



# TENANT APPLICATION INFORMATION

## TENANT TO RETAIN THIS INFORMATION

APPLICATIONS **WILL NOT** BE PROCESSED UNLESS ALL INFORMATION IS SUPPLIED

### AGENCY HOURS

Our agency is open Monday to Friday 9.00am – 5.00pm and Saturday 8.30am – 12.00pm 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 agency 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 agency utilises TICA (a national tenant database agency) for tenant screening purposes. When processing your application form, our agency will conduct the necessary tenant checks with this company. In accordance with current legislation requirements if a breach or default occurs with your tenancy, the details of such breach or default may be listed on this database for other agents to access when you apply for future properties. If you have any questions relating to this service or your personal information that may be held you can contact the company direct on 190 222 0346.  
database.

### SECURING THE PROPERTY

Once our agency has communicated to you that the application has been approved, you will be required to pay 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 agency 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.



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### APPROVAL OF AN APPLICATION – TENANCY AGREEMENT AND ADDITIONAL TERMS

Upon your application being approved, you will receive a copy of the Tenancy Agreement and any additional terms, Body Corporate By-Laws (if app.), the prescribed Information for a Tenant, our agency's Tenant Information Sheet and an additional terms for pets if pets have been approved at the premises. It is important that you read and understand this documentation, including any special conditions prior to entering into the Tenancy Agreement.

### PAYMENT OF RENT AND BOND

Prior to taking possession of the property, we require two weeks rent and four weeks bond. **This agency 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 agency prior to signing the Tenancy Agreement. All monies must be paid in cleared funds or cash prior to collecting the keys.

### PETS

If our agency has approved pets at the property you will be required to sign a Pet Additional Terms Agreement. Our agency also reminds tenants that the keeping of certain dogs such as American pit bull terriers and Brazilian mastiffs are restricted under the Dog (Restricted Breeds) Regulations 2002 (s53 of the Dog Act 1976).

### BOND LODGEMENTS

Tenants have the option to lodge their bond online if you have an email address, mobile phone number, access to the Internet, a Visa Card, Mastercard or ability to pay by BPAY through your bank, credit union or building society and an Australian bank account. If you wish to utilise this online bond service, please advise our agency to enable our us to enter your tenancy and bond details into the Rental Bonds Online. We can provide you with an information fact sheet outlining 'Getting started with Rental Bonds Online' to assist you with this process.

### 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.

### SMOKING

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



# TENANT APPLICATION INFORMATION

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### 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

### COLLECTION OF KEYS

Our agency is open Monday to Friday 9.00am – 5.00pm and Saturday 8.30am – 12.00pm. You will need to collect the keys, finalise the payment of monies and sign all documents in these hours ONLY.

### EQUALITY AND FAIRNESS OF THE APPLICATION PROCESS

When processing applications all applicants must be considered in accordance with the Equal Opportunity Act. Our agency supports this and there is no discrimination based on: sex, marital status, pregnancy, gender history, parental or carer status, sexual orientation, race, religious or political conviction, disabilities, mental health, age or discrimination by personal association with someone else who may be treated unfairly on the basis of any of the above.

### 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 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 landlord
- 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 agency.



Date received: \_\_\_/\_\_\_/\_\_\_ Time: \_\_\_\_\_ am/pm **AGENCY 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

RENT REQUIRED: one weeks rent  
 BOND REQUIRED: four weeks bond  
 RENT \$\_\_\_\_\_ + BOND \$\_\_\_\_\_  
 Bond transfer requested  Yes  No

Tenant Database Check: Listed  Yes  No   
 Fraud Check  Google Search  Facebook Search  
 (Advised tenant of listing **TEN 8J**)   
 Process Application – Attach **F1A/B/C**   
 Landlord Approved  Yes  No / Contact Tenant   
 Consideration 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  Window Card  
 Facebook  Classifieds  Website Rental Portal (please list): \_\_\_\_\_

**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 app.)

\_\_\_\_\_

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 app.) 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:		
Home Phone:	Work Phone:	Mobile:
Email:	Fax No.:	
Car Registration:	Driver's Licence No.:	Licensed State:
Passport No.:	18+ Card No.:	Other ID:



**APPLICANT ONE CURRENT RENTAL OR ACCOMMODATION DETAILS**

Address:	<input type="checkbox"/> Rented \$ _____ per week	<input type="checkbox"/> Owned
Name of real estate, owner or sales agent (if property sold):		
Agent/Owner Address:	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 CURRENT RENTAL OR ACCOMMODATION DETAILS**

Address:	<input type="checkbox"/> Rented \$ _____ per week	<input type="checkbox"/> Owned
Name of real estate, owner or sales agent (if property sold):		
Agent/Owner Address:	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 INCOME DETAILS – ALL INCOME IS NET OR TAKE HOME “PER WEEK “**

Occupation:	Period of employment:	
Employer:	Net 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:	Net weekly wage: \$	
Address:	Phone:	
<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:	
How long established:	ABN No.:	
Accountant Name:	Phone:	
<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:	Relationship:
Contact Name:	Address:
Phone:	Relationship:
Contact Name:	Address:
Phone:	Relationship:

Next of Kin not living with you or other person to contact in case of an emergency:

Contact Name: \_\_\_\_\_  
 Address: \_\_\_\_\_ Phone: \_\_\_\_\_



### APPLICANT TWO DETAILS

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

### APPLICANT ONE CURRENT RENTAL OR ACCOMMODATION DETAILS

Address:	<input type="checkbox"/> Rented \$	per week	<input type="checkbox"/> Owned
Name of real estate, owner or sales agent (if property sold):			
Agent/Owner Address:	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 CURRENT RENTAL OR ACCOMMODATION DETAILS

Address:	<input type="checkbox"/> Rented \$	per week	<input type="checkbox"/> Owned
Name of real estate, owner or sales agent (if property sold):			
Agent/Owner Address:	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 INCOME DETAILS – ALL INCOME IS NET OR TAKE HOME “PER WEEK “

Occupation:	Period of employment:
Employer:	Net 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:	Net weekly wage: \$
Address:	Phone:
<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:
How long established:	ABN No.:
Accountant Name:	Phone:
<input type="checkbox"/> Other Type of Income (i.e. Savings or Investments)	Other Income: \$



**APPLICANT TWO PERSONAL REFERENCES** – Does not include relatives (this must be completed in full)

Contact Name:	Address:
Phone:	Relationship:
Contact Name:	Address:
Phone:	Relationship:
Contact Name:	Address:
Phone:	Relationship:

Next of Kin not living with you or other person to contact in case of an emergency:

Contact Name: \_\_\_\_\_

Address: \_\_\_\_\_ Phone: \_\_\_\_\_

**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:

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Please list any other information about your application:

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



# TERMS AND CONDITIONS AUTHORITY AND PRIVACY DISCLAIMER

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

Applicant Name: \_\_\_\_\_

*(Include Applicant 1 and Applicant 2 Name)*

## GENERAL TERMS AND CONDITIONS

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, agree that 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 agree that once the application has been approved I agree to pay one weeks rent to secure the property. In this instance that being \$\_\_\_\_\_. I agree that the property will be advertised and marketed until the requested rent has been paid and the Tenancy Agreement has been signed by all parties.

I/we, agree that in the event that the application is successful, acceptance is communicated and the rent has been paid, but I decide not to proceed, I 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 legislation requirements.

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

- (i) vacant possession is provided by the current occupant/s 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

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 12 months. Following this period all details held will be disposed of.

I/we, agree that acceptance of this application may be subject to a satisfactory report as to the applicant's creditworthiness.

## PRIVACY TERMS AND CONDITIONS

I/we, understand that you as the managing agent for the owner of the property and have collected this information for the specific purpose of checking identification, character, creditworthiness and determining if the applicant/s will be suitable tenant/s for the property.

I/we, understand that the agent is bound by the Privacy Act and the Australian Privacy Principles (APPs) and **authority** is hereby given to the agent to check credit references, identity checks, current and past employment details, current and previous rental references from an owner or agent, any record listing or tenant database agency, personal references, current or previous sales representatives involved in a property transaction and any other searches that may verify the information provided by me in accordance with legislation requirements.





# TERMS AND CONDITIONS AUTHORITY AND PRIVACY DISCLAIMER

I/we, **authorise** the agent to collect, use and disclose personal information to:

- (a) communicate with the owner (relevant to the premises) during the tenant selection process as well as any other matter arising during and at the end of tenancy
- (b) prepare agreements and tenancy documents
- (c) allow tradespeople or equivalent organisations to contact me
- (d) lodge, claim or transfer (to or from) a Bond Authority
- (e) refer to Tribunals and/or Courts & Statutory Authorities (where applicable)
- (f) refer to Collection Agents and Lawyers (where applicable)
- (g) lodge Insurance claims (where applicable)
- (h) communicate with Body Corporate or Strata Groups (relevant to the premises)
- (i) utility connection providers, where the applicant has opted for such a service
- (i) undertake any act, process or communication with any other third party as required by the agent or owner relating to the administration of the premises and use of the Agent's services.

I/we, understand that once a tenancy has been entered into our personal information (such as names, contact details and any other details contained on this application or which can be obtain from a public source) can or will be kept or stored in files or a data entry computer format.

I/we, agree that once a tenancy agreement has been entered into that should there be a failure to comply with the obligations under the agreement; the failure to comply may be disclosed to third party operators of tenant database registers and/or agent in accordance with legislation requirements.

I/we, agree that we have been provided with the Tenant Database Agency details (including the name and contact numbers) that may be accessed by our agency during the application process.

The applicant/s have the right to access personal information held by our agency and may request correction or amendment of any inaccurate, incomplete, out of date or irrelevant information.

I/we, authorise the agent to send information to our contact details to promote, market or sell rental properties, sale properties or information in general that relates to the real estate industry. Tick here  if you do not wish to receive this information.

A full copy of our privacy policy can be accessed at our website.

*[Each applicant must read and initial every page of this application as acceptance of the information provided]*

Applicant 1 Signature: \_\_\_\_\_

Applicant 1 Name: \_\_\_\_\_ Date: \_\_\_\_/\_\_\_\_/\_\_\_\_

Applicant 2 Signature: \_\_\_\_\_

Applicant 2 Name: \_\_\_\_\_ Date: \_\_\_\_/\_\_\_\_/\_\_\_\_