



80 Main Street
PO Box 56
Alstonville NSW 2477
Telephone (02) 6628 0000
Facsimile (02) 6628 3922
Email realestate@eldersalstonville.com.au
Internet www.eldersalstonville.com.au

TENANCY APPLICATIONS

All Tenancy Applications must be accompanied with the following information, apart from the 100 point identification;

Photographic Identification (100 Point Identification Required)

- Rent payment ledger or last 4 rent receipts	= 50 points	<input type="checkbox"/>
- Driver's Licence or Proof of Age Card	= 40 points*	<input type="checkbox"/>
- Passport or Birth Certificate	= 30 points*	<input type="checkbox"/>
- Previous Tenancy Agreement	= 20 points	<input type="checkbox"/>
- Rental Bond Receipt	= 20 points	<input type="checkbox"/>
- Pay Advice	= 15 points	<input type="checkbox"/>
- Motor Vehicle Registration	= 15 points	<input type="checkbox"/>
- Copy of Telephone/Electricity/Gas Account	= 15 points	<input type="checkbox"/>
- Council or Water Rates	= 15 points	<input type="checkbox"/>
- Health Care/Medicare/Pension Card	= 10 points	<input type="checkbox"/>

/100

Proof of Income

- Bank statement AND	<input type="checkbox"/>
- Confirmation letter of employment and salary OR	<input type="checkbox"/>
- Pay slips (4 x most current pay-slips)	<input type="checkbox"/>

Note – Must have at least one of the items listed below

Proof of current or previous residential address

- Electricity Account	<input type="checkbox"/>
- Telephone Account	<input type="checkbox"/>
- Council Rates Notice	<input type="checkbox"/>

Have you signed both Application Form AND the Privacy Policy page?

☐

Upon approval of an application to reside in a property managed by **Elders Real Estate Alstonville**, a holding fee of the exact amount of one week's rent is to be paid by bank cheque or money order to secure the tenancy on the property applied for. **NO PERSONAL CHEQUES OR CASH ARE ACCEPTED. N.B** In the event that you do not enter into a Residential Tenancy Agreement following receipt of this holding fee, the holding fee will be retained on behalf of the Landlord and is not refundable.

Our office reserves the right to allow for any changes of the above criteria. Should an applicant fail to meet our tenancy application requirements and criteria, our office reserves the right not to process the application until such a time those requirements are met.



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ELDERS REAL ESTATE ALSTONVILLE

We are an independently owned and operated business. We are bound by the Australian Privacy Principles. We collect personal information about you in this form to assess your application for a residential tenancy. We may need to collect information from your previous landlords or letting agents, your current employer and your referees. We will also check whether any details of tenancy defaults by you are held on a tenancy default database. We use the database operated by TICA. You can find more information about this database on their website www.tica.com.au. Your consent to us collecting this information is set out below.

We may disclose personal information about you to the owner of the property to which this application relates. If this application is successful we may disclose your details to service providers relevant to the tenancy relationship including maintenance contractors and the landlord's insurers. We may also send personal information about you to the owners of any other properties, at your request.

You have the right to access personal information that we hold about you by contacting our office. **If you do not complete this form, or do not sign the consent below, your application for residential tenancy may not be considered by the owner of the relevant property or, if considered, may be rejected.**

PRIVACY CONSENT

I, the Applicant, acknowledge that I have read the Privacy Notice of Elders Real Estate Alstonville. I authorise Elders Real Estate Alstonville to collect information about me from:

- My current/previous letting agents/landlords;
- My personal referees; and
- Any Tenancy Default Database which may contain personal information about me. I also authorise Elders Real Estate Alstonville to disclose details about any defaults by me, under the tenancy to which this application relates, to any tenancy default database to which it subscribes.
- My Employer, regarding employment status and income.

I authorise Elders Real Estate Alstonville to disclose information it collects about me to the owner of the property, even when the owner resides outside Australia.

I also authorise Elders Real Estate Alstonville to disclose personal information to other real estate agents/organisations who have requested Elders Real Estate Alstonville with a valid disclosure and consent from the Applicant to pass rental/credit assessment and references for the purpose of the Applicant locating suitable premises to rent.

I also authorise Elders Real Estate Alstonville to refer my details to:

- Financial service products (to assist with a home loan application)
- Insurance services (for contents insurance and other insurance products)
- Service providers relevant to the tenancy relationship (eg maintenance contractors)
- Utilities (to arrange connection or transfer of telephone, gas, electricity, etc)

Applicant's Signature _____ **Date** _____



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TENANCY APPLICATION FORM

Please complete this application thoroughly so we can process it as quickly as possible.

Please note the following points.

1. This application must be submitted with 100 points of identification. Please refer to the 100 point identification check list.
2. If there is more than one applicant a separate form is required for each applicant.

RENTAL PROPERTY

Address

TENANCY REQUIREMENTS

Length of Tenancy

Commencement Date

APPLICATION DETAILS

Name

Email

Address

Home Phone

Work Phone

Mobile Phone

No. of occupants to reside in this property

No. & ages of children

No. & type of pets

I accept that smoking is not permitted within the residential premises

Yes / No

CURRENT RENTAL DETAILS

Current rent per week \$

How long did you live there?

Reason for leaving

Agent/Landlord

Work Phone

PREVIOUS RENTAL DETAILS

Previous Property Address

Current rent per week \$

How long did you live there?

Reason for leaving

Agent/Landlord

Work Phone

CURRENT EMPLOYMENT

Company

Contact Name

Phone

Your position Length of employment

Net income per week \$

Full Time or Part Time?

PREVIOUS EMPLOYMENT

Company

Contact Name

Phone

If you are self employed you will need to complete the following and provide Tax or Annual Returns

Company/Business Name

ABN/ACN

Date Formed

Address

Lessor/Agent

Accountant

Contact

Phone

Address

TENANCY APPLICATION FORM – continued

CENTRELINK DETAILS – Please supply confirmation from Centrelink

Type of benefit received?	Amount \$
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PERSONAL DETAILS

Date of Birth	Driver's Licence No.	
Passport No.	State of Issue	Country of Issue

EMERGENCY CONTACT DETAILS – Relative not residing with you

Name	Relationship	Contact Phone
Address		

PERSONAL/ REFERENCES – Not related who has attended your home recently

Name	Occupation	Contact Phone
Name	Occupation	Contact Phone

HOW DID YOU FIND OUT ABOUT THIS PROPERTY?

<input type="checkbox"/> Internet	<input type="checkbox"/> Walk-in	<input type="checkbox"/> Sales Agent	<input type="checkbox"/> Newsletter	<input type="checkbox"/> Referral	<input type="checkbox"/> Local Paper	<input type="checkbox"/> Other
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The following questions must be answered:

- Has your tenancy ever been terminated by a Landlord or Agent? Yes / No
If Yes, give details: _____
- Have you ever been refused a property by any Landlord or Agent? Yes / No
If Yes, give details: _____
- Are you in debt to another Landlord or Agent? Yes / No
If Yes, give details: _____
- Have any deductions ever been made from your rental bond? Yes / No
If Yes, give details: _____
- Is there any reason known to you that would effect your future rental payments? Yes / No
If Yes, give details: _____
- Have you ever been declared Bankrupt or Insolvent? Yes/No
If Yes, give details: _____
- Have you ever been a Director, or Shareholder, of a Company declared Bankrupt or Insolvent Yes/No
If Yes, give details: _____

I acknowledge that the Landlord and Landlord's Agent will reply on the truth of the above answers in assessing the application for tenancy.

CONFIRM THE FOLLOWING

- I acknowledge that this is an application to rent this property and that my application is subject to the landlord's approval.
- I consent to the information provided in this application being verified and a reference check on the Tenancy Information Centre Australia (TICA) being undertaken.

STATEMENT OF COSTS

Rental Bond (4 Week's Rent)	\$
Rent in Advance (Two Weeks)	\$
TOTAL	\$

AUTHORITY BY APPLICANT

- To check with my employer, my past and present landlord/agent and the referees named as to my suitability as a tenant;
- I agree to pay a one week rent payment as a holding fee should my application be successful. These monies will then become the first week's rent payment upon moving in;
- Should my application be unsuccessful, I acknowledge that the agents/owners decision is final;
- To request and receive from the tenancy recording service (including TICA) and from other real estate agencies information regarding my previous tenancies.
- I have read and understand the privacy page (page 2) and my signature below gives my authority.

Applicant's Signature _____

Date _____



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



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.

Please provide your personal details:

Title:	First Name:
Last Name:	

Date of Birth:

Day	Month	Year
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Licence/Passport/Medicare No: State/Country:

Licence/Passport/Medicare No:	State/Country:
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Please provide your contact details:

Home phone no:

Home phone no:

Mobile phone no:

Mobile phone no:

Work phone:

Work phone:

Fax phone no:

Fax phone no:

Email address:

Email address:

Connection date:

Day	Month	Year
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Property for connection:

Unit/Floor No:	Street No:
Street Name:	
Suburb:	
State:	Post Code:

Postal address:

Unit/Floor No:	Street No:
Street Name:	
Suburb:	
State:	Post Code:



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. 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

Signature

Date

Date

Rental Bonds Online – an introduction

Rental Bonds Online helps tenants, agents and private landlords to lodge and refund bond money easily and securely.

The NSW Fair Trading service is a fast and convenient way for you to:

- lodge, view and refund residential rental bonds online without having to send cheques and paper forms
- receive email and SMS updates confirming what is happening to a rental bond
- view notifications and key tasks awaiting your action within Rental Bonds Online.

The basics

Rental Bonds Online is a fast process, enabling agents to create a new lodgement within minutes. Tenants can then create an account and pay their bond direct to NSW Fair Trading. Claims for refund are also submitted online, once this is done the other party can immediately log on to confirm, and the bond money is deposited overnight into the nominated bank accounts.

Using Rental Bonds Online is straightforward and all parties are kept up to date about what is happening with a bond by email and SMS. You can also view notifications and tasks requiring action. Users are supported with online help, fact sheets and a Rental Bonds Online team accessible via email and phone.

The service uses strong security measures to protect both parties' details and access to the service. This includes unique user ID's and passwords to log on, as well as security questions and responses that may be used to identify users over the phone. A user's identity is confirmed through security codes sent to the registered mobile phone number, replacing signatures on paper forms.



**Fair
Trading**

Lodging a bond online

An overview of the process for lodging a bond in Rental Bonds Online is shown below.

Agent

Starts the lodgement



- 1 Confirms the tenant is happy to use Rental Bonds Online and has internet access, mobile phone, email and a payment method (BPay, Visa or MasterCard)
- 2 Enters tenancy and bond details into Rental Bonds Online



Tenant

Creates a user account and pays bond direct to Fair Trading



Agent

Finalises the lodgement

- 1 Receives notification from Rental Bonds Online when the bond is paid
- 2 Arranges for the tenant to sign the tenancy agreement
- 3 Completes the final step within Rental Bonds Online



Submitting a claim for refund online

Existing law related to refunding a bond also applies with Rental Bonds Online. However, the process can now be completed online. Either an agent, tenant or landlord can start the claim.

The diagram below demonstrates the online process for a basic refund.

Tenant and Agent/Landlord

Discuss and reach agreement on how the bond is to be paid



Agent/landlord (or tenant)

Submits an online claim in Rental Bonds Online



More detailed information will be provided once you are registered with Rental Bonds Online or you can speak to the Rental Bonds Online team.

Other key information

I currently use the Rental Bond Internet Service (RBIS). How will Rental Bonds Online affect me?

Rental Bonds Online replaces the previous Rental Bond Internet Service (RBIS) system used by some agents. Transitioning to the new service is simple and the Rental Bonds Online team can help you to establish Rental Bonds Online within your office.

What happens for shared tenancies?

For shared tenancies, you will need to agree which tenant is going to be the principal tenant. This person will set up a Rental Bonds Online account, pay the bond money and distribute any refund to the other tenants.

The other tenants may view details and receive copies of notifications sent to the principal tenants, but they cannot log on to Rental Bonds Online or do any bond transactions.

Can I still lodge bonds using the existing paper form based method?

Yes. This may be required when your tenant does not meet the requirements for an online bond.

Will my existing bond portfolio be visible within Rental Bonds online?

Yes, and you will be able to carry out existing form-based processes for these bonds (this will be a familiar feature for previous RBIS users). You may choose to convert these bonds to 'online' after agreeing on this with your tenant.

Getting started

1. Your agency registers by submitting the Rental Bonds Online Agency Registration Form, available on the NSW Fair Trading website. On this form the licensee in charge will need to provide details of the person in your agency that will be the principal user.
2. NSW Fair Trading sends an email to the principal user requesting that they activate their log on. They will also be emailed an information kit which includes guidance on how to set up Rental Bonds Online.
3. The principal user configures Rental Bonds Online for your agency and creates log ons for staff within your agency.
4. Individual agency staff are now able to use Rental Bonds Online and can refer to the information kit, online help or the Rental Bonds Online team for assistance if required.

Need help?

Visit the Rental Bonds Online page at fairtrading.nsw.gov.au/rentalbondsonline

- watch a video about the new service
- download easy-to-read fact sheets and information for tenants
- refer to frequently asked questions.

Once your registration is complete you will receive a **Rental Bonds Online information kit** and gain access to **online help**.

If you need more information, email rbosupport@finance.nsw.gov.au or call **1800 990 724** to speak to the Rental Bonds Online team.

For general Fair Trading enquiries:

fairtrading.nsw.gov.au | **13 32 20**

TTY: **1300 723 404** (for hearing impaired)

Language assistance: **13 14 50** (ask for an interpreter in your language)

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