



80 Main Street  
PO Box 56  
**Alstonville NSW 2477**  
Telephone (02) 6628 0000  
Email [reception.alstonville@elders.com.au](mailto:reception.alstonville@elders.com.au)  
Internet [www.eldersalstonville.com.au](http://www.eldersalstonville.com.au)

## TENANCY APPLICATIONS

All Tenancy Applications must be supported by the following information:

### 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"/>

### Checklist

/100

### Proof of Income

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

### Checklist

**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"/>

### Checklist

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

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.

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 Direct Deposit 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.



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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](http://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 Full Name \_\_\_\_\_

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 checklist.
2. If there is more than one applicant over the age of 18 years, a separate form and supporting documentation is required for each applicant.

#### RENTAL PROPERTY

Address
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#### TENANCY REQUIREMENTS

Length of Tenancy	Commencement Date
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#### APPLICATION DETAILS

Name		Date of Birth
Current Address		Email
Home Phone	Work Phone	Mobile Phone
No. of occupants to reside in this property	No. of children ..... Ages .....	No. of pets ..... Breed..... Inside/Outside Pet (Please Circle)
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	Contact No: E-mail Address:	

#### PREVIOUS RENTAL DETAILS

Previous Property Address		
Current rent per week \$	How long did you live there?	Reason for leaving
Agent/Landlord	Contact No: E-mail Address:	



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**TENANCY APPLICATION FORM – continued**

**CURRENT EMPLOYMENT**

Company .....	Contact Name	Phone
Occupation .....		
Your position Length of employment	Net income per week \$	Full Time Part Time or Casual?

**PREVIOUS EMPLOYMENT**

Company .....	Contact Name	Phone
Occupation .....		

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		

**CENTRELINK DETAILS – Please supply confirmation by way of Centrelink Statement**

Type of benefit received?	Amount \$
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**PERSONAL DETAILS**

Driver's Licence No.	State of Issue
Passport No.	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?**

Internet   
  Walk-in   
  Sales Agent   
  Newsletter   
  Referral   
  Local Paper   
  Other



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**TENANCY APPLICATION FORM – continued**

**The following questions must be answered:**

1. Has your tenancy ever been terminated by a Landlord or Agent? Yes / No  
 If Yes, give details: \_\_\_\_\_
2. Have you ever been refused a property by any Landlord or Agent? Yes / No  
 If Yes, give details: \_\_\_\_\_
3. Are you in debt to another Landlord or Agent? Yes / No  
 If Yes, give details: \_\_\_\_\_
4. Have any deductions ever been made from your rental bond? Yes / No  
 If Yes, give details: \_\_\_\_\_
5. Is there any reason known to you that would effect your future rental payments? Yes / No  
 If Yes, give details: \_\_\_\_\_
6. Have you ever been declared Bankrupt or Insolvent? Yes/No  
 If Yes, give details: \_\_\_\_\_
7. 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**

1. I acknowledge that this is an application to rent this property and that my application is subject to the landlord’s approval.
2. 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)	\$	
<b>TOTAL</b>	<b>\$</b>	

**AUTHORITY BY APPLICANT**

1. To check with my employer, my past and present landlord/agent and the referees named as to my suitability as a tenant;
2. 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;
3. Should my application be unsuccessful, I acknowledge that the agents/owners decision is final;
4. To request and receive from the tenancy recording service (including TICA) and from other real estate agencies information regarding my previous tenancies.
5. I have read and understand the privacy page (page 2) and my signature below gives my authority.

**Applicant’s Signature** \_\_\_\_\_

**Date** \_\_\_\_\_

**DIRECT  
CONNECT**

MAKES MOVING EASY



80 Main Street PO Box 56 Alstonville NSW 2477

Phone: (02) 6628 0000

Fax: (02) 6628 3922

Email: [realestate@eldersalstonville.com.au](mailto:realestate@eldersalstonville.com.au)

Web: [www.eldersalstonville.com.au](http://www.eldersalstonville.com.au)

**DIRECT CONNECT PROVIDES A FREE SERVICE THAT TAKES THE HASSLE OUT OF MOVING.**

Simply complete the form below, select the services you would like organised and return this form to your Agent. Direct Connect will then contact you to confirm your details and service request.

## SERVICES WE *connect*

Direct Connect, our Moving Specialists, providing free service to help connect



Electricity



Gas



Insurance



Phone + Internet



Pay TV



Removalists



Cleaning



Truck Hire

### Please provide your personal details:

Title:	First Name:
Last Name:	

Date of Birth:

Day	Month	Year
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Please provide your contact details:

Mobile phone no:

### Property for connection:

We will contact you to confirm your connection

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

Email address:

**DIRECT  
CONNECT**

MAKES MOVING EASY

Direct Connect is a FREE service that can connect you to the following utilities and services in your new home

YES

» I/we consent to Elders Alstonville providing my personal information details to Direct Connect which will include my name, address, email and phone number to be contacted in relation to my/our utilities and service connections

» This includes obtaining metering information for the premises I am moving to

Signature	Date
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ENSURE YOUR MOVE IS SEAMLESS AND HASSLE FREE.  
Call us on 1300 650 767 or visit [directconnect.com.au](http://directconnect.com.au)

**DIRECT  
CONNECT**

MAKES MOVING EASY

# Getting started with Rental Bonds Online

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

Tenants can use NSW Fair Trading's convenient service to:

- pay your bond direct to NSW Fair Trading through a secure website
- check the status and progress of your bond lodgment or refund 24/7 through your own Rental Bonds Online account
- receive email and SMS updates related to your bond
- submit a claim to get your bond money refunded online after confirming with your agent or private landlord.

## Getting started

To use Rental Bonds Online, your agent (or private landlord where the property is not managed by an agent) must already be registered as a user. They will help get you set up by inviting you to use the service, normally before you sign your tenancy agreement.

To get started you must have:

- details of the bond amount to be paid (as agreed with your landlord/agent)
- your email address
- your mobile number
- access to the internet (using a standard browser such as Internet Explorer, Chrome or Safari)
- a Visa card or Mastercard or the ability to pay by BPAY through your bank, credit union or building society
- your Australian bank account details (BSB and account number). This account will be used for refunding any bond money due to you at the end of your tenancy.

## How do I register and pay my rental bond?

1. Give your email address to your agent (or private landlord).
2. You will receive an email from Rental Bonds Online with instructions and a link to the secure Rental Bonds Online website.
3. Follow the instructions to create an account and pay your bond. This should take less than 10 minutes.
4. Once the bond money is received, NSW Fair Trading will issue you a receipt and immediately notify your agent or private landlord.
5. Your agent or landlord will then arrange for you to sign the tenancy agreement.

### Other key information

#### How will I be able to pay my bond money?

Pay your bond by Visa, Mastercard or BPAY.

For payments by Visa or Mastercard, you will be guided to our secure third party payment gateway. A small 0.4% surcharge applies. This is the fastest way to pay your bond and the best option if you need to sign your tenancy agreement quickly.

If you choose to use BPAY, a BPAY Advice Slip will be produced with a Biller Code, Reference Number and the amount to pay. Access your internet banking and make your payment by BPAY. Speak to your bank if you need to know more about BPAY. Be aware that there may be up to a 3-day delay before your bank advises NSW Fair Trading that the payment has been completed.

#### What if I do not proceed with the tenancy?

If you decide not to go ahead with the tenancy after paying your bond money, you can ask for your payment to be returned. As your bond money is securely held by NSW Fair Trading, simply logon to Rental Bonds Online and choose 'Request Return of Funds'. Your landlord or agent will be notified.

#### What if I am sharing with other tenants?

If there are other tenants (co-tenants), decide which tenant is going to be the 'Principal Tenant' and advise your agent or private landlord.

The Principal Tenant acts on behalf of all tenants and is responsible for:

- registering with Rental Bonds Online and paying the bond money to NSW Fair Trading
- providing the contact details for all co-tenants so that all tenants are informed of any changes to the bond
- submitting or responding to a claim for refund of bond money on behalf of all the tenants at the end of the tenancy
- distributing the bond refund to the other tenants.



#### Need help?

Visit the Fair Trading website [fairtrading.nsw.gov.au/rentalbondsonline](http://fairtrading.nsw.gov.au/rentalbondsonline) where you can:

- watch a video about the new service
- learn more on the benefits
- download easy to read fact sheets
- read through frequently asked questions.

Once you have registered log on to <https://rbo.fairtrading.nsw.gov.au/tenant/login> to access online guides providing assistance with processes such as making a claim or changing your account details.

Contact the Rental Bonds Online team  
Email [rbosupport@finance.nsw.gov.au](mailto:rbosupport@finance.nsw.gov.au)  
Call 1800 990 724

For general Fair Trading enquiries:

[fairtrading.nsw.gov.au](http://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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