

# TENANT APPLICATION FORM



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

The property will not be held for you until the application has been approved and the first 2 weeks rent has been paid to our office in cleared funds.

PLEASE RETURN YOUR APPLICATION AND SUPPORTING DOCUMENTS TO THE OFFICE LISTED ON THE PROPERTY LISTING ON THE CORONIS WEBSITE OR RENT LIST.

Arana Hills  
Shop 1/288 Dawson Parade, Arana Hills QLD 4054  
T 07 3351 5151 F 07 3351 0027 E [aranahills@coronis.com.au](mailto:aranahills@coronis.com.au)

Arana Hills  
Shop 1/288 Dawson Parade, Arana Hills QLD 4054  
T 07 3351 5151 F 07 3351 0027 E [aranahills@coronis.com.au](mailto:aranahills@coronis.com.au)

Aspley  
613a Robinson Road, Aspley QLD 4034  
T 07 3263 2055 F 07 3263 2417 E [aspley@coronis.com.au](mailto:aspley@coronis.com.au)

Bracken Ridge  
Cnr Gawain Road & Lavaine Street, Bracken Ridge QLD 4017  
T 07 3105 5788 F 07 3261 8478 E [brackenridge@coronis.com.au](mailto:brackenridge@coronis.com.au)

Burpengary  
Shop 9/23 Progress Road, Burpengary QLD 4505  
T 07 3888 5565 F 07 3888 5563 E [burpengary@coronis.com.au](mailto:burpengary@coronis.com.au)

Caloundra  
24 Bulcock Street, Caloundra QLD 4551  
T 07 5491 1400 F 07 5491 8022 E [caloundra@coronis.com.au](mailto:caloundra@coronis.com.au)

Coomera  
2/2 Fortune Street, Coomera QLD 4209  
T 07 5658 0088 F 07 5561 8289 E [coomera@coronis.com.au](mailto:coomera@coronis.com.au)

Coorparoo  
211 Old Cleveland Road, Coorparoo QLD 4151  
T 07 3038 3038 F 07 3324 1667 E [coorparoo@coronis.com.au](mailto:coorparoo@coronis.com.au)

Forest Lake  
235 Forest Lake Boulevard, Forest Lake QLD 4078  
T 07 3879 1515 F 07 3278 7711 E [forestlake@coronis.com.au](mailto:forestlake@coronis.com.au)

Kelvin Grove  
208 Kelvin Grove Road, Kelvin Grove QLD 4059  
T 07 3356 0660 F 07 3356 1953  
E [kelvingrove@coronis.com.au](mailto:kelvingrove@coronis.com.au)

North Lakes  
8/5 Discovery Drive, North Lakes QLD 4509  
T 07 3482 4111 F 07 3482 4211 E [northlakes@coronis.com.au](mailto:northlakes@coronis.com.au)

Redcliffe  
Shop 1/260 Oxley Avenue, Margate QLD 4019  
T 07 3883 4877 F 07 3883 4744 E [redcliffe@coronis.com.au](mailto:redcliffe@coronis.com.au)

Springfield Lakes  
Shop 4, 1 Springfield Lakes Boulevard, Springfield Lakes QLD 4300  
T 07 3436 0800 F 07 3381 8433 E [springfieldlakes@coronis.com.au](mailto:springfieldlakes@coronis.com.au)

Springwood  
Suite 1, 3374 Pacific Highway, Springwood QLD 4127  
T 07 3290 6388 F 07 3290 6566 E [springwood@coronis.com.au](mailto:springwood@coronis.com.au)

Stafford  
262 Stafford Road, Stafford QLD 4053  
T 07 3357 7377 F 07 3857 6797 E [stafford@coronis.com.au](mailto:stafford@coronis.com.au)

Warner  
Warner Shopping Village  
Cnr Samsonvale Road & Old North Rd, Warner QLD 4500  
T 07 3882 4955 F 07 3882 4944 E [warner@coronis.com.au](mailto:warner@coronis.com.au)

## 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 check – Should you be unable to meet the 100 point check criteria, please speak with the property manager.

50 points Previous Rent Ledgers

30 points Passport

30 points Drivers License

30 points Proof of income (payslips/Centrelink statement)

20 points Birth Certificate

20 points Min. 2 references from previous Agent/Lessor

20 points Current Motor Vehicle Rego Papers

10 points Copy of Telstra/Energex/Gas Account

Must include some form of Photo ID

## 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.

## SECURING THE PROPERTY – PAYMENT OF 2 weeks rent

Once the application has been approved you will be required to pay a minimum of 2 weeks rent to secure the property. Please note that this must be paid in cleared funds (money order 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.

## FUTURE PAYMENT METHODS

Please note: this application **WILL NOT** be processed unless a payment method is selected and all forms are completed.

## 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 as 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 the point of view of both sides
- 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.

**Coronis**

# GENERAL INFORMATION PRIOR TO TAKING UP TENANCY



## TENANCY AGREEMENT, SPECIAL CONDITIONS & INFORMATION STATEMENTS

Prior to completing this application form please note that the tenancy agreement and special conditions, tenant information booklet and body corporate by-laws (if applicable) can be made available to you. It is important that you read and understand this documentation including any special conditions prior to entering into the tenancy agreement.

## COLLECTION OF KEYS

Our office is open Monday to Friday 8:30am – 5:00pm & Saturday 9:00am – 4:00pm

You will need to collect the keys, finalise the payments of monies and sign all documents Monday-Friday only (key collection only on Saturday).

## PAYMENT OF RENT & BOND

Prior to taking possession of the property, we require 2 weeks rent and 4 weeks bond. If your weekly rent is more than \$500 per week, the bond requirement may vary. This office does not accept bond transfers and we do not accept Department of Housing Bond Loans. 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 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 3 weeks or more for monies to be released. You will also need to inform our office of the portion of bond each tenant is contributing.

## 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.

## 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.

ENERGEX (Electricity) 13 12 53 or [www.energex.com.au](http://www.energex.com.au) TELSTRA (Telephone) 13 22 00

## 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 three working 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.

## TENANT DEFAULT AGENCY

Our office is a member of TICA, which is a tenant database agency. It is important to note that should you vacate the property owing money in excess of the bond or receive a court order against you for a repeated breach, your details will be listed with this agency when your tenancy has ended. We do look forward to a harmonious agent/tenant relationship, and we will only take this course of action when absolutely necessary. If you

experience financial hardship throughout the tenancy it is imperative that you contact our office to discuss the matter in further detail.

## PAYMENT OF RENT

It is our company policy that all rental payments are to be made by either direct debit, BPAY or Credit Card (Visa, MasterCard or Bank card). All banking details will be provided and discussed with you when signing your Tenancy Agreement.

## METHODS OF PAYMENT:

Rent can be paid by Rental Rewards (Direct Debit from your Credit Card), or HandeRent (BPAY).

## RENTAL REWARDS:

- Pay rent by Visa and automatically receive Free Rent Protection – Rental Rewards will pay your rent when you can't for up to 90 days
- With 'Set & Forget', your rent will be automatically paid when it's due. With 'Rent Reminders', you'll receive a Free SMS/Email when your rent is due – just reply 'YES' to pay
- There are NO hidden charges that you incur with many other rent payment methods – NO joining, quarterly, direct debit, banking, cheque, withdrawal, insufficient funds, dishonor, replacement card, change of details fees
- The only charge is a credit card convenience fee of 1.32% (incl. GST) – just a few dollars a week and comparable to all the fees with other rent payment methods. You may have already experienced credit card convenience fees when paying for flights, taxis, phone bills, etc.

## HANDERENT:

- The new HandeRent card provides you with an easy and safe way to pay your rent through BPAY. Simply access the Internet or Phone Banking service through your Bank or Financial Institution
- You will be able to pay your rent at a time that suits you – seven days a week, day or night. You can make payments from a cheque or savings account and as with most Internet or phone banking services, you can also schedule payments for a later date.
- A HandeRent fee of \$1.25 per transaction is applied which is debited to your account at the end of the month.



ADDRESS OF PROPERTY: \_\_\_\_\_

MOVE IN DATE: \_\_\_\_\_ RENT: \$ \_\_\_\_\_ TERM: 6 MONTHS 12 MONTHS

NUMBER OF PETS: \_\_\_\_\_ TYPE: \_\_\_\_\_

NAMES OF ALL ADULTS: \_\_\_\_\_ NUMBER OF CHILDREN: \_\_\_\_\_

#### APPLICANT ONE - PERSONAL DETAILS

Surname: \_\_\_\_\_ Given Names: \_\_\_\_\_

Drivers License No: \_\_\_\_\_ DOB: \_\_\_\_\_ 18+ Card No: \_\_\_\_\_ Passport No: \_\_\_\_\_

#### CONTACT DETAILS

Home Ph: \_\_\_\_\_ Mobile Ph: \_\_\_\_\_

Work Ph: \_\_\_\_\_ Fax No: \_\_\_\_\_

Email Address: \_\_\_\_\_

#### RENTAL HISTORY

Current Address: \_\_\_\_\_

How long have you lived there? \_\_\_\_\_ Current Lease Expiry Date: \_\_\_\_\_

Name of Lessor or Agent: \_\_\_\_\_

Contact Name: \_\_\_\_\_ Contact No: \_\_\_\_\_

Fax No: \_\_\_\_\_ Weekly Rent Paid: \$ \_\_\_\_\_

#### PREVIOUS RENTAL HISTORY

Previous Address: \_\_\_\_\_

How long did you live there?: \_\_\_\_\_ Weekly Rent Paid: \$ \_\_\_\_\_

Name of Lessor or Agent: \_\_\_\_\_

Contact Name: \_\_\_\_\_ Contact No: \_\_\_\_\_ Fax: \_\_\_\_\_

#### EMPLOYMENT HISTORY

Current Employment (Occupation): \_\_\_\_\_

Employers Name/Centrelink details/Benefit type: \_\_\_\_\_

Employers Address: \_\_\_\_\_

Contact Name: \_\_\_\_\_ Contact No: \_\_\_\_\_

Length of Employment: \_\_\_\_\_ Income per week: \$ \_\_\_\_\_

#### PREVIOUS EMPLOYERS DETAILS – IF EMPLOYED FOR LESS THAN SIX (6) MONTHS

Previous employers name: \_\_\_\_\_

Employers Address: \_\_\_\_\_

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

Length of employment: \_\_\_\_\_ Income per week: \$ \_\_\_\_\_

#### IF YOU ARE SELF-EMPLOYED OR OWN YOUR OWN BUSINESS

Registered name of business: \_\_\_\_\_ ABN: \_\_\_\_\_

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

Personal Net Income per week: \$ \_\_\_\_\_ How long in business: \_\_\_\_\_

Name of Accountant: \_\_\_\_\_ Contact Phone/Fax number: \_\_\_\_\_

List One Major Creditor: \_\_\_\_\_ Phone/Fax number: \_\_\_\_\_

#### REFERENCES AND EMERGENCY CONTACT DETAILS

Please provide two (2) personal references (not related to you) WITH DAYTIME CONTACT NUMBERS

Name: \_\_\_\_\_ Phone: \_\_\_\_\_ Relationship to you: \_\_\_\_\_

Name: \_\_\_\_\_ Phone: \_\_\_\_\_ Relationship to you: \_\_\_\_\_

Please provide details of your next of kin (not living with you), in case of an emergency:

Name: \_\_\_\_\_ Phone: \_\_\_\_\_ Relationship to you: \_\_\_\_\_



## APPLICANT TWO - PERSONAL DETAILS

Surname: \_\_\_\_\_ Given Names: \_\_\_\_\_  
Drivers License No: \_\_\_\_\_ DOB: \_\_\_\_\_ 18+ Card No: \_\_\_\_\_ Passport No: \_\_\_\_\_  
Passport No: \_\_\_\_\_ Country of Issue: \_\_\_\_\_  
Benefit No: \_\_\_\_\_ Benefit Type: \_\_\_\_\_  
Pets: \_\_\_\_\_ Type: \_\_\_\_\_

### CONTACT DETAILS

Home Ph: \_\_\_\_\_ Mobile Ph: \_\_\_\_\_  
Work Ph: \_\_\_\_\_ Fax No: \_\_\_\_\_  
Email Address: \_\_\_\_\_

### RENTAL HISTORY

Current Address: \_\_\_\_\_  
How long have you lived there? \_\_\_\_\_ Current Lease Expiry Date: \_\_\_\_\_  
Name of Lessor or Agent: \_\_\_\_\_  
Contact Name: \_\_\_\_\_ Contact No: \_\_\_\_\_  
Fax No: \_\_\_\_\_ Weekly Rent Paid: \$ \_\_\_\_\_

### PREVIOUS RENTAL HISTORY

Previous Address: \_\_\_\_\_  
How long did you live there?: \_\_\_\_\_ Weekly Rent Paid: \$ \_\_\_\_\_  
Name of Lessor or Agent: \_\_\_\_\_  
Contact Name: \_\_\_\_\_ Contact No: \_\_\_\_\_ Fax: \_\_\_\_\_

### EMPLOYMENT HISTORY

Current Employment (Occupation): \_\_\_\_\_  
Employers Name/Centrelink details/Benefit type: \_\_\_\_\_  
Employers Address: \_\_\_\_\_  
Contact Name: \_\_\_\_\_ Contact No: \_\_\_\_\_  
Length of Employment: \_\_\_\_\_ Income per week: \$ \_\_\_\_\_

### PREVIOUS EMPLOYERS DETAILS – IF EMPLOYED FOR LESS THAN SIX (6) MONTHS

Previous employers name: \_\_\_\_\_  
Employers Address: \_\_\_\_\_  
Contact Name: \_\_\_\_\_ Contact Number: \_\_\_\_\_  
Length of employment: \_\_\_\_\_ Income per week: \$ \_\_\_\_\_

### IF YOU ARE SELF-EMPLOYED OR OWN YOUR OWN BUSINESS

Registered name of business: \_\_\_\_\_ ABN: \_\_\_\_\_  
Address: \_\_\_\_\_  
Personal Net Income per week: \$ \_\_\_\_\_ How long in business: \_\_\_\_\_  
Name of Accountant: \_\_\_\_\_ Contact Phone/Fax number: \_\_\_\_\_  
List One Major Creditor: \_\_\_\_\_ Phone/Fax number: \_\_\_\_\_

### REFERENCES AND EMERGENCY CONTACT DETAILS

Please provide two (2) personal references (not related to you) WITH DAYTIME CONTACT NUMBERS

Name: \_\_\_\_\_ Phone: \_\_\_\_\_ Relationship to you: \_\_\_\_\_  
Name: \_\_\_\_\_ Phone: \_\_\_\_\_ Relationship to you: \_\_\_\_\_

Please provide details of your next of kin (not living with you), in case of an emergency:

Name: \_\_\_\_\_ Phone: \_\_\_\_\_ Relationship to you: \_\_\_\_\_

NUMBER OF ADULTS: \_\_\_\_\_ NUMBER OF CHILDREN: \_\_\_\_\_



**METHODS OF PAYMENT:**

Rent can be paid by Rental Rewards (Direct Debit from your Credit Card), or HandeRent (BPAY).

**RENTAL REWARDS:**

- Receive up to 1,000 Qantas Frequent Flyer points or MYER one Shopping Credits along with credit card reward points.
- With 'Set & Forget', your rent will be automatically paid when it's due. With 'Rent Reminders', you'll receive a Free SMS/Email when your rent is due – just reply 'YES' to pay
- Receive online access to view payment history, update details & make one-off payments along with exclusive offers from retailers, gyms, cinemas, holiday providers & more.
- Choose to pay by credit card, debit card or bank account.
- A fee of \$5 per month (applied quarterly) applies to all tenants and enables unlimited bank account payments. For card payments, a processing fee of 1.1% + \$2 transaction fee applies. For full details, see Registration Form.

**HANDERENT:**

- The new HandeRent card provides you with an easy and safe way to pay your rent through BPAY. Simply access the Internet or Phone Banking service through your Bank or Financial Institution.
- You can pay your rent at a time that suits you – seven days a week, day or night. You can make payments from a cheque or savings account and as with most Internet or phone banking services, you can also schedule payments for a later date.
- A HandeRent fee of \$1.25 per transaction is applied which is debited to your account at the end of the month.

**PLEASE NOMINATE YOUR PREFERRED PAYMENT METHOD:**

- Rental Rewards
- 'Set and Forget' - automatic debit payments from your nominated credit card on the due date
- 'Rent Reminders' - receive an SMS and/or Email and simply reply 'YES' to pay
- HandeRent

**TERMS & CONDITIONS**

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

I/We, the applicant/s, do solemnly and sincerely declare that the information provided is true and correct and has been supplied at my own free will.

I, the applicant understand that you as the agent for the lessor have collected this information for the specific purpose of checking identification, character, credit worthiness and determining if the applicant will be a suitable tenant for the property. I have inspected the above listed rental property and wish to take a tenancy of such premises for a period of \_\_\_\_ months from \_\_\_\_/\_\_\_\_/\_\_\_\_ at a rental of \$\_\_\_\_ per week. The rent to be paid is within my means and I agree to pay a bond of \$\_\_\_\_. Once the application has been approved I agree to pay a minimum of 2 weeks rent to secure the property. In this instance, that being \$\_\_\_\_. THE PROPERTY WILL NOT BE HELD UNTIL WE RECEIVE 2 WEEKS RENT AND THE TENANCY DOCUMENTATION HAS BEEN SIGNED BY ALL PARTIES.

In the event that the application is successful, acceptance is communicated and the 2 week's rent is paid, but I decide not to proceed, I agree that two weeks rent will be forfeited to your office. Upon communication of acceptance of this application by the agent, verbal or written, I agree that this tenancy shall be binding.

I/We, the applicant/s, accept that if the application is rejected, the agent is not legally obliged to give a reason. If your application is declined, all details held will be destroyed.

**QUESTIONS?**

How did you find out about the rental property?:  For Lease sign  Rental List  Telephoned  Internet  Newspaper

Have you ever been evicted or are you in debt to another Lessor or Agent?  Yes  No

If yes, give details \_\_\_\_\_

I/We, 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, give details \_\_\_\_\_

APPLICANTS SIGNATURE: \_\_\_\_\_ DATE: \_\_\_\_\_

APPLICANTS SIGNATURE: \_\_\_\_\_ DATE: \_\_\_\_\_



**URGENT**

Please return: \_\_\_\_\_  
FAX: 07 \_\_\_\_\_

**REQUEST FOR RENTAL REFERENCE  
AUTHORITY & PRIVACY DISCLAIMER**

It is agreed that acceptance of this application is subject to a satisfactory report as to the tenant's credit worthiness. I 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 which may verify the information provided by me. I also authorise the agent to give information to the lessor's 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, credit worthiness, 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.

I am aware that if information is not provided or I do not consent to the uses to which personal information is put, the Agent cannot provide me with

the lease/tenancy of the premises. I am aware that you may access personal information on the contact details above.

NAME: \_\_\_\_\_ SIGNATURE: \_\_\_\_\_ DATE: \_\_\_\_\_

NAME: \_\_\_\_\_ SIGNATURE: \_\_\_\_\_ DATE: \_\_\_\_\_

**OFFICE USE ONLY**

TO: \_\_\_\_\_ FROM PROPERTY MANAGER: \_\_\_\_\_

FAX: \_\_\_\_\_ DATE: \_\_\_\_\_

PHONE: \_\_\_\_\_

Please circle the correct answer to the following questions regarding the tenant history for the tenant/s & property listed below.

CURRENT TENANT/S: \_\_\_\_\_

PROPERTY ADDRESS: \_\_\_\_\_

Rental paid per week \$ \_\_\_\_\_ Date tenancy ends \_\_\_\_\_ Period of tenancy \_\_\_\_\_

Has this tenant been issued with any NTR or NTL's? YES / NO

If yes, for what reason? \_\_\_\_\_

Does the tenant have a pet at the property? YES / NO

Does the tenant look after the property? YES / NO

Comment: \_\_\_\_\_

Does the tenant maintain the yard regularly? YES / NO

Comment: \_\_\_\_\_

Would you rent to this tenant again? YES / NO

Comment: \_\_\_\_\_

Why is the tenant vacating the property? \_\_\_\_\_

THANK YOU FOR RESPONDING PROMPTLY TO THIS REQUEST.  
PLEASE FAX A FULL TENANT LEDGER  
WITH THIS REFERENCE TO:

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