

Tenancy Application

Ray WhiteTM

Dalby

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All Applications are processed in a first in first served basis

PROPERTY DETAILS

Address of Property:

No. occupying the property:

Lease commencement date:

Lease Term:

Housing Bond Loan Required: Yes / No

PERSONAL DETAILS PERSON # 1

Given Name(s):

Surname:

Have you been known by any other name:

Date of Birth:

Current Address:

Phone:

Mobile Phone:

Email:

work phone:

Number of vehicle/s:

Registration:

Are you a smoker: yes/no

Drivers licence Number/s

Age of Dependents:

Names of Dependents:

PERSONAL DETAILS PERSON # 2

Given Name(s):

Surname:

Have you been known by any other name:

Date of Birth:

Current Address:

Phone:

Mobile Phone:

Email:

work phone:

Number of vehicle/s:

Registration:

Are you a smoker: yes/no

Drivers licence Number/s

Age of Dependents:

Names of Dependents:

NEXT OF KIN - CAN NOT BE YOUR PARTNER

Given Name(s):

Surname:

Address:

Contact Numbers:

CURRENT AGENT/ LESSOR

Time at Premises:

Rent per Week:

Address:

Name of Agent/ Lessor:

Phone:

PREVIOUS AGENT/LESSOR

Time at Premises:

Rent per Week:

Address:

Name of Agent/ Lessor:

Phone:

PETS

Number of pets:

Type of Pets:

Are your pets registered with the council?

yes/no

Please state which council:

DRIVERS LICENCE/ OTHER PHOTO ID	40 POINTS
PASSPORT	40 POINTS
TENANCY HISTORY LEDGER	20 POINTS
PREVIOUS FOUR RENT RECEIPTS	20 POINTS
RENTAL BOND RECEIPTS	10 POINTS
PROOF OF INCOME	20 POINTS
CURRENT CAR REGO PAPERS	10 POINTS
PHONE/GAS /ELECTRICITY A/C	10 POINTS
BANK STATEMENT	10 POINTS
CREDIT/BANKCARD	5 POINTS
COUNCIL/WATER RATES	20 POINTS
HEALTH CARE/MEDICARE/PENSION	10 POINTS
BIRTH CERTIFICATE	10 POINTS

Payment Options

Ray White Dalby wishes to advise our payment option are as follows;

- i) Ray White Payment Gateway - Information Attached**
- ii) Deposit to a financial institution account nominated**
- iii) Deduction from pay, or a pension/ centrelink**
- ix) Money orders/ cheques**

Please note we do not received CASH

Payment Gateway Terms & Condition

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 eftpos debit card).

“Person” includes a company or corporation.

“We”, “Us”, “Our”, “Service Provider”, means IP Payments Pty Ltd
 ABN 86 095 635 680.

“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 enquires 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

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 payment once you have rectified the reason for the dishonoured a catch up 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 the publication of the website notice of amendment or variation that you notice within 14 days from 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 Id’s and credit card merchant facility is operated by IP Payments Pty Ltd (ABN: 86 095 635 680).

Gateway tenant website or by contacting your managing agent before 2.45pm on the business banking day that the payment was initiated.

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 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') & 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.