



Rental Training

Section One - Rental Documentation

A modern office interior with a sign that says "Hello only realty" and a vase of flowers on a coffee table. The scene is dimly lit with a purple tint. A large, bold, orange text "Hola!" is overlaid in the center. A white vertical line is positioned below the "o" in "Hola!".

Hola!

Welcome to the World of Residential Rentals

Your Rental Training Plan

Documents

Commission Structure

Process Flow

Service Types

Inspections

Payroll



Rental Documents

We have a comprehensive Rental Document Pack available for use. All documents are digitised and will be shared to your Google Drive by your coach.

MANDATE AND FICA

MANDATORY DISCLOSURE

TENANT APPLICATION

DEAL AUTHORISATION FORM

LEASE AGREEMENT

DEPOSIT REFUND FORM

Rental Mandate

The Mandate is the contract with the owner which outlines the terms and conditions of what our service is and what both the landlord and agency is responsible for.

mandate

noun

1. *an official order or commission to do something.*

"a mandate to seek the release of political prisoners"

synonyms: instruction, directive, direction, decree, command, order, injunction, edict, charge, commission, bidding, warrant, ruling, ordinance, law, statute, fiat; More

2. *the authority to carry out a policy, regarded as given by the electorate to a party or candidate that wins an election.*

"he called an election to seek a mandate for his policies"

synonyms: authority, approval, acceptance, ratification, endorsement; More

verb

1. *give (someone) authority to act in a certain way.*



Why is the Mandate Important?

- 1. Outlines expectations from both parties*
- 2. Defines how both parties will behave during the course of the contract*
- 3. Is a legally binding agreement which protects the agency and the owner*
- 4. Determines the amount of commission the agency will be paid*
- 5. Confirms the agency has authorisation to act on behalf of the owner in dealings with the tenant*

The Mandate is an editable PDF and simple to complete. Please ensure that all information is completed and the contract is signed by all parties.

FICA

Financial Intelligence Centre Act

The Financial Intelligence Centre Act is South Africa's primary anti-money laundering and counter-terrorism financing legislation. South Africa's Financial Intelligence Centre Act (FICA) was introduced in 2001, establishing the country's Financial Intelligence Centre (FIC) and introducing a basic framework to bring the country's AML/CFT regulations into alignment with those of the wider international community. The Financial Intelligence Centre itself was established in 2003 (two years after FICA's introduction): headquartered in Centurion in Gauteng Province, the center is led by director Xolisile Khanyile who has held the position since 2017.

Under FICA, the FIC works to maintain South Africa's financial system, and promote economic growth and social development. The FIC also has the mandate to supervise financial institutions, promote compliance with the law, identify proceeds of crime, and combat money laundering and terrorism financing.



**LEARN
MORE IN
THE FICA
MANUAL**

Mandatory Disclosure

The new Property Practitioners Act requires that a disclosure document is completed by the property owner for both rentals and sales. This needs to be provided to all prospective buyers and tenants before they enter into a contract with the owner for the property.

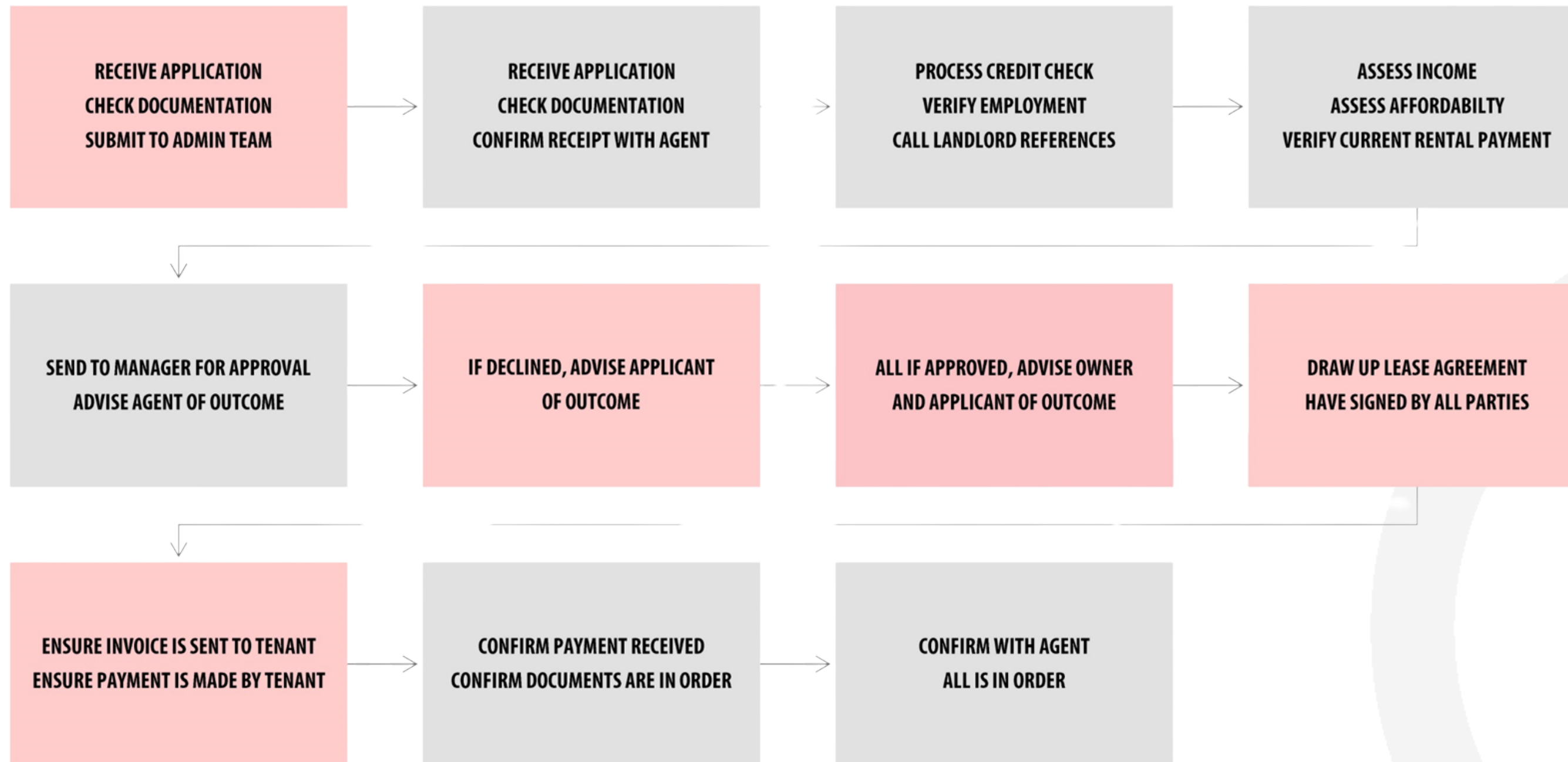
The disclosure is a digital document and easy for the client to complete. Please ensure that you obtain one for each property.

Tenant Application

Only Realty processes tenant applications via our online system. All applications are digital and payment for the application fee is made in real time. Each office will have a designated person to process the applications for the agents.

Tenant vetting is done to strict criteria and supporting documentation will be required in order for your manager to do a final approval.

Tenant Application Process



AGENT 

Supporting Documentation Individuals

Employed Individual - Salaried

1. Fully Completed Application Form
2. Copy of ID or Passport (certified)
3. Copy of Three Most Recent Payslips
4. Copy of Three Most Recent Bank Statements
5. Copy of Valid Work Permit and/or VISA if Applicant is foreign
6. Proof of Payment for Application Fee

Employed Individual - Commission Earner

1. Fully Completed Application Form
2. Copy of ID or Passport (certified)
3. Copy of Six Most Recent Payslips
4. Copy of Six Most Recent Bank Statements
5. Copy of Valid Work Permit and/or VISA if Applicant is foreign
6. Proof of Payment for Application Fee

Self Employed Individual

1. Fully Completed Application Form
2. Copy of ID or Passport (certified)
3. Copy of Six Most Recent Payslips
4. Copy of Six Most Recent Bank Statements
5. Copy of Valid Work Permit and/or VISA if Applicant is foreign
6. Copy of Company Documentation to verify the applicant is the owner of the business
7. Proof of Payment for Application Fee



Supporting Documentation Juristic Applicants

Business Application

1. *Fully Completed Application Form*
2. *Copy of Company Documentation to verify the directors*
3. *Resolution/Authority to Act signed by all directors*
4. *Copy of Six Most Recent Bank Statements, stamped by the bank or certified*
5. *Copy of ID Documents for the Directors (certified)*
6. *Proof of Payment for Application Fee*

Trust Applications

1. *Fully Completed Application Form*
2. *Copy of Trust Documents to Verify Trustees*
3. *Resolution/Authority to Act signed by all Trustees*
4. *Copy of Six Most Recent Bank Statements, stamped by the bank or certified*
5. *Copy of ID Documents for the Trustees (certified)*
6. *Proof of Payment for Application Fee*



Lease Agreement

The Lease Agreement is vital to ensuring that the relationship with the tenant and owner runs as smoothly as possible. It outlines all expectations of both parties and will be the definitive guide to the obligations of both parties during the agreement. It is extremely important to ensure it is fully and accurately completed.

A lease agreement is entered into when one person, the landlord, gives use and enjoyment of his/her property (for example, a house, flat or room) to another person, the tenant, for a specific period of time in return for the payment of rent.

It is Only Realty company policy that a written and fully signed lease is concluded for all rental deals and is in place prior to a tenant taking occupation of a property.

The landlord and the tenant are bound by the terms contained in the lease agreement. However, there are certain obligations that will automatically apply to the landlord and the tenant, even if they are not expressly mentioned in the lease, and these obligations are outlined in the Rental Housing Act and Consumer Protection Act.



Deposit Refund Form

The Deposit Refund form is an internal form that the administration team uses to efficiently and transparently process the refund of the tenant deposit.

One of the most sensitive and devious moments in the relationship between the tenant, landlord and agency is when the tenant deposit needs to be returned. It is the agency role to act as a neutral party and to enforce the terms and conditions of the lease and the law. This often leaves us in the unenviable position of making decisions that do not please either party.

The deposit refund form is used by the administration team to outline any and all deductions from the tenant, to confirm their details and to inform them of the amount that will be refunded.

The key is to have accurate entry and exit inspections, to prevent as many disputes.



Franchise Stats

100+

OVER 100 LEASES
CONCLUDED MONTHLY

400+

MANDATES ENTERED
INTO MONTHLY

ALL

DOCUMENTS UPDATED
ANNUALLY

A close-up photograph of a hand holding a pen, poised to sign a document. The image is overlaid with a semi-transparent red filter. The text is centered in a bold, white, sans-serif font.

**Until the contract is
signed, nothing is real.**

Glenn Danzig

Remember

Please make sure that the below is done with your coach or Franchisee.

COMPLETE ACCURATELY

READ THE DOCUMENTS

BE ABLE TO EXPLAIN CLAUSES

HAVE YOUR OFFICE INFORMATION

ASK QUESTIONS

MAKE USE OF DOCUSIGN

A group of four people (three women and one man) are sitting in a circle in a modern office setting, engaged in a meeting. The image is overlaid with a semi-transparent purple filter. The text "Do you have any questions?" is written in white, bold font on the left side. Below it, the text "Feel free to reach out!" is written in a smaller, orange font.

Do you have any questions?

Feel free to reach out!

Ready for the next module?



Service Types & Commission

