

## TENANT APPLICATION INFORMATION

### TENANT TO RETAIN THIS INFORMATION

APPLICATIONS WILL NOT BE PROCESSED UNLESS ALL INFORMATION IS SUPPLIED

### OFFICE HOURS

Our office is open Monday to Friday 9am until 5pm and Saturday 9am until 4pm only.

### PHOTO IDENTIFICATION

When submitting your application, you **MUST** submit a form of photo identification.

### REQUIRED SUPPORTING DOCUMENTS

You will also 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/Landlord |
| ✓ 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 (e.g. 18+ Card, Driver's Licence, University or TAFE Card, Passport)
  - Other Identification (e.g. Medicare card, bank card, pensioner card)
  - Proof of current address (e.g. Phone Bill, Electricity Account, Tenancy Agreement, Council Rate Notice)
  - Proof of regular housing payments (e.g. Rent Receipts, Tenant Ledger, Proof of Mortgage Payments)
  - Proof of Income (e.g. Wage Slips, Bank Statements, Employee Letter, Centrelink Income Statement)
  - Written References (e.g. 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.

### 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.

### SECURING THE PROPERTY – PAYMENT OF HOLDING FEE

Once our office has communicated to you that the application has been approved, you will be required to pay a holding fee equal to one weeks rent to secure the property. Please note that this must be paid in **cleared funds**. Personal cheques will not be accepted when paying the initial monies. The property will not be secured for you until this money has been received.

### UNSUCCESSFUL APPLICATIONS

If your application is unsuccessful, a member of our team will notify you. As you can appreciate we receive many applications on properties and the final decision is often determined by the landlord of the property. If you are unsuccessful, our office will retain your application on file in the event of the successful applicant not proceeding or you may request that your application be transferred to another available property for rent.

## APPROVAL OF APPLICATION INFORMATION

TENANT TO RETAIN THIS INFORMATION

**ONCE YOUR APPLICATION HAS BEEN APPROVED THE PROPERTY WILL NOT BE SECURED UNTIL THE APPLICANT HAS PAID A HOLDING FEE EQUAL TO ONE WEEK'S RENT IN CLEARED FUNDS**

### PAYMENT OF RENT AND BOND

Prior to taking possession of the property, we require two weeks rent and four weeks bond. **This office does not accept 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 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 our 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 DURING THE TENANCY – PLEASE BRING YOUR BANK DETAILS

It is our company policy that all rental payments are to be made direct to our bank trust account. We offer three forms of banking methods. This will be discussed with you when signing your tenancy agreement.

- (1) Payment of rent by our Rent Card where you can utilise the telephone and other options to make payments,
- (2) Direct bank transfer payments or
- (3) Credit card payments

### SIGNING OF DOCUMENTS

All approved tenants listed on the Tenancy Agreement (excluding additional occupants not required to sign the Agreement) must be present to sign the Tenancy Agreement and other associated documents prior to collecting the keys. The keys will not be released unless all tenants have signed the Tenancy Agreement, shown photo identification and paid all monies in cleared funds and in full.

A member of our team will contact you to organise an appointment time to sign these documents. You should allow up to an hour for this appointment to enable the Property Manager to discuss all obligations associated with signing the agreement as well as our expectations during the tenancy.

The documents that will be reviewed include: the Tenancy Agreement and any additional terms to the agreement, Tenant Information Statement, Condition Report, Bond Form, Body Corporate By-Laws (if applicable) and a Renting Guide booklet. It is important that you read and understand this documentation, including any additional terms prior to entering into the Tenancy Agreement.

### PETS

If our office has approved pets at the property you will be required to sign a Pet Additional Terms Agreement.

### COLLECTION OF KEYS

Our office is open Monday to Friday 9am until 5pm and Saturday 9am until 4pm. You will need to collect the keys, finalise the payment of monies and sign all documents in these hours ONLY.

### 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.

ORIGIN (Electricity) 13 13 77

TELSTRA (Telephone) 13 22 00

**FORM 1 – CL8**

## CUSTOMER SERVICE STANDARDS

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### 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

If you have any questions relating to the application or sign up process, please feel welcome to contact our office.

Date received \_\_\_\_/\_\_\_\_/\_\_\_\_ Time \_\_\_\_\_ am/pm

**OFFICE USE ONLY**

Application signed and all details complete   
Photocopy Tenant's ID  100-point check

**TENANT INFORMATION**

Below is a summary of the money required in cleared funds prior to taking possession of the property

Four weeks' bond & two weeks' rent (less holding fee)

RENT \$\_\_\_\_\_ + BOND \$\_\_\_\_\_

Bond transfer requested  Yes  No

Tenant Database Check: Listed  Yes  No

(Advised tenant of listing **TEN 8J**)

Process Application – Attach **F1A/B/C**

Owner Approved  Yes  No / Contact Tenant

Holding Fee paid  Yes Date Paid: \_\_\_\_/\_\_\_\_/\_\_\_\_

## APPLICATION FOR TENANCY

THIS APPLICATION MUST BE COMPLETED IN FULL AND SIGNED BY ALL APPLICANTS TO BE PROCESSED

RENTAL PROPERTY: \_\_\_\_\_

HOW DID YOU FIND OUT ABOUT THE RENTAL PROPERTY?  To Let Sign  Rental List  Telephoned  
 Newspaper \_\_\_\_\_  Window Card  Internet Site \_\_\_\_\_

**GENERAL INFORMATION**

Are there additional Applications for Tenancy forms being submitted for this tenancy?  Yes (please attach)  No

How many tenants wish to reside in the property? \_\_\_\_\_ Adults \_\_\_\_\_ Children

List the names of the tenants to be the applicants (Signing Agreement)

List full names of requested approved applicants wishing to reside at the property & ages of children (if applicable)

How many cars will be kept at the property? \_\_\_\_\_ Are all the cars registered  Yes  No

Will a  Boat  Trailer  Caravan  Motor Home  Motorbike be kept at the property?  Yes  No

Do any applicants have pets? (Check with agent for approval)  Yes  No

Cats No. \_\_\_\_\_  Dogs No. \_\_\_\_\_ Breed/Type \_\_\_\_\_

Birds No. \_\_\_\_\_ Breed/Type \_\_\_\_\_ No. of Cages \_\_\_\_\_  Fish No. of tanks \_\_\_\_\_

Other \_\_\_\_\_ (List No. & Breed/Type)

Are the pets (if applicable) registered with the council?  Yes  No

Do any applicants smoke?  Yes  No

Do you have contents insurance?  Yes  No

If the property has a pool – Have any of the applicants cared for a pool previously?  Yes  No

Do you want to do a bond transfer?  Yes  No (this must be approved by owner/agent)

Have any of the applicants wishing to reside in the property been evicted or are in debt to another owner or agent?

No  Yes – If yes, give details: \_\_\_\_\_

**APPLICANT ONE DETAILS**

Name	D.O.B. / /	
Are you known by another name		
Contact No. Home	Work	Mobile
Email Address	Fax No.	
Car Registration	Driver's Licence No.	Licensed State
Passport No.	18+ Card No.	Other ID

**FORM 1 – CL8**

## APPLICANT ONE CURRENT ACCOMMODATION DETAILS

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

## APPLICANT ONE PREVIOUS ACCOMMODATION DETAILS

Address	<input type="checkbox"/> Rented \$ _____ per week	<input type="checkbox"/> Owned
Name of Real Estate, Owner or Sales Agent (if property sold)		
Address of above	Phone No.	
Period of occupancy / / to / / [ ] years [ ] months		
Reason for leaving		
Was the bond to be refunded in full <input type="checkbox"/> Yes <input type="checkbox"/> No If No, why		

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

Occupation	Period of employment
Employer	Net weekly wage \$
Address	Phone No.
<input type="checkbox"/> Full-time <input type="checkbox"/> Part-time <input type="checkbox"/> Casual [ ] hours per week	
If less than six months list Previous Employer	
Occupation	Period of employment
Employer	Net weekly wage \$
Address	Phone No.
<input type="checkbox"/> Full-time <input type="checkbox"/> Part-time <input type="checkbox"/> Casual [ ] hours per week	
<b>Other</b> <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 No.
How long established	ABN No.
Accountant Name	Phone No.
<input type="checkbox"/> Other Type of Income (i.e. Savings or Investments)	Other Income \$

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

Contact Name	Address
Phone No.	Relationship
Contact Name	Address
Phone No.	Relationship
Contact Name	Address
Phone No.	Relationship

Next of Kin not living with you or other person to contact in case of an emergency \_\_\_\_\_  
Address \_\_\_\_\_ Phone No. \_\_\_\_\_

## APPLICANT TWO DETAILS

Name	D.O.B. / /	
Are you known by another name		
Contact No. Home	Work	Mobile
Email Address	Fax No.	
Car Registration	Driver's Licence No.	Licensed State
Passport No.	18+ Card No.	Other ID

## APPLICANT TWO CURRENT ACCOMMODATION DETAILS

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

## APPLICANT TWO PREVIOUS ACCOMMODATION DETAILS

Address	<input type="checkbox"/> Rented \$ per week	<input type="checkbox"/> Owned
Name of Real Estate, Owner or Sales Agent (if property sold)		
Address of above	Phone No.	
Period of occupancy / / to / /	[ ] years	[ ] months
Reason for leaving		
Was the bond to be refunded in full <input type="checkbox"/> Yes <input type="checkbox"/> No If No, why		

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

Occupation	Period of employment
Employer	Net weekly wage \$
Address	Phone No.
<input type="checkbox"/> Full-time <input type="checkbox"/> Part-time <input type="checkbox"/> Casual [ ] hours per week	
If less than six months list Previous Employer	
Occupation	Period of employment
Employer	Net weekly wage \$
Address	Phone No.
<input type="checkbox"/> Full-time <input type="checkbox"/> Part-time <input type="checkbox"/> Casual [ ] hours per week	
<b>Other</b> <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 No.
How long established	ABN No.
Accountant Name	Phone No.
<input type="checkbox"/> Other Type of Income (i.e. Savings or Investments)	Other Income \$



## TERMS AND CONDITIONS AUTHORITY AND PRIVACY DISCLAIMER

Applicant's Name/s: \_\_\_\_\_

*(Include Applicant 1 and Applicant 2 Name)*

I/we, the applicant/s, 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/s, understand that you as the agent for the owner 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 agree to pay a bond of \$\_\_\_\_\_.

I/we, the applicant/s, 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/s; and
- (iii) the payment of all monies due are paid by the applicant/s 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 applicant's creditworthiness. 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 owner 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 applicant/s **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 holding fee equal to one week's rent to secure the property. In this instance that being \$\_\_\_\_\_. I/we the applicant/s agree that the property will be advertised and marketed until the requested holding fee has been paid.

In the event that the application is successful, acceptance is communicated and the holding fee has been paid, but I/we the applicant/s decide not to proceed, I/we agree that this money will be forfeited to the landlord. Upon communication of acceptance of this application by the agent I, agree that I will enter into a written Tenancy Agreement in accordance with the Residential Tenancies Act.

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 1 Signature: \_\_\_\_\_ Date: \_\_\_\_/\_\_\_\_/\_\_\_\_

Applicant 2 Signature: \_\_\_\_\_ Date: \_\_\_\_/\_\_\_\_/\_\_\_\_

Agent to Witness: \_\_\_\_\_ Date: \_\_\_\_/\_\_\_\_/\_\_\_\_