

TENANT TO RETAIN THIS INFORMATION

APPLICATIONS WILL NOT BE PROCESSED UNLESS ALL INFORMATION IS SUPPLIED & FILLED IN CORRECTLY!

YOU MUST COMPLETE THIS FORM YOURSELF – WE WILL NOT FILL IT IN ON YOUR BEHALF!

TENANT APPLICATION INFORMATION**OFFICE HOURS**

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

PHOTO IDENTIFICATION

When returning 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/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, 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)
- Pets microchipping paperwork/council paperwork

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 week's 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 owner of the property. If you are unsuccessful, our office will retain your application on file in the event of the successful applicant not proceeding.

TENANT TO RETAIN THIS INFORMATION**APPROVAL OF APPLICATION 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.** 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 two forms of banking methods. This will be discussed with you prior to signing your tenancy agreement.

1. Direct Debit set up through our agency 2. Centrelink Centrepay

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 9:00am – 5:00pm and Saturday 9:00am – 12:00pm. 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.

TENANT TO RETAIN THIS INFORMATION

CUSTOMER SERVICE STANDARDS

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 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.



TENANCY APPLICATION FORM

Please be advised that this application will only be processed once ALL details have been completed and all supporting documents are attached.

Viewing of rental properties will be arranged once application is complete.

Date Received _ / _ / _ Time _ am/pm (Office Use Only)

RENTAL PROPERTY ADDRESS

Rent per week \$	
Lease commencement date / /	
Term of Lease:	3 months 6 months 12 months
Bond + Rent required upon signup	4 weeks bond \$
(in cleared funds)	2 weeks rent \$
	Total \$

GENERAL INFORMATION

Number of Occupants	Adults_	Children	(Children's ages) _
Occupants Names (signing lease documents)	Name:_	Ph:_	
	Name:_	Ph:_	
Number of cars at property: _	Are all the cars registered? Yes/No		
<i>Please circle:</i> Boat	Trailer	Caravan	Motor Home Motorbike
Do you have pets? Type:	Breed:	Inside/outside	Microchip number
	Type:	Breed:	Inside/outside
Do the Occupants smoke?	Yes/No		
Do you have contents insurance? (Enquire at Office)	Yes/No		
Are you on a waiting list for Department of Housing?	Yes/No		
Have any occupants filed for bankruptcy?	Yes/No	Year of Bankruptcy:_	
Is there a pending bankruptcy case?	Yes/No		
Have any of the occupants wishing to reside in the property been evicted or in debt to another owner or agency? Yes/No (provide details)_			



- Electricity Gas Telephone Pay TV Internet
 Car Insurance Life Insurance Health Insurance Home & Contents Home Loans

YourPorter is a FREE service connecting utilities and other services.

If the Agent approves this application, YourPorter will be contacting you by phone, SMS, or email for the purposes of assisting you to connect your utilities within 24 hours of receiving this application for next business day connection.

DECLARATION AND ACCEPTANCE:

I/We consent to the disclosure of this application form (including any personal information contained in this form) to YourPorter Pty Ltd (ABN 36 252 576 050) for the purpose of allowing YourPorter and its service provider iSelect Ltd to contact me for the connection of services as offered by YourPorter.
 I/We acknowledge that if I/We do not provide my/our personal information, YourPorter and iSelect will not be able to provide these services to me/us. YourPorter and iSelect will ensure that my/our personal information is collected, used, held and disclosed in accordance with the requirements of the Privacy Act 1988 (Cth).
 I/We acknowledge that iSelect, the Agent, its employees and YourPorter may receive a benefit in relation to the connection of any of the services listed above. I/We consent to YourPorter and iSelect contacting me by phone or SMS in relation to the connection of the services listed above. I/We acknowledge that this consent permits YourPorter and iSelect to contact me even if the numbers listed on this application are listed on the Do Not Call Register. YourPorter and iSelect will otherwise collect, hold, use and disclose personal information in accordance with their respective privacy policies, which are available at www.yourporter.com.au/general/privacy-policy/ and <http://www.iselect.com.au/privacy-policy/> YourPorter is a free service, but I/We acknowledge that standard connection fees may apply for services connected (in addition to the ongoing service fees).
 I/We acknowledge that neither YourPorter nor the Agent nor iSelect accept any responsibility for any delay in or failure to arrange or provide for any connection of a service or for any loss, damage, cost or expense in connection with such delay or failure. By signing this application I/We understand YourPorter is a value add product and that I/We are under no obligation to use YourPorter.

Signature: _____ Date: ____/____/____

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		

APPLICANT ONE CURRENT ACCOMMODATION DETAILS

Address	<input type="checkbox"/> Rented \$	per week	<input type="checkbox"/> Owned
Name of Real Estate, Owner or Agent (if property sold)			
Address of above		Phone	
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 Agent (if property sold)			
Address of above		Phone	
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 PERSONAL REFERENCES – Does not include relatives (This must be completed in full)

Name	Address
Phone	Relationship
Name	Address
Phone	Relationship

Next of kin or other person to contact in case of an emergency:

Name: _____ Phone: _____

APPLICANT ONE 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 list Previous Employer	
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	
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 (i.e. Savings or Investments)	Other Income \$

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 Agent (if property sold)			
Address of above		Phone	
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 Agent (if property sold)			
Address of above		Phone	
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 PERSONAL REFERENCES – Does not include relatives (This must be completed in full)

Name	Address
Phone	Relationship
Name	Address
Phone	Relationship

Next of kin or other person to contact in case of an emergency:

Name: _____ Phone: _____

APPLICANT TWO 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 list Previous Employer	
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	
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 (i.e. Savings or Investments)	Other Income \$

CONDITION OF PROPERTY

I, the applicant/s, accept the property in its present condition Yes No

(A detailed Condition Report will be completed prior to you taking possession)

If no, please provide details _____

Please list any other information about your application:

Rental Payment Options

I wish to pay my rent via:

Centrepay

Direct Debit – Arranged through our agency

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

TERMS AND CONDITIONS AUTHORITY AND PRIVACY DISCLAIMER

Applicant's Names: _____

(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: _____