

## TENANT APPLICATION INFORMATION

### TENANT TO RETAIN THIS INFORMATION

APPLICATIONS WILL NOT BE PROCESSED UNLESS ALL INFORMATION IS SUPPLIED

### OFFICE HOURS

Our office is open Monday to Friday 9:00am – 6:30pm, Saturday 9:00am – 5:30pm & Sunday 10:00am – 4:00 pm (Property Management not available on Sunday) only.

### PHOTO IDENTIFICATION

When returning 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. Our office will require you to submit a minimum of 100 points for your application to be considered.

### 100-POINT IDENTIFICATION CHECK

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

50 points	Previous Rent Ledgers	20 points	Min. 2 references from previous Agent/Lessor
30 points	Passport	20 points	Current Motor Vehicle Rego Papers
30 points	Driver's Licence	10 points	Copy of Telstra/Origin/Gas Account
20 points	Birth Certificate	10 points	Other Identification

- Photo Identification (18+ Card, Driver's Licence, University or TAFE Card, Passport)
- Other Identification (Medicare card, bank card, pensioner card)
- Proof of current address (Phone Bill, Electricity Account, Tenancy Agreement, Council Rate Notice)
- Proof of regular housing payments (Rent Receipts, Tenant Ledger, Proof of Mortgage Payments)
- Proof of Income (Wage Slips, Bank Statements, Employee Letter, Centrelink letter)
- Written References (Personal, Rental and Employment)

### 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.

### TENANT DATABASE CHECKS

Our agency utilises TICA & TRA (national tenant database agencies) 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: TRA (02) 9363 9244 & TICA 1902 220 346.

### 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 week's rent to secure the property. Please note that this must be paid in **cleared funds** (bank cheque or money order – WE DO NOT ACCEPT CASH). 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.

# Costigan Hills Real Estate

Shop 12, 216 Farnham Road, Quakers Hill [www.hillsrealestate.com.au](http://www.hillsrealestate.com.au)

Phone 02 9626 3333 Fax 02 9626 3176 [rentals@hillsrealestate.com.au](mailto:rentals@hillsrealestate.com.au)

## CUSTOMER SERVICE STANDARDS

### TENANT TO RETAIN THIS INFORMATION

#### 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 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

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

#### OFFICE USE ONLY:

Money required in money order or

bank cheque prior to moving In:

4 Weeks Bond 2 Weeks Rent

(or as stated)

Advised - request 1<sup>st</sup> weeks rent

RENT \$ \_\_\_\_\_ + BOND \$ \_\_\_\_\_

Application Signed & all details complete

Photocopy Tenants ID  100 point check

TICA check:  Attach **F1A/B/C**

Approved:

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## Free Utility Connection Service



This is a FREE service that connects all your utilities and other services. Direct Connect can help arrange for the connection or provision of the following utilities and other services:

Electricity Gas Internet Phone Pay TV Insurance Cleaning Removals Truck or van hire

MAKES MOVING EASY

Please tick this box if you would like Direct Connect to contact you in relation to any of the above 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. Please refer to Direct Connect's Terms & Conditions for further information.

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 of applicant: \_\_\_\_\_ Date...../...../.....

## APPLICATION FOR TENANCY

THIS APPLICATION MUST BE COMPLETED IN FULL AND SIGNED BY ALL APPLICANTS TO BE PROCESSED

RENTAL PROPERTY: \_\_\_\_\_

HOW DID YOU FIND OUT ABOUT THE RENTAL PROPERTY?  To Let Sign  Rental List  Telephoned

Newspaper \_\_\_\_\_  Window Card  Internet Site \_\_\_\_\_

### GENERAL INFORMATION

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

List the names of the tenants to be the applicants (Signing Agreement)

\_\_\_\_\_

List names of requested approved applicants wishing to reside at the property & ages of children (if applicable)

\_\_\_\_\_

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

Will a  Boat  Trailer  Caravan  Motor Home  Motorbike be kept at the property?  Yes  No

Do any applicants have pets? (Check with agent for approval)  Yes  No

Cats No. \_\_\_\_\_  Dogs No. \_\_\_\_\_ Breed/Type \_\_\_\_\_  Birds No. \_\_\_\_\_

Breed/Type \_\_\_\_\_ No. of Cages \_\_\_\_\_  Fish No. of tanks \_\_\_\_\_

Other \_\_\_\_\_ (List No. & Breed/Type)

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

Do any applicants smoke?  Yes  No

Do you have contents insurance?  Yes  No

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

Have any of the applicants wishing to reside in the property been evicted or are in debt to another owner or agent?

No  Yes – If yes, give details: \_\_\_\_\_

\_\_\_\_\_

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## APPLICANT ONE DETAILS

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.	Licensed State
Passport No.	18+ Card No.	Other ID

## APPLICANT ONE CURRENT ACCOMMODATION DETAILS

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

## APPLICANT ONE PREVIOUS ACCOMMODATION DETAILS

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

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

Occupation	Period of employment
Employer	<b>Weekly NET wage \$</b>
Address	Phone
<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	<b>Weekly NET wage \$</b>
Address	Phone
<input type="checkbox"/> Full-time <input type="checkbox"/> Part-time <input type="checkbox"/> Casual [ ]	hours per week
<b>Other</b> <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 (i.e. Savings or Investments)	Other Income \$

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## APPLICANT TWO DETAILS

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.	Licensed State
Passport No.	18+ Card No.	Other ID

## APPLICANT TWO CURRENT ACCOMMODATION DETAILS

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

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

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

Occupation	Period of employment
Employer	<b>Weekly NET wage \$</b>
Address	Phone
<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	<b>Weekly NET wage \$</b>
Address	Phone
<input type="checkbox"/> Full-time <input type="checkbox"/> Part-time <input type="checkbox"/> Casual [ ]	hours per week
<b>Other</b> <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
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## APPLICANT THREE DETAILS

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.	Licensed State
Passport No.	18+ Card No.	Other ID

## APPLICANT THREE CURRENT ACCOMMODATION DETAILS

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

## APPLICANT THREE PREVIOUS ACCOMMODATION DETAILS

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

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

Occupation	Period of employment
Employer	<b>Weekly NET wage \$</b>
Address	Phone
<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	<b>Weekly NET wage \$</b>
Address	Phone
<input type="checkbox"/> Full-time <input type="checkbox"/> Part-time <input type="checkbox"/> Casual [ ]	hours per week
<b>Other</b> <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.
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**APPLICANT ONE 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 \_\_\_\_\_

**APPLICANT TWO 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 \_\_\_\_\_

**APPLICANT THREE 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 \_\_\_\_\_

**CONDITION OF PROPERTY**

I, the applicant/s, accept the property in its present condition

Yes  No

*(A detailed Condition Report will be completed prior to you taking possession)*

If no, please provide details \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Please list any other information about your application:

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

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



## TERMS AND CONDITIONS

## AUTHORITY AND PRIVACY DISCLAIMER

Applicant's Name/s: \_\_\_\_\_  
(Include Applicant 1, Applicant 2 and Applicant 3 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 1 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 and the Tenancy Agreement has been signed by all parties.

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. 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.

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.



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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.

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.

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 0 if you do not wish to receive this information.

Applicant 1 Signature: \_\_\_\_\_

Date: \_\_\_/\_\_\_/\_\_\_

Applicant 2 Signature: \_\_\_\_\_

Date: \_\_\_/\_\_\_/\_\_\_

Applicant 3 Signature: \_\_\_\_\_

Date: \_\_\_/\_\_\_/\_\_\_

Agent to Witness: \_\_\_\_\_

Date: \_\_\_/\_\_\_/\_\_\_

## APPROVAL OF APPLICATION INFORMATION

TENANT TO RETAIN THIS INFORMATION

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

### PAYMENT OF RENT AND BOND

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

It is our company policy that all rental payments are to be made direct to our bank trust account. We offer different forms of banking methods. This will be discussed with you when signing your tenancy agreement.

- (1) Direct transfer to our account
- (2) Direct debit from your account
- (3) Bank cheque or money order payments
- (4) Deposit book payments

### SIGNING OF DOCUMENTS

All approved tenants listed on the Tenancy Agreement (excluding additional 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 and in full.

A member of our team will contact you to organise an appointment time to sign these documents. 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.

### COLLECTION OF KEYS

You will need to collect the keys, finalise the payment of monies and sign all documents within our opening hours ONLY.

### 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.

ORIGIN (Electricity) 13 13 77

TELSTRA (Telephone) 13 22 00