free service – Connecting Your Utilities Has Never Been Easier

Connectnow is a simple and convenient time saving service assisting you to connect your **Electricity, Gas, Phone, Internet and Pay-TV to a choice of Australia's leading providers.** Connectnow can also assist with discounted quotes for removalists, van/truck hire, cleaning services and insurance and more. No longer do you need to call each service provider individually, wait on hold and repeatedly give your personal details. We take care of it all for you – with the one phone call. This is a value-added service independent of your tenancy application—you are not obligated to use connectnow.

A connectnow representative will make all reasonable efforts to contact you within **one** working day of receiving an application. If connectnow was unable to contact you within this period please contact connectnow on 1300 554 323 to ensure connection is completed. While the connectnow service is **FREE**, standard service provider connection fees and charges still apply. You pay **NO** extra charges as a result of using the connectnow service.

Declaration:

Connection of your utilities will only be initiated once a representative has discussed your details with you and obtained your consent to the terms and conditions of supply of the relevant utility service provider(s). The privacy of our customers is of vital importance to connectnow.

I consent to the collection of my personal information by Connectnow Pty Ltd ACN 79 097 398 662 for the purposes of arranging for the connection and or disconnection of the nominated moving and connections services and related services, and to providing my personal information contained in this application to the relevant service providers, in accordance with Connectnow's Privacy Policy (which is available for my inspection at www.connectnow.com.au) Connectnow and those service providers may contact me from time to time (including by electronic means) to let me know about new or existing products or services. I understand that I can contact Connectnow at any time if I do not want to receive that information from Connectnow or if I want to update my personal information. I agree that neither connectnow nor the Agent accepts liability for loss caused by delay in, or failure to connect/disconnect or provide the nominated services. The service will be activated according to the applicable regulations, service provider time frames, terms and conditions once agreeing to use the chosen service provider. I authorise the obtaining of a National Metering Identifier and or a Metering Installation Registration Number on my residential address to obtain supply details. It is the responsibility of the customer/homeowner to ensure that the electricity main switch is in the 'Off Position' for the required timeframe on the day of connection and that there is easy access to the meters. I acknowledge that the terms and conditions of the service provider bind me and that after hours connections may incur additional service fees from service providers. I acknowledge that connectnow may be paid a fee by the service provider and may pay a fee to the Agent in respect of the provision of the service provided to me by connectnow.

Call me to connect my utilities Yes

Signature

Date

/ /

ID: 18834