



Welcome to the Collective! We couldn't be happier to have you on board.

We're willing to bet that you've got questions about what happens now, so we've compiled a list of our most frequently asked to give you a head start in organising your move.

What happens after I get approved for a property?

Your relationship manager will arrange an email with the documentation to be sent to you as soon as possible to get the ball rolling and secure the property for you. This includes instructions on signing the tenancy agreement via Sorted (The app you used to apply for the property you've been approved for) and paying the bond directly to the bond office.

What happens at the sign-up?

As mentioned previously, our sign-ups are done remotely via Sorted. This process involves signing the tenancy agreement and related documents. You are given the opportunity to ask your relationship manager any questions you might have about the terms of the agreement or the property itself.

You'll have access to all relevant legislation documentation beforehand, so make sure you've read everything thoroughly before you sign.

What do I need to have prepared for the sign-up?

You'll need to have an amount ready to transfer (via eftpos) equal to 6 weeks rent. The bond, equal to 4 weeks rent is to be paid directly to the bond office. Then the first 2 weeks rent to be paid to the designated account provided via Sorted. Any other questions you have can be directed to your relationship manager.

What are the up-front costs?

As previously mentioned, your bond is four weeks' worth of rent, plus the first two weeks' paid in advance. We are a cashless business and request all rent payments be made through Sorted or direct deposit.

How do I connect my own utilities?

You'll need to have your services connected on the first day of your tenancy, which the majority can be organised through Sorted app or directly with your preferred electricity and gas provider. You do not need to connect water as the owner is responsible for the supply of water. We will invoice you for consumption if relevant.

Do I need to arrange contents insurance?

Yes, we highly recommend contents insurance as a great way to safeguard your personal belongings in the event of unforeseen circumstances; such as a break-in, storm or fire damage.