

**DIRECT DEBIT REQUEST – PLEASE COMPLETE ALL PARTS A, B, C & D.**

Address of Rental Property \_\_\_\_\_

The Weekly Rent for this property is \$ \_\_\_\_\_

Lease start date \_\_\_\_/\_\_\_\_/20\_\_\_\_

Lease term ☐ 26 Weeks

☐ 52 Weeks

**PART A – YOUR DETAILS**

Tenants Name/s \_\_\_\_\_

Mobile No. \_\_\_\_\_ Mobile No. \_\_\_\_\_

Email \_\_\_\_\_

Current Address: \_\_\_\_\_ P/C \_\_\_\_\_

**PART B – HOLDING FEE** – Please note, you have not secured the property until you pay the holding fee.

The Holding Fee is equivalent to one weeks rent, paid by Direct Debit, and will become your first weeks rent.

Amount of holding fee is \$ \_\_\_\_\_

Process direct debit on: \_\_\_\_/\_\_\_\_/20\_\_\_\_  
Day Month Year

**PART C – RENT PAYMENTS**

Rent payments are required in advance and are required to be cleared funds; funds take three (3) business days to be declared cleared funds by the bank. To allow for this, your first rent payment is due three (3) business days or more prior to your lease commencement date. This will ensure your rent always remains in advance as outlined in your Residential Tenancy Agreement.

First Rent Scheduled Payment Date: \_\_\_\_/\_\_\_\_/20\_\_\_\_  
Day Month Year

Rent Payment Frequency: (Please tick your preference):

☐ Weekly

☐ Fortnightly

Amount of each direct debit rent payment: \$ \_\_\_\_\_

**\*Please note, your direct debit payment must be three (3) business days prior to your rent due date. Funds take three (3) business days to be cleared funds.**

OFFICE USE ONLY: PAYWAY CUSTOMER NUMBER

\_\_\_\_\_

**PART D – BANK ACCOUNT DETAILS AND AUTHORISATION**

Financial Institution: \_\_\_\_\_ (eg: St George Bank)

Branch: \_\_\_\_\_ (eg: Miranda)

Account Holder Name: \_\_\_\_\_ (eg: John and Jill Citizen)

BSB No:    \_\_\_ \_\_\_ \_\_\_ - \_\_\_ \_\_\_ \_\_\_ (Bank Number)

Account Number:   \_\_\_ \_\_\_ \_\_\_ \_\_\_ \_\_\_ \_\_\_ \_\_\_ \_\_\_ (Account Number)

I/We request and authorise SANDERS PROPERTY AGENTS PTY LIMITED (407130) to arrange, through its own financial institution, a debit to the nominated account an amount SANDERS PROPERTY AGENTS PTY LIMITED (407130), authorised by the tenant. This debit or charge will be made through the Bulk Electronic Clearing System (BECS) from your account held at the financial institution you have nominated above and will be subject to the terms and conditions of the Direct Debit Request Service Agreement. By signing and/or providing us with a valid instruction in respect to your Direct Debit Request, you have understood and agreed to the terms and conditions governing the debit arrangements between you and SANDERS PROPERTY AGENTS PTY LIMITED as set out in this Request and in your Direct Debit Request Service Agreement.

By signing below, the tenant/s acknowledge and agree to the below points 1 to 4 (if applicable):

**1. PRESENTATION OF PROPERTY UPON TENANT/S VACATING**

The tenant/s understands that upon vacating the property they will hand the property back to the owner in accordance with the ingoing inspection report. If the tenant neglects this responsibility upon vacating, the tenant agrees for the agent to organise on their behalf (cleaning interior/exterior, carpet cleaning, repairing damage, garden or lawn maintenance, pool cleaning, etc). The tenant/s agree for the cost of such cleaning/maintenance/repairs to be paid by direct debit from the nominated account and/or from the bond.

**2. WATER USAGE PAYMENTS (if applicable)**

The tenant/s understand that Water Usage will be paid via Direct Debit when the account is due. The tenant will be sent a copy of the account with the water usage invoice. The tenant/s understand that the amount due will be debited from the nominated bank account as a special direct debit on the due date of such invoice.

**3. RENT INCREASES DURING THE TENANCY (if applicable)**

The tenant/s understand that if the rent increases during the tenancy of the property, the direct debit will be amended to the new rental amount. Sanders Property Agents will notify the tenant/s in writing of the revised rental amount prior to the change of the direct debit. The tenant/s gives permission to Sanders Property Agents to amend the direct debit as required to the revised rent amount when it becomes effective.

**4. POOL CHEMICAL PAYMENTS (if applicable)**

The tenant/s understand that Pool Chemical Usage will be paid via Direct Debit when the account is due. The tenant will be sent a copy of the account with the cost of pool chemicals amount due. The tenant/s understand that the amount due will be debited from the nominated bank account as a special direct debit on the due date of such invoice.

Tenants Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Tenants Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

## Customer Direct Debit Request (DDR) Service Agreement

This is your Direct Debit Service Agreement with SANDERS PROPERTY AGENTS PTY LIMITED (475331) 56 134 106 899. It explains what your obligations are when undertaking a Direct Debit arrangement with us. It also details what our obligations are to you as your Direct Debit provider.

Please keep this agreement for future reference. It forms part of the terms and conditions of your Direct Debit Request (DDR) and should be read in conjunction with your DDR authorisation.

### How to Contact Us

#### Enquiries

You can contact us directly or alternatively contact your financial institution. These should be made at least 7 working days prior to the next scheduled drawing date. You may contact us as follows:-

Phone:	0295289299
Email:	accounts@sanders.com.au
Mail:	9 Jannali Avenue Jannali, NSW, Australia 2226

All communication addressed to us should include your Customer Number.

### Definitions

**account** means the account held at *your financial institution* from which we are authorised to arrange for funds to be debited.

**agreement** means this Direct Debit Request Service Agreement between *you* and *us*.

**banking day** means a day other than a Saturday or a Sunday or a public holiday listed throughout Australia.

**debit day** means the day that payment by *you* to *us* is due.

**debit payment** means a particular transaction where a debit is made.

**direct debit request** means the Direct Debit Request between *us* and *you*.

**us** or **we** means SANDERS PROPERTY AGENTS PTY LIMITED (475331) *you* have authorised by requesting a *Direct Debit Request*.

**you** means the customer who has signed or authorised by other means the *Direct Debit Request*.

**your financial institution** means the financial institution nominated by *you* on the DDR at which the *account* is maintained.

### Debiting *your account*

By signing a *Direct Debit Request* or by providing *us* with a valid instruction, *you* have authorised *us* to arrange for funds to be debited from *your account*. *You* should refer to the *Direct Debit Request* and this *agreement* for the terms of the arrangement between *us* and *you*.

*We* will only arrange for funds to be debited from *your account* as authorised in the *Direct Debit Request*.

or

*We* will only arrange for funds to be debited from *your account* if *we* have sent to the address nominated by *you* in the *Direct Debit Request*, a billing advice which specifies the amount payable by *you* to *us* and when it is due.

If the *debit day* falls on a day that is not a *banking day*, *we* may direct *your financial institution* to debit *your account* on the following *banking day*. If *you* are unsure about which day *your account* has or will be debited *you* should ask *your financial institution*.

### Amendments by *us*

*We* may vary any details of this *agreement* or a *Direct Debit Request* at any time by giving *you* at least **fourteen (14) days** written notice.

### Amendments by *you*

*You* may change, stop or defer a *debit payment*, or terminate this *agreement* by providing *us* with at least 7 days notification by writing to:

9 Jannali Avenue  
Jannali, NSW, Australia 2226

or

by telephoning *us* on 0295289299 during business hours;

or

arranging it through *your financial institution*, which is required to act promptly on *your* instructions.

### *Your obligations*

It is *your* responsibility to ensure that there are sufficient clear funds available in *your account* to allow a *debit payment* to be made in accordance with the *Direct Debit Request*.

If there are insufficient clear funds in *your account* to meet a *debit payment*:

- *you* may be charged a fee and/or interest by *your financial institution*;
- *you* may also incur fees or charges imposed or incurred by *us*; and
- *you* must arrange for the *debit payment* to be made by another method or arrange for sufficient clear funds to be in *your account* by an agreed time so that *we* can process the *debit payment*.

*You* should check *your account* statement to verify that the amounts debited from *your account* are correct.

## Dispute

If *you* believe that there has been an error in debiting *your account*, *you* should notify *us* directly on 0295289299 and confirm that notice in writing with *us* as soon as possible so that we can resolve your query more quickly. Alternatively *you* can take it up directly with *your financial institution*.

If we conclude as a result of our investigations that *your account* has been incorrectly debited we will respond to *your* query by arranging for *your financial institution* to adjust *your account* (including interest and charges) accordingly. We will also notify *you* in writing of the amount by which *your account* has been adjusted.

If we conclude as a result of our investigations that *your account* has not been incorrectly debited we will respond to *your* query by providing *you* with reasons and any evidence for this finding in writing.

## Accounts

*You* should check:

- with *your financial institution* whether direct debiting is available from *your account* as direct debiting is not available on all accounts offered by financial institutions.
- *your account* details which *you* have provided to *us* are correct by checking them against a recent account statement; and
- with *your financial institution* before completing the *Direct Debit Request* if *you* have any queries about how to complete the *Direct Debit Request*.

## Confidentiality

We will keep any information (including *your account* details) in your *Direct Debit Request* confidential. We will make reasonable efforts to keep any such information that we have about *you* secure and to ensure that any of *our* employees or agents who have access to information about *you* do not make any unauthorised use, modification, reproduction or disclosure of that information.

We will only disclose information that we have about *you*:

- to the extent specifically required by law; or
- for the purposes of this *agreement* (including disclosing information in connection with any query or claim).

## Notice

If *you* wish to notify *us* in writing about anything relating to this *agreement*, *you* should write to

SANDERS PROPERTY AGENTS PTY LIMITED  
9 Jannali Avenue  
Jannali, NSW, Australia 2226

We will notify *you* by sending a notice in the ordinary post to the address *you* have given *us* in the *Direct Debit Request*.

Any notice will be deemed to have been received on the third *banking day* after posting.