

TENANT ACCESS REQUEST

☐ **Check by Mail - \$19.80 including GST**

Post request to P.O. Box 120 Concord NSW 2137. Please include a stamped self addressed envelope with your request.

* **Name:** _____

* **Date of Birth:** _____

Drivers Licence Number: _____

Passport Number: _____

* **Current Address:** _____

* **Suburb:** _____

* **State:** _____ **Postcode** _____

* **Phone:** _____

* **Email:** _____

* **Fax:** _____

Terms and Conditions

1. The Credit Card holder must be the individual requesting their information.
2. The asterisk represents the minimum requirement to be supplied to TICA in this request, should these requirements not be met TICA will not process your request and no refund is applicable.
3. Upon receipt of your request your details will be entered into our system and all reports will be generated. This will be forwarded to our accounts department to process the credit card payment, once approved the report will be forwarded to you.

☐ **Mastercard** ☐ **Visa**

Card Holders Name: _____

Credit Card #: _____

Expiry Date: _____ **CCV** _____

Card Holders Signature : _____

PRIVACY STATEMENT

We are required at law to advise you of your rights in relation to your privacy.

The information supplied by you to TICA is required by TICA to prove who you are and that you made an enquiry about yourself. This information has been obtained to protect your privacy and your rights. The information you have provided is protected under the Privacy Act and TICA has a legal obligation to protect the information you have just provided from any misuse.

The information you have supplied to TICA can only be used for one purpose and that is for you to inquire if your name has been listed on any of the TICA databases.

None of the information provided to TICA in this request can or will be passed on to any other person or corporation in any circumstances whatsoever. In the event that you may be listed on the TICA Database none of the information provided by you in this request will be passed onto any member that has listed you.

The information provided by you in this request will remain on the TICA Public Enquiries Database for a period of four years. The TICA Public Enquiry Database is only used by TICA for internal purposes. Information contained within our Public Enquiry Database can only be passed on to Government Departments and or Government Agencies both State and Federal as defined in the Privacy Act and as required by law.

HOURS OF OPERATION

TICA's hours of operation are between 9am and 5:30pm Monday to Friday AEST.

The TICA Tenant Public Enquiries Department is closed during NSW Public Holidays and throughout the Christmas period from Christmas Eve until the first working day of the New Year.



TENANT INFORMATION PACK



WWW.TICA.COM.AU

AUSTRALIA'S LARGEST TENANT DATABASE

ABOUT TICA

TICA is the Largest Tenant Screening Service in Australia. Over 6,000 real estate agents access TICA's databases to enquire on tenancy applicants.

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

TENANTS HINTS

- ✓ 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.

TENANTS HINTS.... continues

- ✓ 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.
- ✓ 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.

ACCESSING YOUR INFO

TICA supplies access to tenants on information recorded against their name. Tenants have three options to choose from to access their information including Fax, Phone and Mail.

When making an enquiry with TICA about your personal information you must provide:-

- ✓ Your full name.
- ✓ Your date of birth.
- ✓ Your drivers license or proof of age card number.
- ✓ Your current address.
- ✓ Your phone number.

Fax Option

Cost per search is \$33.00 per person inclusive of GST.

Minimum 3 hour response time during trading hours.

Mail Option

Cost per search is \$19.80 per person inclusive of GST.

Minimum 8 days response time during trading days.