



## TENANT APPLICATION INFORMATION

Applications will not be processed unless all information is supplied.

All occupants over the age of 18 must complete a separate application.

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

### PROPERTY MANAGEMENT HOURS

Monday to Friday 9am to 5pm

### REQUIRED SUPPORTING DOCUMENTS & PHOTO IDENTIFICATION

When returning your application, you must submit a form of photo identification. 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 a minimum of **100 points** for an application to be considered.

#### 100 POINT CHECKLIST

<b>30 points</b> Previous Rent Ledger or Rent Receipts	<b>30 points</b> Bond Refund History (refer to bond board)
<b>20 points</b> Proof of Income	<b>20 points</b> References from previous Agent / Lesser
<b>20 points</b> Current Bank Statement	<b>10 points</b> Passport
<b>10 points</b> Drivers License or 18+ Card	<b>10 points</b> Birth Certificate
<b>10 points</b> copy of Telstra / Intergral / Gas Bills	<b>10 points</b> Other

### PROCESSING AN APPLICATION

In most instances, we are able to process your application within 48 hours and advise you by phone. If we are unable to contact all of your referees, this process may take longer.

### SECURING THE PROPERTY – PAYMENT OF 1ST WEEK'S RENT

Once the application has been approved you will be required to pay a minimum of one week's rent to secure the property. Once payment has been received, the property will be secured for 7 days only by which time, all parties must sign the tenancy related documents. Preferred method of payment is CASH or MONEY ORDER. Personal cheques are acceptable only after the BANK has cleared funds.

### 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 the 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 call within 24 hours
- To respond to fax and email requests within 48 hours
- To attend to complaints promptly and to listen and understand both side 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 our regular property inspections and forward 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 make no excuses but provide solutions



## GENERAL INFORMATION PRIOR TO TAKING UP TENANCY

### **AGREEMENT & 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.

### **COLLECTION OF KEYS**

Our Property Management Department is open on **Monday to Friday 9am to 5pm**. You will need to collect keys, finalise payment of monies and sign all documents in these hours only.

### **PAYMENT OF RENT & BOND**

Prior to taking possession of the property, we require 2 weeks rent and 4 weeks bond and a lease preparation fee of \$15.00. If the property is furnished the bond will be 6 weeks rent but this may vary. **This office 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 office prior to signing the Tenancy Agreement. All monies must be paid in cleared funds or cash prior to collecting the keys.

### **BOND LODGMENT**

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 Bond Form. Failure to have all signatures on the refund of bond Form will result in delays of up to 3 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 – When signing the Tenancy Agreement**

When signing the Tenancy Agreement, please note that it is our company policy that all rental payments are to be made direct to: a. our nominated Bank Trust Account or b. by way of a money order or bank cheque.

Future rental payments are to be made at either the ANZ Bank or directly transferred into our nominated bank account. This will be discussed with you when signing your Tenancy Agreement.

### **SIGNING OF 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 connections costs and deposits are the tenant's responsibility.

**INTEGRAL ENGERY 13 10 02**

**TELSTRA 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 down, you will be liable for discrepancies when you vacate. You must return the Condition Report to our office within **seven (7) working days** of moving into 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 default agency. Should you default in your rent or breach a term of your Tenancy Agreement, the details will be listed with this agency at the end of your tenancy. Once listed, the information will remain on file until the default is rectified. We do look forward to a harmonious agent tenant relationship, and we will only take course of action when absolutely necessary.



## APPLICATION FOR RESIDENTIAL TENANCY

### RENTAL PROPERTY ADDRESS

Money required in cleared funds prior to moving in: 4 weeks bond and 2 weeks rent (or as stated below)

Initial Deposit: \$ (1<sup>st</sup> weeks rent); Rent: \$ (2<sup>nd</sup> weeks rent); Bond: \$ ; Lease Prep Fee: \$15.00

### APPLICANT DETAILS

Name:	DOB:	
Are you known by another name		
Contact No: Home	Work:	Mobile:
Email address:	Fax no:	
Number of dependants to reside in property (and full names)		
Car rego:	Driver's license number:	
Passport No:	18+ Card No:	
No of cars to be kept at the property:	Are all cars registered?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Will any of the following be kept at the property? <input type="checkbox"/> Boat; <input type="checkbox"/> Trailer; <input type="checkbox"/> Van; <input type="checkbox"/> Motorbike		
Pets? <input type="checkbox"/> Yes <input type="checkbox"/> No	Types & Breed:	
Are the pets registered with the council? <input type="checkbox"/> Yes <input type="checkbox"/> No		
Are you a smoker? <input type="checkbox"/> Yes <input type="checkbox"/> No		
Do you currently have contents insurance? <input type="checkbox"/> Yes <input type="checkbox"/> No		

### CURRENT RENTAL DETAILS

Address:	<input type="checkbox"/> Rented \$	per week	<input type="checkbox"/> Owned
Name of real estate, lessor or agent if property sold:			
Property Managers Name:	Phone:		
Period of occupancy: / / to / /	Reason for leaving:		
Do you expect the bond to be refunded in full? <input type="checkbox"/> Yes <input type="checkbox"/> No		If not, why?	

### PREVIOUS RENTAL DETAILS

Address:	<input type="checkbox"/> Rented \$	per week	<input type="checkbox"/> Owned
Name of real estate, lessor or agent if property sold:			
Property Managers Name:	Phone:		
Period of occupancy: / / to / /	Reason for leaving:		
Do you expect the bond to be refunded in full? <input type="checkbox"/> Yes <input type="checkbox"/> No		If not, why?	



**PERSONAL REFERENCES** – This is not to include relatives (this must be completed in full)

Name:	Relationship:
Address:	Phone:
Name:	Relationship:
Address:	Phone:
<b>Next if kin or other person to contact in case of an emergency:</b>	

**INCOME DETAILS – ALL INCOME IS NET OR TAKE HOME “PER WEEK”**

Occupation:	Period of employment:
Employer:	Wage \$
Contact Name:	Phone:
<input type="checkbox"/> Full time <input type="checkbox"/> Part time <input type="checkbox"/> Casual    (        hours per week)	
<b>If less than 6 months</b> then provide your previous employer	
Occupation:	Period of employment:
Employer:	Wage \$
Contact Name:	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, uni or TAFE)	Austudy/Abstudy \$
Student identification number:	Overseas student: <input type="checkbox"/> Yes <input type="checkbox"/> No    Visa exp date:
<input type="checkbox"/> Pensioner / Type	Allowance: \$
<input type="checkbox"/> Unemployed Benefits	Allowance: \$
<input type="checkbox"/> Self Employed / Name of Business	Wage: \$
Address Phone:	
How long established?	ABN:
Accountant Name:	
<input type="checkbox"/> Other type of Income / Investment:	Income: \$

**QUESTION**

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

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

**WE ARE HERE TO HELP**

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



## TERMS, CONDITIONS, AUTHORITY & PRIVACY DISCLAIMER

Applicant's name: \_\_\_\_\_

I, the applicant, 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 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/years from \_\_\_\_/\_\_\_\_/\_\_\_\_ at a rental of \$ \_\_\_\_\_ per week. The rent to be paid is within my means and I agree to pay of bond of \$ \_\_\_\_\_. It is agreed that the 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 Principals and authority is hereby given to the agent to check credit references, employment details, previous rental references, tenant default registry database checks, personal references and any other searches which may verify the information provide by me. I also **authorise** the agent to give information to the lessor of the property, credit providers, insurance providers, other agents, salespeople, tenant default agencies, references named in this application or any other third party who would have beneficial interest relating to 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. Once the application has been approved I agree to pay a minimum of the first week rent to secure the property. In this instance that being \$ \_\_\_\_\_.

### **THE PROPERTY WILL NOT BE HELD UNTIL WE RECEIVE THE FIRST WEEKS RENT & THE TENANCY DOCUMENTATION HAS BEEN SIGNED BY ALL PARTIES.**

In the event that the application is successful and acceptance is communicated and the first week's rent is paid, but I decide not to proceed, I agree that this money will be forfeited to your office. Upon communication of acceptance of this application is declined, my details will be held on file for one month. Following this period all details held will be disposed of.

### **PRIVACY ACT ACKNOWLEDGEMENT FOR OCCUPANTS ONLY**

In accordance with Privacy Principle 1.3 of the Privacy Act we require you to read and sign this acknowledgement. In order to process a tenancy application a tenancy applicant is required under the National Privacy Principles of Privacy Act to be made aware that an organization may access a database. In addition an approved occupant is entitled to know what will happen to their information when it is passed onto an agent.

I/we the said occupant/s applicant/s declare that I/we give my/our permission to the agent to collect my/our information and pass such information onto TICA Default Tenancy Control Pty Ltd. I/we further give my/our permission for my/our information to be provided to any other tenancy database for the assessment of the tenancy application.

I/we agree and understand that once the tenancy application has been lodged with a member of a tenancy database and an enquiry made with a tenancy database my/our information may be recorded as making an enquiry.

I/we agree that in the event of a default occurring under a tenancy agreement I/we give my/our permission to the member of the tenancy database to register my details with a tenancy database as an approved occupant only. I/we further agree and understand that the removal of such information from a database company is subject to the conditions of the Database Company.

I/we understand that TICA Default Tenancy Control Pty Ltd is a database company that allows its member's access to information accumulated from members about tenants and approved occupants who have breached their tenancy agreements.

I/we agree and understand that should I fail to provide the database member with the information and authorities required the database member might elect not to proceed with the tenancy application. I/we agree and understand that a listing of an approved occupant with the TICA Default Tenancy Control Pty Ltd cannot include any debts that may be owed by the tenant.

I/we acknowledge and understand that TICA Default Tenancy Control Pty Ltd can be contacted on 190 222 0346. I/we agree that the calls to TICA Default Tenancy Control Pty Ltd are charged at \$5.45 per minute inclusive of GST.

Applicants Signature: \_\_\_\_\_

Date \_\_\_\_\_