

Thank you for your enquiry regarding our available rental properties. To assist you in the process of applying for a property to lease with our agency, we provide the following information:

1. VIEW PROPERTY

- Only once you have viewed the property, will your application be processed.
- We recommend you to do a drive-by prior to the inspection of the property for location suitability

2. APPLICATION PROCESS

- Complete Application Form – one per person (two attached)
- **You Must** Include evidence of your income e.g

Provide and attach photocopies of documents required to meet 100 points of identification as the guide shows below.

- Pay slip
- Centrelink Documents
- Accountant Letter
- Scholarship Document

Provide and attach photocopies of documents required to meet 100 points of identification as the guide shows below.

100 POINTS – OPTION LIST

• Drivers Licence/ Passport	40 points	• Current vehicle registration cert	10 points
• Copy of birth certificate	40 points	• Bank Statement	10 points
• 18+ Card. Other photo ID	30 points	• Credit Card Statement	10 points
• Current or recent pay advice	30 points	• Medicare Card	10 points
• Previous tenancy ledger	30 points	• Pension/ Health Care Card	10 points
• Previous 2 rental receipts	20 points	• Telephone, electricity, gas account	10 points

Please be aware that Ray White Alderley does not Transfer Bonds.

Applications that are incomplete cannot be processed

PLEASE NOTE – ALL PROPERTIES HAVE A STRICT NO INTERNAL SMOKING POLICY

3. AGENCY PROCESS

As your application is a high priority, our office will endeavour to have an answer to you within 2 working days, but will advise you if it will be longer due to delays in reaching your contacts.

Information Checks by our agency

- To verify your application information we contact National Tenancy Databases (TICA and NTD). If you have had a problem with a previous tenancy, please discuss the circumstances with us.
- Your employer: HR Manager; current and previous agent/lessor; and personal referees.

Rent Payment method options

Option 1: Ray White Payment Gateway (via Phone/ Internet/ Direct Debit/ BPay and Australia Post). Option 2: Bank Cheque or Money Order. Option 3: Payroll Deduction

PLEASE NOTE – RAY WHITE ALDERLEY DO NOT ACCEPT CASH UNDER ANY CIRCUMSTANCES

APPLICANT CHECKLIST – BEFORE I SUBMIT THIS APPLICATION, I HAVE:

- ☐ Attached photocopies of documents to meet 100 or more points of ID
- ☐ Inspected the Property both internally and Externally
- ☐ Been given a copy of the General Tenancy Agreement, Terms and any Special Terms to read. NB If not, please contact us ASAP
- ☐ Completed the Application form fully, including the Privacy Disclosure Statement, Privacy Consent and Marketing Consent

Signature Applicant 1: Signature Applicant 2:

NAME OF NOMINATED APPLICANT FOR CONTACT REGARDING APPLICATION STATUS

Name:

Day Time Ph No:

OFFICE USE ONLY – TO BE COMPLETED AT TIME OF APPLICATION BEING SUBMITTED WITH APPLICANT PRESENT

CHECKLIST	STAFF	DATE	TIME
<input type="checkbox"/> Application Received		/ /	am/pm
<input type="checkbox"/> Original ID Signatures same as Application			
<input type="checkbox"/> Application is completed including consent			am/pm

TENANCY APPLICATION FORM

PLEASE COMPLETE ALL OF THE FOLLOWING

Applicant #

_____ of _____

PROPERTY ADDRESS: _____

LEASE PERIOD: _____ RENT: _____ MOVE IN DATE: _____

PERSONAL DETAILS

FULL NAME

DATE OF BIRTH

CAR REGISTRATION NO.

DRIVERS LICENCE

PASSPORT

NAMES & AGES OF CHILDREN

<input type="text"/>	# ADULTS	<input type="text"/>	# CHILD	<input type="text"/>
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CONTACT DETAILS

MOBILE NO.

HOME NO.

WORK NO.

FAX NO.

EMAIL ADDRESS

PRESENT ADDRESS

PROPERTY ADDRESS

NAME OF AGENT/OWNER (PLEASE CIRCLE)

DAY TIME PHONE NO.

FAX NO.

PERIOD OF OCCUPANCY

WEEKLY RENTAL AMOUNT

REASON FOR LEAVING

PREVIOUS ADDRESS

PROPERTY ADDRESS

NAME OF AGENT/OWNER (PLEASE CIRCLE)

DAY TIME PHONE NO.

FAX NO.

PERIOD OF OCCUPANCY

WEEKLY RENTAL AMOUNT

REASON FOR LEAVING

EMPLOYMENT HISTORY

OCCUPATION

EMPLOYERS NAME AND ADDRESS

PAYROLL/MANAGER

BUSINESS NO. (NOT mobile)

LENGTH OF EMPLOYMENT

NET WEEKLY INCOME

(Take home pay)

PERSONAL REFERENCES (NOT RELATED)

1. FULL NAME

RELATIONSHIP TO YOU

DAY TIME PHONE NO.

2. FULL NAME

RELATIONSHIP TO YOU

DAY TIME PHONE NO.

PETS

TYPE / BREED

AMOUNT

COUNCIL REGO NO

TYPE / BREED

AMOUNT

COUNCIL REGO NO

EMERGENCY CONTACT/ NEXT OF KIN

NAME

RELATIONSHIP TO YOU

ADDRESS

CONTACT NUMBERS

IDENTIFICATION CHECK

In order for your application to be processed you must provide 100 points (minimum) of ID, one of which must be photo ID & proof of income. The following documents are acceptable.

DRIVERS LICENCE	40	<input type="checkbox"/>	PASSPORT	40	<input type="checkbox"/>
BIRTH CERTIFICATE	40	<input type="checkbox"/>	OTHER PHOTO ID	30	<input type="checkbox"/>
CURRENT PAY SLIP	30	<input type="checkbox"/>	PENSION CARD	10	<input type="checkbox"/>
2 RENT RECEIPTS	20	<input type="checkbox"/>	ELECTRICITY BILL	10	<input type="checkbox"/>
MEDICARE CARD	10	<input type="checkbox"/>	TELEPHONE BILL	10	<input type="checkbox"/>
BANK STATEMENT	10	<input type="checkbox"/>	HEALTH CARD	10	<input type="checkbox"/>
TOTAL			AGENT		

PROPERTY ADDRESS: _____

LEASE PERIOD: _____ RENT: _____ MOVE IN DATE: _____

PERSONAL DETAILS

FULL NAME

DATE OF BIRTH

CAR REGISTRATION NO.

DRIVERS LICENCE

PASSPORT

NAMES & AGES OF CHILDREN

ADULTS # CHILD

CONTACT DETAILS

MOBILE NO.

HOME NO.

WORK NO.

FAX NO.

EMAIL ADDRESS

PRESENT ADDRESS

PROPERTY ADDRESS

NAME OF AGENT/OWNER (PLEASE CIRCLE)

DAY TIME PHONE NO.

FAX NO.

PERIOD OF OCCUPANCY

WEEKLY RENTAL AMOUNT

REASON FOR LEAVING

PREVIOUS ADDRESS

PROPERTY ADDRESS

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(Take home pay)

PERSONAL REFERENCES (NOT RELATED)

1. FULL NAME

RELATIONSHIP TO YOU

DAY TIME PHONE NO.

2. FULL NAME

RELATIONSHIP TO YOU

DAY TIME PHONE NO.

PETS

TYPE / BREED

AMOUNT

COUNCIL REGO NO

TYPE / BREED

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BIRTH CERTIFICATE	40	<input type="checkbox"/>	OTHER PHOTO ID	30	<input type="checkbox"/>
CURRENT PAY SLIP	30	<input type="checkbox"/>	PENSION CARD	10	<input type="checkbox"/>
2 RENT RECEIPTS	20	<input type="checkbox"/>	ELECTRICITY BILL	10	<input type="checkbox"/>
MEDICARE CARD	10	<input type="checkbox"/>	TELEPHONE BILL	10	<input type="checkbox"/>
BANK STATEMENT	10	<input type="checkbox"/>	HEALTH CARD	10	<input type="checkbox"/>

TOTAL

AGENT

PRIVACY DISCLOSURE STATEMENT

We are an independently owned and operated business and are bound by the National Privacy principles. We collect personal information about you in this form to assess your Application for Tenancy. We may need to collect information about you from your previous lessors or Letting Agents, your Employer and Referees. We will also check if details of Tenancy defaults by you are held on a Tenancy Database. Your consent for us to collect the information is set out below in the Privacy Consent section.

COLLECTION NOTICE

The personal information you provide in this Application or our Agency collects from other sources is necessary for Ray White Alderley to verify your identity, to process and evaluate the Application and to manage the Tenancy. If the Application is successful, personal information collected about you in this Application and during the course of your Tenancy maybe disclosed for the purpose for which it was collected to other parties including the lessor, Referees, other agents and third party operators of Tenancy Databases. Information already held on Tenancy Databases may also be disclosed to our Agency and/or the lessor. If you enter into a General Tenancy Agreement and if you fail to comply with your obligations under the Agreement, the facts and other relevant personal information collected about you during the course of your Tenancy may also be disclosed to the lessor, third party operators of Tenancy Databases and/or other Agents.

You have the right to access personal information that we hold about you by contacting our Privacy Officer. You can also correct this information if it is inaccurate, incomplete or out of date. If your Application is not successful it will be stored securely for a period of one month only. If you decide not to collect your Application we will destroy your documents to comply with Privacy Legislation.

If you do not complete this form or do not sign the consent below then your Application for Tenancy may not be considered by the owner of the relevant Property or, if considered, may be rejected, due to insufficient information to assess the application.

PRIVACY CONSENT

I/We acknowledge that I/We have read the above Privacy Disclosure Statement and Collection Notice of **Ray White Alderley**. I/We authorise **Ray White Alderley** to collect information about me from:

- My previous letting Agents and/or Lessors;
- My personal referees, employers and all other references on this application;
- Tenancy Databases to which **Ray White Alderley** subscribes. I can refer to their Privacy Disclosure Statements via: www.tica.com.au and www.ntd.com.au

I/We authorize Ray White Alderley to refer my name and contact details to an arranger or service provider including trades people (to attend to work required at this Property), salespeople (primary and secondary agents), valuers, the lessor, other agents, database operators, other Property Managers, Body Corporate, Insurance companies, Financial services, if required in the future, and to authorities as required by law.

MARKETING CONSENT

I understand that the agency may need to contact me about property related information e.g. properties for rent or for sale or other services which may interest me. I am the telephone account holder or nominated person by the account holder and agree that Ray White Alderley can use the phone details provided to contact me for marketing purposes until I advise otherwise.

Period of contact: ☐ Indefinite until advised in writing otherwise ☐ Other – (e.g. 6 months)

ELECTRONIC TRANSMISSION

I/We consent to sending and receiving documents and particulars by electronic transmission of the abovementioned documents pursuant to **Section 12 Electronic Transactions (Queensland) Act 2001**.

UTILITY CONNECTIONS

- ☐ If this Application for Tenancy is accepted I would like assistance at no additional charge, with the connection of telephone, electricity or gas to the Property. Ray White Connect is authorized to contact me direct regarding the CONNECTION of these utility services.

ACKNOWLEDGEMENT AND CONSENT BY APPLICANT

Applicant Name		
Applicant Signature		
Date		
Time		

STEP 1 - TENANT CONTACT DETAILS

Title:	First Name:	Last Name:
Tenant No.	FMS Property ID.	
System allocated:	Office use only:	
Addr. Line One:		
Addr. Line Two:		
Suburb:	State:	Postcode:
Home Phone:	Business Phone:	
Fax:	Mobile Phone:	
Email Address:	Date of Birth:	
Licence or Passport No for ID:	Name of Property Mgr:	
<input type="checkbox"/> Tick for RW Connect to contact you and arrange your Utility connections.		Moves Date:
<input type="checkbox"/> Tick for RW Insurance to contact you and arrange your contents insurance.		

STEP 2 - PAYMENT SCHEDULE (tick one box)

- ☐ Tenant initiated payments: Telephone / Internet / Recurring Schedule (Go to Step 3)
☐ Cash/EFTPOS: Over the Counter at Australia Post (Go to Step 4)
☐ BPAY: Via your Financial Institution, enter the Biller Code and Reference Number (Go to Step 4)
☐ Recurring Schedule (automatic direct debit) configured by Managing Agent

Rent Amount: _____ Frequency: _____ Commencement Date: _____
 (Monthly, bi-weekly, fortnightly or weekly)
 Please note, the applicable payment fee will be added to the rent amount shown above at the time of payment. (Go to Step 3)

STEP 3 - TENANT ACCOUNT DETAILS (Funds debited from this account for rent payments)

- ☐ Please debit my credit card, listed below: * Please note this section must be completed even when tenant initiated payments are selected under Payment Schedule.
☐ Please debit my bank account, listed below:

Credit Card Details	
Card Type:	<input type="checkbox"/> Visa <input type="checkbox"/> Mastercard
Name on Card:	
Credit Card No:	Expiry Date:
OR	
Account Details	
Account Name:	
Financial Institution:	Suburb:
BSB (6 Digits):	Account Number (Max 9 digits):

STEP 4 - REQUEST AND AUTHORITY TO DEBIT

I/We hereby request and authorise IP Payments Pty Ltd (Debit User No. 306033 & 252550) to debit my/our nominated bank account or credit card identified above through the Bulk Electronic Clearing System or credit card network for any amount that IP Payments may debit or charge in accordance with the Terms and Conditions set out below. (Where account has two signatures, both must sign below.)

Name: _____ Date: _____ Name: _____ Date: _____

Signature 1: _____ Signature 2: _____

TERMS AND CONDITIONS

Definitions

"Agreement" means this service agreement and the accompanying DDR.
 "DDR" means Direct Debit Request.

"OTC" means over-the-counter (cash and electronic debit card).

"Person" includes a company or corporation.

"We", "Us", "Our", "Service Provider", means IP Payments Pty Ltd
 ABN 85 095 635 680.

"You", "Your" means the customer who signed the direct debit request.

Contractual Relationships: By signing the DDR application for the Ray White Payment Gateway services:

- You agree to accept the terms and conditions associated with the provision of the services below.
- You acknowledge this service is provided by IP Payments Pty Ltd as an optional payment method that is not intended to restrict you from other rent payment methods and does not involve any provision of credit by us or your managing agent.
- You acknowledge that your managing agent must be a member of Ray White Payment Gateway in order for us to provide this service to you.
- You are entering into this agreement under your own free will.

Ray White Payment Gateway Services: We make available to you rent payment facilities as agreed with your managing agent and identified in the Payment Schedule on the DDR.

Processing Times

- Transactions initiated before 4.00pm AEST each business banking day are processed on that business banking day.
- Transactions initiated after 4.00pm on a business banking day are processed on the next business banking day.
- Transactions initiated on non-business banking days are processed on the next business banking day.

Enquiries and Statements: A Ray White Payment Gateway tenant website is provided at <https://payment.raywhite.com> for review of all of your rent payments and recurring schedule. Where enquiries are not resolved online you should contact your managing agent.

Void/Stop or Deferred Payments: Once a bank account payment has been submitted it can be voided or stopped via the Ray White Payment Gateway tenant website or by contacting your managing agent before 2.45pm on the business banking day that the payment was initiated.

Credit card and BPAY payments can not be voided or stopped.
Dishonoured Payments: We will not charge any fees if your payment is dishonoured for any reason. You may need to initiate a catch up payment once you have rectified the reason for the dishonoured payment.

Password Security: If provided with a password You must ensure that your password is kept secure and not disclosed to anyone. If you suspect that the security of your password has been breached you must ensure that:

- Your password is changed on the Ray White Payment Gateway tenant website.
- We are promptly notified of the suspected breach.

Variations and Amendment of Terms and Conditions: We may vary any of these conditions and any operating reference or user guide, including fees and charges, with 14 days notice on the Ray White Payment Gateway website (<https://payment.raywhite.com>). You shall be deemed to have accepted any variation or amendment notified to you on the website unless you provide us with written notice within 14 days from the publication of the website notice of amendment or variation that you refuse to accept the variation or amendment. If you refuse to accept the variation or amendment, the agreement will be deemed terminated.

Direct Debit Request (DDR) and Funds Disbursement: Rent payments are debited from your bank account or credit card account via a Direct Debit Request form signed by you. Bank account direct debits are processed under Direct Debit User ID 306033 or 252550 and credit card direct debits are processed via a Merchant Facility. The Direct Debit User IDs and credit card merchant facility is operated by IP Payments Pty Ltd (ABN: 85 095 635 680).

Transaction Fees: When You access the Ray White Payment Gateway services You agree to pay Us a non-refundable transaction fee. These fees are currently:

- Credit Card fee - 2.20% (GST inclusive) of the amount paid to Us by You; and
- Bank Account fee - \$1.65 (GST inclusive); and
- BPAY fee - \$2.00; and
- OTC fee - \$3.00

We may change the amount of these fees from time to time. You will be notified of the amount of the fee applicable to any transaction before you agree to confirm Your payment.

Drawing arrangements: The drawings under this Direct Debit arrangement will occur as and when you initiate them via the telephone, Internet, BPAY, OTC or in accordance with the recurring schedule you or your managing agent configure via the Ray White Payment Gateway website.

Adjustments: IP Payments Pty Ltd may from time to time also debit or credit to you any adjustments in respect of transactions due to errors, omissions, payments initiated without a valid tenant DDR or payments that are later dishonoured.

Your rights

Changes to the arrangement: If you want to make changes to the drawing arrangements you should log on to the tenant website <https://payment.raywhite.com> and make the relevant changes or complete a new DDR form available from your agent. Changes made via the website are live and will take effect immediately.

Changes requested via a new DDR form will not take effect until the form has been completed, signed and returned to your agent for processing.

Cancelling or stopping the agreement: If you want to cancel or stop this agreement you should log onto the tenant website and make the relevant changes or complete a Cancellation form available from your agent. Such changes will have effect as stated above. This Agreement may also be terminated by Us if Our agreement with your managing agent is terminated.

Enquiries: Direct all enquiries to your managing agent, rather than to your financial institution, and these should be made at least 3 working days prior to the next scheduled drawing date. All communication addressed to your managing agent should include your name, tenant number and telephone number.

Confidentiality and Privacy: All personal customer information that has been collected from or about You ("User Information") and is held by Us will be kept confidential except that we may provide that User Information to:

- Your managing agent, or any other member of the Ray White Group who may use that information for the purposes of administering the Ray White Payment Gateway, managing your rental agreement and providing you with information about Ray White Group goods or services; and
- Our financial institution to initiate the drawing to your nominated account or where the provision of that information is necessary to resolve any issues that may arise from the operation of the service or where you specify otherwise. Details of our privacy policies can be found at www.ippayments.com.au.

Disputes: If you believe that a drawing has been initiated incorrectly, we encourage you to take the matter up directly with your managing agent. If the issue is not resolved to your satisfaction please contact our customer service team by email at propertymanagement@raywhite.com or by telephoning 1300 725 729. If you do not receive a satisfactory response from us within 14 days, contact your financial institution who will respond to you with an answer to your claim:

- Within 5 business days (for claims lodged within 12 months of the disputed drawing);
- or within 30 business days (for claims lodged more than 12 months after the disputed drawing).

You will receive a refund of the drawing amount if we can not substantiate the reason for the drawing. **Note:** Your financial institution will ask you to contact us to resolve your disputed drawing prior to involving them.

Your commitment to us: It is your responsibility to ensure that:

- Your nominated bank or credit card account can accept direct debits (your financial institution can confirm this);
- That on the drawing date there is sufficient cleared funds in the nominated account;
- That you advise us if the nominated account is transferred or closed; and
- That you advise us of your new expiry date (in the case of a credit card).

If your drawing is dishonoured by your financial institution you may be charged a fee and/or interest by your financial institution.

Liability: You will not be liable for losses resulting from unauthorised transactions. You will be liable for all losses resulting from transactions that You, or another person with Your knowledge, authorise. You will also be responsible for losses that result from You accessing these Ray White Payment Gateway services over the Internet using a computer that You know contains software that has the ability to reveal to a third party, or to otherwise compromise, access codes and/or customer information including, but not limited to, account information.

Governing Law: These terms and conditions will be governed by and construed according to the law of Victoria, Australia, effective in all other States.