

TENANT APPLICATION INFORMATION

Applications will not be processed unless all information is supplied

Tenant
to retain

The property will not be held for you until the application has been approved and the first week's rent has been paid to our office in cleared funds.

OFFICE HOURS

Our office is open Monday to Friday 9:00am - 5:00pm and Saturday 9:00am - 12:00 pm only.

PHOTO IDENTIFICATION

When returning your application, you **must** submit a form of photo identification.

REQUIRED SUPPORTING DOCUMENTS

You will be required to submit supporting documents with your application. Your application will not be processed if all documents are not given. Our office will require you to submit a minimum of 100 points for your application to be considered.

100-POINT IDENTIFICATION CHECK

Please speak with the Property Manager should you be unable to meet the 100-point check criteria

50 points Previous Rent Ledgers	20 points Min. 2 references from previous Agent/Lessor
30 points Passport	20 points Current Motor Vehicle Rego Papers
30 points Driver's Licence	10 points Copy of Telstra/Origin/Gas Account
20 points Birth Certificate	10 points Other Identification

- ✓
- Photo Identification (18+ Card, Driver's Licence, University or TAFE Card, Passport)
 - Other Identification (Medicare card, bank card, pensioner card)
 - Proof of current address (Phone Bill, Electricity Account, Tenancy Agreement, Council Rate Notice)
 - Proof of regular housing payments (Rent Receipts, Tenant Ledger, Proof of Mortgage Payments)
 - Proof of Income (Wage Slips, Bank Statements, Employee Letter, Centrelink letter)
 - Written References (Personal, Rental and Employment)

PROCESSING AN APPLICATION

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

APPROVAL OF AN APPLICATION – TENANCY AGREEMENT SPECIAL CONDITIONS

Upon your application being approved, you will receive a copy of the standard terms and conditions of your Tenancy Agreement, Annexure A, Body Corporate By-Laws (if applicable) and Renting Guide. It is important that you read and understand this documentation, including any special conditions prior to entering into the Tenancy Agreement.

SECURING THE PROPERTY – PAYMENT of first week's rent

Once the application has been approved you will be required to pay a minimum of one week's rent to secure the property. Please note that this must be paid in cleared funds (direct deposit or bank cheque). 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 tenancy-related documents.

GENERAL INFORMATION PRIOR TO TAKING UP TENANCY



TENANT DATABASE CHECKS

Our office is a member of TICA, which is a National Tenant Database Agency. When processing your application form, our office will conduct the necessary tenant checks with this company.

COLLECTION OF KEYS

Our office is open Monday to Friday 9:00am - 5:00pm only.

You will need to collect the keys, finalise payment of monies and sign all documents in these hours ONLY.

PAYMENT OF RENT AND BOND

Prior to taking possession of the property, we require two weeks' rent and four weeks' bond. If your weekly rent is more than \$700 per week, the bond requirement may vary. **This office does not except full bond transfers and does not transfer Department of Housing Bonds.** If you are relying on a bond transfer, please discuss this with our office prior to signing the Tenancy Agreement. All monies must be paid in cleared funds or cash prior to collecting the keys.

BOND LODGEMENT

It is important to know that all parties signing the Bond Lodgement Form at the commencement of the tenancy must be present in the office at the end of the tenancy to sign the Refund of Bond Form. Failure to have all signatures on the Refund of Bond Form will result in delays of up to three weeks for monies to be released. You will also need to inform our office of the portion of bond each tenant is contributing.

PAYMENT OF RENT

It is our company policy that all rental payments are to be made direct to the bank. We offer two (2) forms of banking methods. This will be discussed with you when signing your Tenancy Agreement

- (1) Direct Deposit bank transfer payments or
- (2) Bank Cheque

SIGNING OF THE TENANCY AGREEMENT

All occupants must be present to sign the Tenancy Agreement prior to collecting the keys. The keys will not be released unless all occupants have signed the Tenancy Agreement, shown photo identification and paid all monies in cleared funds and in full.

SMOKING

It is our company policy that no smoking is permitted inside the property due to health and safety and fire risks.

ELECTRICITY CONNECTION / TELEPHONE CONNECTION

It is the tenant's responsibility to connect the electricity and to ensure that it is disconnected at the end of the tenancy. All connection costs and deposits are the tenant's responsibility.

CONDITION REPORTS

When you move into the property, be very particular with the Condition Report and make sure you mark down anything not already outlined on the report. If you do not mark it down, you will be liable for discrepancies when you vacate. You must return the Condition Report to our office within seven days of moving into the property. Keep the report in a safe place during your tenancy, as you will need to refer to the report when vacating the property.

CUSTOMER SERVICE STANDARDS

**Tenant
to retain**

WE CARE FOR OUR TENANTS

Our philosophy is that tenants are our business! Without you we have no business. For this reason it is more important than ever that we value, respect and care for your needs. We don't want you to feel like outsiders, but part of our business. We understand that you deserve our immediate attention with requests and deserve to be greeted with a friendly, courteous smile at all times.

Our customer service standards are:

- ✓ To present to you well-maintained and clean properties
- ✓ To process tenancy applications within 48 hours
- ✓ To clearly explain your rights and obligations at the commencement of the tenancy
- ✓ To prepare all documentation in accordance with the Residential Tenancies Act
- ✓ To prepare a detailed condition report and inventory list if applicable
- ✓ To collect a full rental bond prior to the tenant receiving the keys
- ✓ To respond to your telephone calls within 24 hours
- ✓ To respond to fax and email requests within 48 hours
- ✓ To attend to complaints promptly and to listen and understand both sides' point of view
- ✓ To attend to maintenance promptly in accordance with priority
- ✓ To keep all appointments and turn up on time (extreme circumstances prevailing)
- ✓ To carry out regular property inspections and forward a detailed report to our lessor
- ✓ To protect your privacy in accordance with legislation requirements
- ✓ To ensure that you have quiet enjoyment of your home
- ✓ To provide you with a quality service based on honesty, integrity and professionalism
- ✓ To not make excuses, but provide solutions

WE WANT TO DELIGHT YOU WITH OUR SERVICE



FORM 1 – CL8

Date received ____/____/____ Time ____am/pm

OFFICE USE ONLY (photocopy for tenant):

Money required in cleared funds prior to moving in four weeks' bond & two weeks' rent (or as stated)

- Application signed and all details complete
- Photocopy Tenant's ID 100-point check
- TICA check: Listed Yes No Attach **F1A/B/C**

RENT \$_____ + BOND \$_____

APPLICATION FOR RESIDENTIAL TENANCY

The three pages of this application must be completed in full and signed or your application will not be processed

RENTAL PROPERTY: _____

APPLICANT ONE DETAILS

Name		D.O.B. / /	
Are you known by another name			
Contact No. Home	Work	Mobile	
Email Address		Fax No	
Number of dependants to reside in property		Total occupants	
Age of dependants		<i>(You must list ALL occupants names below)</i>	
Car Registration	Driver's Licence No.	Licensed State	
Passport No.	18+ Card No.	Other ID	
No. of cars to be kept at property		Are all cars registered <input type="checkbox"/> Yes <input type="checkbox"/> No	
Will a <input type="checkbox"/> boat <input type="checkbox"/> trailer <input type="checkbox"/> van <input type="checkbox"/> motorbike be kept at the property <input type="checkbox"/> Yes <input type="checkbox"/> No			
Pets (Check with agent) <input type="checkbox"/> Yes <input type="checkbox"/> No		Number	Type and Breed
Are the pets registered with the council <input type="checkbox"/> Yes <input type="checkbox"/> No		Are you a smoker <input type="checkbox"/> Yes <input type="checkbox"/> No	
Do you have contents insurance <input type="checkbox"/> Yes <input type="checkbox"/> No			
If the property has a pool – Have you cared for a pool previously? <input type="checkbox"/> Yes <input type="checkbox"/> No			

Full name of all persons other than applicant wishing to occupy the premises

CURRENT ACCOMMODATION DETAILS – If you are considering a bond transfer, contact our office

Address		<input type="checkbox"/> Rented \$ _____ per week	<input type="checkbox"/> Owned
Name of Real Estate, Lessor or Agent if property sold			
Address		Phone	
Period of occupancy / / to / /		Reason for leaving	
Do you expect the bond to be refunded in full <input type="checkbox"/> Yes <input type="checkbox"/> No If no, why			

PREVIOUS ACCOMMODATION DETAILS

Address		<input type="checkbox"/> Rented \$ _____ per week	<input type="checkbox"/> Owned
Name of Real Estate, Lessor or Agent if property sold			
Address		Phone	
Period of occupancy / / to / /		Reason for leaving	
Was the bond refunded in full <input type="checkbox"/> Yes <input type="checkbox"/> No If no, why			

FORM 1 – CL8

PERSONAL REFERENCES – Does not include relatives (This must be completed in full)

Name	Address
Phone	Relationship
Name	Address
Phone	Relationship
Name	Address
Phone	Relationship

Next of kin or other person to contact in case of an emergency _____
 Address _____ Phone _____

INCOME DETAILS – ALL INCOME IS NET OR TAKE HOME “PER WEEK “

Occupation	Period of employment
Employer	Weekly wage \$
Address	Phone
<input type="checkbox"/> Full - time <input type="checkbox"/> Part - time <input type="checkbox"/> Casual (hours per week)	
If less than six months Previous Employer	
Occupation	Period of employment
Address	Phone Weekly wage \$
<input type="checkbox"/> Full - time <input type="checkbox"/> Part - time <input type="checkbox"/> Casual (hours per week)	
Other <input type="checkbox"/> Student (Name of College, TAFE, Uni)	Austudy \$
Student Identification No.	Overseas Student <input type="checkbox"/> Yes <input type="checkbox"/> No Visa Expiry Date / /
<input type="checkbox"/> Pensioner Type	Allowance \$
<input type="checkbox"/> Unemployment benefit	Allowance \$
<input type="checkbox"/> Self-Employed (Name of Business)	Wage \$
Address	Phone
How long established	ABN No.
Accountant Name	Phone
<input type="checkbox"/> Other type of Income (ie. Savings or Investments)	Other Income \$



FORM 1 – CL8

APPLICANT TWO DETAILS

Name	D.O.B.		/	/
Are you known by another name				
Contact No. Home	Work	Mobile		
Email Address		Fax No		
Number of dependants to reside in property		Total occupants		
Age of dependants		<i>(You must list ALL occupants names below)</i>		
Car Registration	Driver's Licence No.	Licensed State		
Passport No.	18+ Card No.	Other ID		

No. of cars to be kept at property	Are all cars registered <input type="checkbox"/> Yes <input type="checkbox"/> No			
Will a <input type="checkbox"/> boat <input type="checkbox"/> trailer <input type="checkbox"/> van <input type="checkbox"/> motorbike be kept at the property <input type="checkbox"/> Yes <input type="checkbox"/> No				
Pets (Check with agent) <input type="checkbox"/> Yes <input type="checkbox"/> No	Number	Type and Breed		
Are the pets registered with the council <input type="checkbox"/> Yes <input type="checkbox"/> No		Are you a smoker <input type="checkbox"/> Yes <input type="checkbox"/> No		
Do you have contents insurance <input type="checkbox"/> Yes <input type="checkbox"/> No				
If the property has a pool – Have you cared for a pool previously?				<input type="checkbox"/> Yes <input type="checkbox"/> No

Full name of all persons other than applicant wishing to occupy the premises

CURRENT ACCOMMODATION DETAILS – If you are considering a bond transfer, contact our office

Address	<input type="checkbox"/> Rented \$	per week	<input type="checkbox"/> Owned
Name of Real Estate, Lessor or Agent if property sold			
Address	Phone		
Period of occupancy	/ / to / /	Reason for leaving	
Do you expect the bond to be refunded in full <input type="checkbox"/> Yes <input type="checkbox"/> No If no, why			

PREVIOUS ACCOMMODATION DETAILS

Address	<input type="checkbox"/> Rented \$	per week	<input type="checkbox"/> Owned
Name of Real Estate, Lessor or Agent if property sold			
Address	Phone		
Period of occupancy	/ / to / /	Reason for leaving	
Was the bond refunded in full <input type="checkbox"/> Yes <input type="checkbox"/> No If no, why			

PERSONAL REFERENCES – Does not include relatives (This must be completed in full)

Name	Address
Phone	Relationship
Name	Address
Phone	Relationship
Name	Address
Phone	Relationship



TERMS AND CONDITIONS AUTHORITY AND PRIVACY DISCLAIMER

Applicant's Name: _____

I/we, the applicant, do solemnly and sincerely declare that the information provided is true and correct and has been supplied of my own free will. I/we, the applicant, understand that you as the agent for the lessor have collected this information for the specific purpose of checking identification, character, creditworthiness and determining if the applicant will be a suitable tenant for the property. I/we have inspected the above listed rental property and wish to take a tenancy of such premises for a period of _____months/years from ____/____/____ at a rental of \$_____ per week. The rent to be paid is within my means and I/we agree to pay a bond of \$_____.

I/we, the applicant, agree that I will not be entitled to occupation of the premises until:

- (i) vacant possession is provided by the current occupant of the premises
- (ii) the tenancy agreement is signed by the applicant; and
- (iii) the payment of all monies due are paid by the applicant in cleared funds prior to occupation of the premises

It is agreed that acceptance of this application is subject to a satisfactory report as to the tenant's credit worthiness. I/we understand that you as the agent are bound by the Privacy Act and the National Privacy Principles and **authority** is hereby given to the agent to check credit references, employment details, previous rental references, database agencies, personal references and any other searches that may verify the information provided by me. I/we also **authorise** the agent to give information to the lessor of the property, credit providers, insurance providers, other agents, salespeople, database agencies, references named in this application or any other third party who would have a beneficial interest relating to a tenancy matter and understand this can include information about my tenancy, creditworthiness, credit standing, credit history or credit capacity. Once a tenancy agreement has been entered into the tenant **agrees** that should they fail to comply with their obligations under the agreement, the failure to comply may be disclosed to third-party operators of tenant default registry agents and/or other agents.

Once the application has been approved I/we agree to pay a minimum of the first week's rent to secure the property. In this instance that being \$_____. **THE PROPERTY WILL NOT BE HELD UNTIL WE RECEIVE THE FIRST WEEK'S RENT AND THE TENANCY DOCUMENTATION HAS BEEN SIGNED BY ALL PARTIES.**

In the event that the application is successful and acceptance is communicated and the first week's rent is paid, but I/we decide not to proceed, I/we agree that this money will be forfeited to your office. Upon communication of acceptance of this application by the agent I agreed that this tenancy shall be binding.

I/we, the applicant, **accept** that if the application is rejected, the agent is not legally obliged to give a reason. If the application is declined, your details will be held on file for one month. Following this period all details held will be disposed of.

APPLICANT ONE SIGNATURE _____ DATE _____
APPLICANT TWO SIGNATURE _____ DATE _____

AGENT to witness _____ DATE _____

WE ARE HERE TO HELP

If you require further assistance or information prior to moving into your property, please feel free to contact our office.