

# Important Information For New Tenants

## ***Thank you for your Application for Tenancy...***

We will endeavour to process this application immediately because we know that you will be waiting on an answer. **It is imperative that you do not make an application on a second property *anywhere* until you have an answer on this application. If you have already submitted an application for tenancy to another agent, please ensure you inform us immediately.**

With that in mind, it is our goal to obtain a definite answer for you between 24 and 48 hours of receipt of your application. If the process is slower, it is generally because we have not received all the information requested, or we are waiting on answers from referees or owners. Please ensure that all information is completed on the application form. In any event we will keep you up to date. Please note that no applications will be processed on weekends.

## ***Application Process***

**Can you afford the rent? To avoid embarrassment, please use our rent payment formula to work out whether you can afford the rent. If your income can not support the weekly rent, your application can not be processed**  
**Net weekly income \$\_\_\_\_\_ x .30 = \$\_\_\_\_\_ Weekly rent (Example: net weekly income \$400 x .30 = \$120)**

1. One application must be filled in for each person wanting to reside in the property.
2. Applications that are not complete will not be processed.
3. Applicants must inspect the inside of the property prior to being approved.
4. If you are successful, you will be required to pay bond + 2 weeks rent in advance to secure the property.
5. All parties will be required to attend a sign-up appointment within 24-48 hours of acceptance.
6. Each applicant must provide proof of income.
7. Each applicant must provide 100 points of identification. The documents you can provide are as follows:

<input type="checkbox"/> Passport	40 points
<input type="checkbox"/> Birth Certificate	40 points
<input type="checkbox"/> Drivers' License/Proof of Age Card	40 points – COMPULSORY
<input type="checkbox"/> Other form of photo identification	40 points
<input type="checkbox"/> 2 recent pay advices/proof of income	25 points – COMPULSORY
<input type="checkbox"/> 2 recent rent receipts	25 points
<input type="checkbox"/> Tenant ledger	25 points
<input type="checkbox"/> Car registration certificate	25 points
<input type="checkbox"/> Rates notice	25 points
<input type="checkbox"/> Utilities accounts	25 points

### ***Notification of the results***

You will be notified of the result of your application immediately a decision is made, and we have confirmed the lessor's instructions. Please ensure that we have a daytime telephone contact number for you. You will be contacted whether you are successful or not. All unsuccessful applications will be shredded within 1 week to maintain your privacy. All documentation collected for successful applicants will remain on file. **Final application approval is at the Lessor's discretion and no reason shall be given for unsuccessful applications.**

### ***Securing your Tenancy***

Once the application has been approved, an appointment will be made for you to come into the office, within the first 48 hours of acceptance of your application. At this time you will be required to pay the bond which is equal to four (4) weeks rent to secure the property and to sign the lease documents. Please allow approximately 1 hour for this appointment. This is important and must be completed prior to moving in.

Please be aware, we DO NOT sign up tenants on weekends. All tenants are required to attend the office for this process. You will be given a copy of the tenancy agreement and all relevant documentation to read before signing. We consider these to be vital documents and want to ensure that you are aware of all of your obligations before making a commitment.

The first two weeks rent can be paid at the time of securing the property or when you collect the keys on the lease start day. It will be credited to your rental account commencing with the first day of your tenancy. Bond transfers are NOT accepted. Payment of this money must be in cleared funds – Money Order or Bank Cheque only payable to Ray White Kirwan. No personal cheques can be accepted.

Once this process is complete, you should go ahead and arrange the connection of services to the property.

### ***Keys***

Keys to the property will not be handed over until all monies are paid in full, the lease is signed by all parties and lease start date has commenced.

### ***Insurance***

A reminder that insurance of your personal belongings is your responsibility. Ray White offers insurance to all our clients. Please let us know if we can assist with this service.

### ***Rent payments - Payment Gateway***

After this initial payment our preferred method of rent payment is Payment Gateway. If you are successful in obtaining this property you will be required to bring your bank details with you to the lease signing appointment, so this can be set up for you during this appointment. This payment option allows tenants to pay rent via direct debit, credit card, phone or internet banking as well as BPAY and payments at Australia Post. Your property manager will go into more detail about this payment method if you are approved for this property however please familiarize yourself with the following document titled "Tenant Information Sheet". This information sheet advises all costs associated with Payment Gateway.

Eftpos facilities are provided in office and transactions from savings or cheque account are free of fees. Credit card transactions, in office, attract a surcharge of 1.3% of the total amount paid.

We hope this information is of value to you. If there is anything, we can do to make the 'moving in' process easier for you, please let us know. It is our aim to provide you with every assistance possible to ensure that your association with this office is an enjoyable one.

Thank you,  
**Ray White Kirwan**

I/We have read the above information and agree to these terms if our application is accepted:

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

# Tenancy Application Form

Please be advised that this application will only be processed once ALL details have been completed and copies of all supporting documents are attached. All occupants over the age of 18 yrs must submit an individual form.

## PROPERTY DETAILS

Address of Property:

Lease commencement date:

Lease term:

Rent per week: \$

Number and type of pets:

Number of vehicles to be kept at the property:

Names of all other occupants for the property:

Names and ages of any children to occupy the property:

## PERSONAL DETAILS

Given Name(s):

Surname:

Home Phone:

Work Phone:

Mobile:

Fax:

Email:

Date of Birth:

Drivers Licence No:

Passport No:

## EMERGENCY CONTACT (Not living with you)

Given Name(s):

Surname:

Address:

Phone/Mobile:

Email:

## CURRENT ADDRESS

Address:

Period of Occupancy:

Rent Paid: \$

Reason for leaving:

Name of Landlord / Agent:

Phone:

## PREVIOUS RENTAL HISTORY (If current tenancy is less than 6 months)

Previous Address:

Length of time at above address: From

to

Rent Paid: \$

Name of Landlord / Agent:

Phone:

Was Bond refunded in full?

Yes

No

If No, please specify reasons why:

## CURRENT EMPLOYMENT DETAILS

Occupation:	Employer:
Employer's Address:	
Contact Name (payroll / manager):	Contact Number:
Length of Employment:	Status: Full time / Part time / Casual / Contract

## SELF EMPLOYMENT DETAILS

Company Name:	Business Type:
Business Address:	
Position Held:	ABN:
Accountant Name:	Phone:
Accountant Address:	

## INCOME (Please provide proof of income - three pay slips, Centrelink statements etc)

Net weekly employment income:
Net weekly income from other sources:
Source(s) of other income:

## PREVIOUS EMPLOYMENT (if current employment is less than 6 months)

Occupation:	Previous Employer:
Employer's Address:	
Contact Name (payroll / manager):	Contact Number:
Length of Employment: From to	Net weekly income:

## STUDENT INFORMATION

Place of Study:	Course Name:
Course Length:	Enrolment / Student No:
Are you receiving Government Assistance: Y / N (please provide proof)	
Are you receiving Parental/Guardian Assistance: Y / N (please provide confirmation letter)	

## REFEREES \*\*\* MUST NOT BE RELATED & WILL NOT BE ACCEPTED \*\*\*

Business Referee:	Address:
Relationship:	Phone:
Personal Referee:	Address:
Relationship:	Phone:

**PLEASE CONFIRM THE FOLLOWING**

1. Have you ever been evicted by any Lessor or Agent? If yes, give details.	YES / NO
2. Have you ever been refused another Property by a Lessor or Agent? If yes, give details.	YES / NO
3. Are you in debt to another Lessor or Agent? If yes, give details.	YES / NO
4. Is there any reason that would affect your ability to pay your rent? If yes, give details.	YES / NO
5. Was your bond at your last address refunded in full? If no, give details.	YES / NO

Details:

**HOLDING DEPOSIT (to be completed for QLD properties only)**

**QLD ONLY** - Complete this section if you wish to reserve the property for a period of time.

In accordance with Section 161 (5) (a) of The Residential Tenancies and Rooming Accommodation Act 2008 QLD, if a tenancy agreement is entered into by the Applicant, the Holding Deposit will be applied in full to the rental bond.

The Holding Deposit is equivalent to one week's rent, and holds the premises in favour of the Applicant for a period of 7 days, starting from the date the Holding Deposit is paid to the Agent. The Applicant must exercise the option to enter into a tenancy agreement by no later than the end of the 48 hour option period.

The Applicant agrees to pay a Holding Deposit of \$\_\_\_\_\_. The Applicant agrees that, should they withdraw their application during the 48 hour option period, then the deposit will be refunded in full. After the option period expires the Applicant agrees that the Holding Deposit will be forfeited.

**DECLARATION**

I, the Applicant, hereby offer to rent the property from the owner under a lease to be prepared by the Agent. Should this application be approved, I acknowledge that I will be required to pay the following amounts:

\$ \_\_\_\_\_ rent per week, or \$ \_\_\_\_\_ rent per calendar month

First payment of rent in advance:	\$ _____	(equivalent to 2 weeks rent)
Rental Bond	\$ _____	(equivalent to 4 weeks rent)
Amount payable upon signing Tenancy Agreement:	\$ _____	

I acknowledge that this application is subject to the approval of the owner. I declare that all information contained in this application is true and correct and given of my own free will. I declare that I have inspected the premises and am satisfied with the current condition and cleanliness of the property.

\_\_\_\_\_  
**APPLICANT NAME**

\_\_\_\_\_  
**SIGNATURE**

\_\_\_\_\_  
**DATE**

## PRIVACY STATEMENT

### PRIVACY DISCLOSURE STATEMENT

We are an independently owned and operated business. We are bound by the National Privacy Principles. We collect personal information about you in this form to assess your application for a residential tenancy. We may need to collect information about you from your previous landlords or letting agents, your current or previous employer and your referees. Your consent to us collecting this information is set out below. We may disclose personal information about you to the owner of the property to which this application relates. If this application is successful we may disclose your details to service providers relevant to the tenancy relationship including maintenance contractors and owner's insurers. We may also send personal information about you to the owners of any other properties at your request. You have the right to access personal information that we hold about you by contacting our privacy officer. If you do not complete this form or do not sign the consent below then your application for a residential tenancy may not be considered by the owner of the relevant property or, if considered, may be rejected.

## CONSENT

I, the Applicant, acknowledge that I have read the Privacy Statement above and the privacy policy of the Ray White Office. I authorise the Ray White Office and the Agent to collect information about me from:

1. My previous letting agents, landlords, current and previous employers;
2. My personal referees;
3. Any Tenancy Default Database which may contain personal information about me. I also authorize the Agent to disclose details about any defaults by me under the tenancy to which this application relates to any tenancy default database to which it subscribes including Tenancy Information Centre of Australia (TICA), National Tenancy Database (NTD) and/or Trading Reference Australia (TRA)..

I authorise the Ray White Office and the Agent to disclose:

- details about any defaults by me under the tenancy to which this application relates, to any tenancy default database to which the Ray White Office or the Agent subscribes, including Tenancy Information Centre of Australia (TICA), National Tenancy Database (NTD) and/or Trading Reference Australia (TRA)
- personal information collected about me to the owner of the property even if the owner is resident outside Australia
- personal information collected about me to any third parties – valuers, contractors, sales people, insurance companies, bodies corporate, other agents and tenancy default databases to which it is reasonably necessary to disclose in relation to the tenancy arrangement.

As your information may be emailed or stored in the cloud, we cannot ensure that overseas recipients to whom your information is disclosed will not breach the Australian Privacy Principles in relation to your information. Acknowledging that this is so, you consent to your information being emailed and stored in the cloud.

Where Ray White Connect is requested by me to arrange for the provision of connection and disconnection services, I consent to Ray White Connect disclosing personal information about me to utility service providers for that purpose and to obtain confirmation of the connection or disconnection. I consent to Ray White Connect disclosing confirmation details (including NMI, MIRN and telephone number) to the Ray White Office and the Agent. I acknowledge that Ray White Connect, the Ray White Office and the Agent do not accept any responsibility for any delay in, or failure to arrange or provide for, any connection or disconnection of a utility, or for any loss in connection with such delay or failure. The Ray White Office and the Agent have a commercial relationship with Ray White Connect. I acknowledge that Ray White Connect, the Ray White Office and the Agent and its employees may receive a fee and/or benefit from a utility service provider in relation to the disconnection, reconnection or connection of a utility service. I also acknowledge, while there is no charge to me for the Ray White Connect service; normal service provider fees or bonds may apply for which I am responsible.

I have read, agreed to and understood all of the above terms and conditions that are relevant to me.

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**APPLICANT NAME**

**SIGNATURE**

**DATE**

## TENANCY DATABASE SEARCH DECLARATION

As the managing agency for the property you are applying on, we hereby advise that we are required by law to disclose to you the databases that are used by our agency to check your rental and tenancy history.

At Ray White Kirwan, we formally advise that we utilise the following tenancy databases:

- Tenancy Information Centre of Australia (TICA)

If it is found that you are listed we are required by law;

- To advise that you are listed on a tenancy database
- Provide you with the contact details of the database operator so you can find out information about your listing

You can obtain further information from:

- Residential Tenancies Authority website at [rta.qld.gov.au](http://rta.qld.gov.au) or call 1300 366 311.
- Queensland Civil and Administrative Tribunal [qcat.qld.gov.au/matter-types/residential-tenancy-disputes/tica-orders](http://qcat.qld.gov.au/matter-types/residential-tenancy-disputes/tica-orders)

Tenant declaration

I, \_\_\_\_\_ do hereby declare that I have read the above information and understand my rights in relation to these database laws. I further acknowledge that if I am listed on one or more of these databases that I must seek independent advice from the previous listing agent or database provider to ascertain the validity of the listing.

APPLICANT NAME

SIGNATURE

DATE

### TENANCY DATABASE INFORMATION (The information below is courtesy of the Qld Government website)

#### Tenancy Database

A tenancy database is a list where landlords/agents record personal information about tenants who previously have had problems with their tenancies.

Your name may have been placed on a tenancy database at the end of a tenancy if:

- the amount of money owed by the tenant is more than the bond, including
- rent arrears if a Notice to remedy breach (Form 11) was given for this rent
- abandonment of a property
- money owed after an agreement has been reached through Residential Tenancies Authority (RTA) conciliation, or a Queensland Civil and Administrative Tribunal (QCAT) order that has not been paid
- if the tenancy has been terminated by QCAT because of:
- repeated breaches of a conciliation agreement by the tenant
- objectionable behaviour by the tenant

A tenant cannot be listed on a tenancy database for any reasons apart from those listed above.

The database helps landlords and agents decide if prospective tenants are likely to fall behind on rent or damage the property.

#### Am I listed on a tenancy database?

In each of the tenancy database websites, there is a 'Tenants' section that tells you how to find if you are listed.

To find out if you or someone else is listed, contact:

- Tenancy Information Centre Australasia
- National Tenancy Database
- Trading Reference Australia.

You can write or call database companies to request information about whether and/or why you were listed. Beware that calls to database phone lines may be charged by the minute.

#### Removing your name

Only tenants named on the tenancy agreement can be listed on a tenancy database. Current or proposed listings can be challenged by:

- contacting the landlord/agent who listed you to talk to them and try to reach an agreement about what you need to do to have your name removed from the database. Keep a copy of all correspondence in case of future disputes
- lodging a Dispute resolution request (Form 16) with the Residential Tenancies Authority Dispute Resolution Service to get help with negotiating an agreement about your proposed listing
- applying directly to the Queensland Civil and Administrative Tribunal to make the person or agency remove your listing on the database, or alter the listing as appropriate (make sure you get any changes in writing).

A dispute about a listing on the grounds it does not meet the approved criteria must be initiated within 6 months of the tenant becoming aware of the listing.

#### More information

For more information about tenancy databases, contact the Residential Tenancies Authority on 1300 366 311.