

Coldwell Banker Mosman Neutral Bay Realty

General Tenant Information Prior to Tenancy

Residential Tenancy Agreement

If your application has been approved **all occupants must be present** to sign a Residential Tenancy Agreement prior to collecting keys. Please note that keys will not be released unless all occupants have signed the lease and all monies are paid in full as cleared funds.

Payment of Rent, Bond and Lease Preparation Fee

Prior to taking possession of the property you will be required to pay one calendar months rent in advance, a rental bond of 4 weeks rent made payable to the Rental Bond Board and a residential tenancy agreement fee of \$15.00. Please note that if the property is furnished a rental bond of 6 weeks rent will be required. All monies must be paid in full by bank cheque or money order when signing the lease and prior to collecting the keys.

Rental Bond Lodgement

It is important to know that all parties signing the Rental Bond Lodgement form at the commencement of the tenancy must be present in the office to sign and at the end of the tenancy to sign the Claim for Refund of Bond Money. Failure to have all signatures on this form will result in delays of up to 3 weeks for monies to be released.

Payment of Rent

Rent can be paid directly into the Coldwell Banker Mosman Neutral Bay Realty rental trust account by eftpost or credit card payment.

PLEASE NOTE THAT WE HAVE A ZERO TOLERANCE FOR LATE PAYMENT OF RENT

Electricity, Gas and Telephone Connections

We have an alliance with a connection company, Utility One that can arrange these connections for you at no extra cost to you. Please advise your Property Manager if you wish to proceed otherwise the connections will be your responsibility

Electricity Connection:	Energy Australia	13 15 35
Telephone Connection:	Telstra	13 29 99
Gas Connection:	AGL	13 12 45

Tenants must ensure any telephone line remains connected to the property regardless of whether the service is used. If the line is lost the tenant will be charged for its re-establishment.

Routine Premises Condition Reports

Prior to moving into the property you will be given a Routine Premises Condition Report which will need to be completed and anything not already outlined on the report to be marked on the form. If you do not mark it down, you will be liable for discrepancies when you vacate. Please note that you must return the Routine Premises Condition Report to our office within seven (7) days of moving into the property. Keep your copy of the report in a safe place during your tenancy, as you will need to refer to the report when vacating the property.

Repair and Maintenance Requests

Please note that all repair and maintenance requests must be submitted in writing to the Property Manager for attention. Your Property Manager will attend to all repairs as promptly as possible, however in many instances it will be necessary to obtain the property owner's approval before any work can be done.

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Tenant Application Information

Please note that all information must be supplied to enable your application to be processed.

Each applicant must complete a separate application

Office Hours

Our office hours are Monday to Friday 9.00am – 5.00pm and Saturday 9.00am – 4.00pm.

Photo Identification

A form of photo identification must be provided when submitting your application.

Required Supporting Documentation

In order for your application to be considered you will be required to submit supporting documentation with your application. Our office requires a minimum of 100 points for your application to be considered.

100 point check – Should you be unable to meet the 100 point check criteria, please speak with the Property Manager.

50 points Previous Rental Ledgers	20 points minimum 2 references from previous agent
40 points Bond Refund History	20 points Current Motor Vehicle Registration Papers
30 points Passport	10 points Copy of Telstra / Energy Australia / AGL accounts
30 points Drivers License	10 points other identification
20 points Birth Certificate	

- Photo Identification (Proof of age card, drivers license, University or TAFE card, passport)
- Other Identification (Medicare card, bank card, pensior card)
- Proof of current address (phone bill, electricity or gas account, residential tenancy agreement, water rate or council notice)
- Proof of regular housing payments (rent receipts, tenant ledger, proof of mortgage payments)
- Proof of income (wage slips, bank statements, employee letter of offer, centrelink letter)
- Written references (personal, rental and employment)

Processing Application

If we are unable to process your application within 48 hours we will advise you by telephone. If we are unable to contact all of your referees, this process may take longer.

Securing the Property

If your application is approved you will be required to pay a holding deposit of one week's rent, as cleared funds, to secure the property. Please note that personal cheques will not be accepted. The property will not be secured for you, until this money has been received and all parties have signed the necessary tenancy related paperwork.

Your Perfect Partner



MOSMAN NEUTRAL BAY REALTY