



Tenancy Application Form

Ray White New Farm Rentals
68/241 Arthur Street,
Teneriffe QLD 4005
P 07 3606 8300
F 07 3852 2225
newfarmrentals.qld@raywhite.com
rwnf.com.au/rentals

Please be advised that this application will only be processed once ALL details have been completed and all copies of all supporting documents attached. Each applicant must submit an individual form.

PROPERTY DETAILS

Address of Property:

Lease commencement date:	Lease term:
Rent per week:	Number and type of pets:
Names of all other occupants for the property:	
Names and ages of any children to occupy the property:	

OFFICE USE ONLY

100 POINT IDENTIFICATION CHECK - The following identification has been photocopied and is attached to this application

Item	<input type="checkbox"/>	Points	Initial		<input type="checkbox"/>	Points	Initial
Drivers License	<input type="checkbox"/>	40		Medicare Card	<input type="checkbox"/>	20	
Passport	<input type="checkbox"/>	40		Bank Debit/Credit Card	<input type="checkbox"/>	20	
Other Photo ID	<input type="checkbox"/>	20		Bank Statement	<input type="checkbox"/>	20	
Current Wage Advice	<input type="checkbox"/>	30		Telephone Account	<input type="checkbox"/>	20	
Previous Tenancy Reference	<input type="checkbox"/>	20		Electricity Account	<input type="checkbox"/>	20	
Previous 2 Rent Receipts	<input type="checkbox"/>	20		Gas Account	<input type="checkbox"/>	20	

Item	<input type="checkbox"/>	Initial		<input type="checkbox"/>	Initial
Personal Reference Checked	<input type="checkbox"/>		Previous Agent Lessor Checked	<input type="checkbox"/>	
Tenancy Database Checked	<input type="checkbox"/>		Lessor Notified - Approved	<input type="checkbox"/>	
Employment Checked	<input type="checkbox"/>		Applicant Notified	<input type="checkbox"/>	

Property Manager Name

Signature

Date

PERSONAL DETAILS

Given Name(s):	Surname:
Current Address:	
Home Phone:	Work Phone:
Mobile:	Fax:
Email:	Date of Birth:
Drivers Licence No:	Drivers Licence State:
Passport No:	Passport Country:

NEXT OF KIN

Given Name(s):	Surname:	
Relationship:		
Address:		
Phone:	Mobile:	Email:

CURRENT TENANCY DETAILS

Length of time at current address:	Rent Paid:
Reason for leaving:	
Name of Landlord / Agent:	Phone:

PREVIOUS RENTAL HISTORY 1

Previous Address:		
Length of time at above address: From	to	Rent Paid:
Name of Landlord / Agent:	Phone:	
Was Bond refunded in full?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
If No, please specify reasons why:		

PREVIOUS RENTAL HISTORY 2 (IF CURRENT TENANCY IS LESS THAN 6 MONTHS)

Previous Address:		
Length of time at above address: From	to	Rent Paid:
Name of Landlord / Agent:	Phone:	
Was Bond refunded in full?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
If No, please specify reasons why:		

CURRENT EMPLOYMENT DETAILS

Occupation:	Current Employer:
Employer's Address:	
Contact Name (payroll / manager):	Contact Number:
Length of Employment:	

SELF EMPLOYMENT DETAILS

Company Name:	Business Type:
Business Address:	
Position Held:	ABN:
Accountant Name:	Phone:
Accountant Address:	

INCOME

Net weekly employment income:
Net weekly income from other sources:
Source(s) of other income:

PREVIOUS EMPLOYMENT (IF CURRENT EMPLOYMENT IS LESS THAN 6 MONTHS)

Occupation:	Previous Employer:
Employer's Address:	
Contact Name (payroll / manager):	Contact Number:
Length of Employment: From to	Net weekly income:

STUDENT INFORMATION

Place of Study:	Course Name:
Course Length:	Enrolment / Student No:
Campus Contact:	Contact Number:
Course Co-ordinator:	Contact Number:

REFEREES

Business referee:	Relationship:
Phone:	Mobile:
Personal referee:	Relationship:
Phone:	Mobile:

RAY WHITE CONNECT – FREE SERVICE

To save you time when you're moving house, Ray White can assist you by arranging your utility connections, discounts on your insurance.

It's a FREE service and there's NO obligation. Please tick the box below if you would like Ray White Connect, Ray White Insurance to call you and explain how the service works.

Yes, I would like to be contacted by Ray White Connect, Ray White Insurance.

Ray White Connect:

Phone: 1300 556 325

Email: connect@raywhite.com

Fax: 1300 889 598

Web: www.raywhiteconnect.com.au

Ray White Insurance :

Phone : 1800 221 773

Email : insurance@raywhite.com

Fax : 07 3257 4386

Web : www.raywhiteinsurance.com.au

Ray White Connect, Ray White Insurance will use the information in this application to explain the services offered and to undertake any connection and disconnection services authorized (including the provision of information to utility companies). Personal information collected by Ray White Connect, Ray White Insurance may be accessed by contacting them on the contact details above. While the Ray White Connect service is FREE, normal service provider fees or bonds may apply for utility connections.

HOLDING DEPOSIT (Payment of 2 weeks' rent)

Once the application has been approved you will be required to pay 2 weeks' rent within 24 hours of approval to secure the property.

Please note that this must be paid in cleared funds (**Money Order or Bank Chq ONLY**). Personal cheques will not be accepted when paying the initial monies.

The Property will not be secured for you until this property is cleared.

In the event that you withdraw from the tenancy after the 2 weeks' rent has been paid during the 48 hour option period, then the deposit will be refunded in full. After the option period expires the Applicant agrees that the Holding Deposit will be forfeited.

I have read, agreed to and understood all of the above terms and conditions that are relevant to me.

Applicant Name

Signature

Date

PRIVACY STATEMENT

PRIVACY DISCLOSURE STATEMENT

We are an independently owned and operated business. We are bound by the National 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 about you from your previous landlords or letting agents, your current or previous employer and your referees. 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 owner'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 privacy officer. If you do not complete this form or do not sign the consent below then your application for a residential tenancy may not be considered by the owner of the relevant property or, if considered, may be rejected.

CONSENT

I the Applicant acknowledge that I have read the Privacy Disclosure Statement. I authorise the Agent to collect information about me from:

1. My Previous letting agents and/or landlords;
2. My personal referees;
3. Any Tenancy Default Database which may contain personal information about me. I also authorize the Agent 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 including Tenancy Information Centre of Australia (TICA), National Tenancy Database (NTD) and/or Trading Reference Australia (TRA).

I authorize the Agent to disclose the personal information collected about me to the owner of the property even if the owner is resident outside Australia and to any third parties – valuers, contractors, sales people, insurance companies, bodies corporate, other agents and tenancy default databases.

Where Ray White Connect is requested by me to arrange for the provision of connection and disconnection services, I consent to Ray White Connect disclosing personal information it has collected about me to utility service providers for that purpose and to obtain confirmation of the connection or disconnection. I consent to Ray White Connect disclosing confirmation details (including NMI, MIRN and telephone number) to the Agent. I acknowledge that neither Ray White Connect nor the Agent accepts any responsibility for: any delay in, or failure to arrange or provide for, any connection or disconnection of a utility, or for any loss in connection with such delay or failure. The Agent has a commercial relationship with Ray White Connect. I acknowledge that Ray White Connect, the Agent and its employees may receive a fee and/or benefit from a utility service provider in relation to the connection of a utility service. There is no charge to me for the Ray White Connect service; normal service provider fees or bonds may apply.

Applicant Name

Signature

Date

Ray White™

New Tenant | Fact Sheet

Thank you for your Tenancy Application

We will endeavour to process this application immediately because we know that you will be waiting on an answer. It is imperative that you do not make an application on a second property *anywhere* until you have an answer on this application.

With that in mind, it is our goal to obtain a definite answer for you between 24 and 48 hours of receipt of your application. If the process is slower, it is generally because we have not received all the information requested, or we are waiting on answers from referees or owners. Please ensure that all information is completed on the application form. In any event we will keep you up to date. Please note that no applications will be processed on weekends.

Notification

You will be notified of the result of your application immediately a decision is made, and we have confirmed the lessor's instructions. Please ensure that we have a daytime telephone contact number for you. You will be contacted whether you are successful or not. All unsuccessful applications will be shredded within 1 week to maintain your privacy. All documentation collected for successful applicants will remain on file. **FINAL APPLICATION APPROVAL IS AT THE LESSOR'S DISCRETION AND NO REASON SHALL BE GIVEN FOR UNSUCCESSFUL APPLICATIONS.**

Securing your Tenancy

Once the application has been approved, an appointment will be made for you to come into the office, within the first 48 hours of acceptance of your application. At this time you will be required to pay the bond which is equal to four (4) weeks rent to secure the property and to sign the lease documents. Please allow approximately 1 hour for this appointment. This is important and must be completed prior to moving in. Please be aware, we DO NOT sign up tenants on Saturdays. All tenants are to attend the office for this process. You will be given a copy of the tenancy agreement and all relevant documentation to read before signing. We consider these to be vital documents and want to ensure that you are aware of all of your obligations before making a commitment.

The first two weeks rent can be paid at the time of securing the property or when you collect the keys on the lease start day. It will be credited to your rental account commencing with the first day of your tenancy

Bond transfers are NOT accepted. Payment of this money must be in cleared funds – Money Order or Bank Cheque only payable to Ray White New Farm.

No personal cheques can be accepted and THIS OFFICE DOES NOT ACCEPT PAYMENTS BY

CASH. Once this process is complete, you should go ahead and arrange the connection of services to the property.

Keys

Keys to the property will not be handed over until all monies are paid in full, the lease is signed by all parties and lease start date has commenced.

Rent Payment

The initial payments of two (2) weeks rent and four (4) weeks bond is to be paid by MONEY ORDER OR BANK CHEQUE ONLY. Under no circumstances will personal cheques be accepted for this payment.

After this initial payment our preferred method of rent payment is **Payment Gateway**. If you are successful in obtaining this property you will be required to bring your bank details with you to the lease signing appointment, so this can be set up for you during this appointment.

This payment option allows tenants to pay rent via direct debit, credit card, phone or internet banking as well as Bpay and payments at Australia Post. Your property manager will go into more detail about this payment method if you are approved for this property.

As required by the Residential Tenancies and Rooming Accommodation Act 2008 the costs associated with Payment Gateway are as follows:

Bank Account	\$1.65
Credit Card	2.2%
BPAY (bank account)	\$2.00
Australia Post	\$3.00

Other payment options are **CHQ**, or **PAYROLL DEDUCTION**.

We hope this information is of value to you. If there is anything we can do to make the 'moving in' process easier for you, please let us know. It is our aim to provide you every assistance possible to ensure that your association with this office is an enjoyable one.

Thank you,

The Property Management Team

Ray White New Farm

I/We have read the above information and agree to these terms if our application is accepted:

Signature:

Date

Tenant Instructions for Completing the DDR Form

Please note that incomplete forms will delay your registration

Leave *Tenant #* & *PMS Property ID* blank.

STEP 1 - TENANT CONTACT DETAILS

Title: Miss	First Name: Lisa	Last Name: Priss
Tenant No.:	PMS Property ID:	
System allocated:	Office use only:	
Addr. Line One: Unit 1		
Addr. Line Two: 20 Test Lane		
Suburb: Test Heights	State: NSW	Postcode: 2000
Home Phone: 02 1111 1111	Business Phone: 02 2222 2222	
Fax: 02 3333 3333	Mobile Phone: 0404 040 404	
Email Address: lisa.priss@domain.com		Date of Birth: 29-May-80
Licence or Passport No for ID: L231587		Name of Property Mgr: Property Manager
<input type="checkbox"/> Tick for RW Connect to contact you and arrange your Utility connections. Move Date: _____		
<input type="checkbox"/> Tick for RW Insurance to contact you and arrange your contents insurance.		

Complete all contact details in full, including *DOB* for security purposes.

Select how payments should be initiated; Tenant initiated by yourself, cash/EFTPOS at Australia Post, BPAY through your Financial Institution, or a recurring payment schedule configured by your agent.

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: \$400.00 Frequency: weekly Commencement Date: 21/03/2009
(Monthly, 4 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)

If recurring option is selected, complete the *Amount, Frequency* and *Start Date* for your payments.

Select your preferred payment option noting the differing fee structures (please see Terms and Conditions).

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:


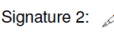
Credit Card Details	
Card Type: <input type="checkbox"/> Visa <input type="checkbox"/> Mastercard	
Name on Card: _____	Expiry Date: _____
Credit Card No: _____	
OR	
Account Details	
Account Name: <u>Lisa Priss</u>	
Financial Institution: <u>Dummy Bank</u>	Suburb: <u>Sydney</u>
BSB (6 Digits): <u>123-456</u>	Account Number (Max 9 digits): <u>89</u>

Complete the appropriate bank account or credit card details in full **only** if you have opted for Tenant initiated payments or recurring schedule configured by your agent.

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: Lisa Priss Date: 21/02/09 Name: _____ Date: _____

Signature 1:  Signature 2: 

Enter the date and sign where indicated. If a joint account is used then both signatures are required.

STEP 1 - TENANT CONTACT DETAILS

Title: _____		First Name: _____		Last Name: _____	
Tenant No. _____			PMS PropertyID: _____		
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.				Move 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 **(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, 4 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 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 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 ID's and credit card merchant facility is operated by IP Payments Pty Ltd (ABN: 86 095 635 680).

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 - \$4.00

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.

Changes to the rent amount within a recurring schedule configured by your agent can be amended by your agent in accordance with the terms of your lease agreement without the need to complete a new DDR form.

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.