



Tenant Information

TICA is the Largest Tenant Screening Service in Australia. Over 6,500 members access TICA's databases to enquire on tenancy applicants.

TICA allows Debt Collection Agencies and related persons for the purpose of locating individuals.

TICA members may report tenants to our Tenancy History Database (subject to State legislation). TICA complies with the Australian Privacy Principles.

A favourable tenancy history and a good track record is one of the most important references an individual can have in the renting sector. It stands to reason that each individual is responsible for their own actions. Individuals can dictate their own future by their past actions.

Property managers assess a tenancy application on the applicants ability to pay and maintain the rental property they are applying for. Favourable references are given to tenants who follow some of these simple rules:

Hints for conducting your tenancy

- ✓ Pay your rent on or before the due date, and always remain in advance.
- ✓ Maintain the property in a clean state so when routine inspections are conducted by the agents they can provide a good report to the landlord.
- ✓ Keep in contact with your agent if you get into difficult situations.
- ✓ Co-operate with your property manager on periodic inspections.
- ✓ Report faults with the property promptly and in the manner which, the property manager has advised.
- ✓ Avoid being abusive even if a property manager can't see your point of view.
- ✓ Do not sub-let without your property managers appropriate written approval.
- ✓ Provide the adequate and proper notice when vacating the property in accordance with the Residential Tenancies Act of your state.
- ✓ Avoid confrontations with neighbours.
- ✓ Avoid loud and disruptive parties.
- ✓ Abide by the terms and conditions of your tenancy agreement.
- ✓ Keep all documentation in relation to the rental such as - rental receipts, tenancy agreements, rental bond claims, condition reports and any other information that may be required in the future.

Hints on vacating a property

- ✓ At the end of every tenancy make sure you receive a full bond refund.
- ✓ Leave the property in as good condition or better than what it was when you first took possession of it.
- ✓ Pay particular attention to carpets, stove, oven, window coverings and gardens.
- ✓ Make sure all rent is paid till the date you vacate.

How to Access Information That TICA Holds?

Tenants can access their information by Fax, Phone or Mail (visit the website tica.com.au)

Information you receive from Accessing TICA

- ✓ Personal information being your full name, date of birth, drivers license number, passport number (except Australian Passport).
- ✓ The reason at the time of listing.
- ✓ The Contact details for the listing member.
- ✓ The date the information was lodged on the database.

Who are TICA members?

TICA members include Real Estate Agents, Resident Unit Managers, Caravan Parks, Private landlords, Government Departments, Crisis Centres, Insurance companies, Boarding houses, Self Storage companies, Hotel, Motels, Marinas, Mercantile agents and related persons. This list may vary in the future due to TICA's possible business ventures.

In what circumstances will TICA alter or remove a tenant's name?

- ✓ If proof is offered of wrongful use of identity.
- ✓ If proof is offered that false information has been supplied.
- ✓ If a member cannot verify a listing.
- ✓ Where a listing has been registered against an approved occupant.
- ✓ When a member fails to submit evidence as a result of an investigation by TICA. The member is allowed 7 days to obtain the file and provide the evidence to TICA.
- ✓ If a listing is not allowed under state legislation

For more information visit <http://www.tica.com.au/>