



Email: rentals@coast4life.com.au

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

20 points Current Rental Ledger or Rent Receipts	10 points Current vehicle registration papers
20 points References from Previous Agents / Lessor	10 points Current Electricity / Gas / phone bills
20 points Drivers Licence or 18 + card	10 points Current bank statement
10 points Medicare card	10 points Birth Certificate
10 points Current pay slips	10 points Passport

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 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 FUNDS TRANSFER.

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 out 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

New Tenant Checklist and body corporate by-laws (if applicable.) will be made available to you upon signing the lease. 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. **This office does not accept full bond transfers and Department of Housing do not transfer Bonds**. All monies must be paid in cleared funds prior to signing the lease agreement and collection of keys.

You may pay the bond direct to Renting Services, this must be paid & processed prior to signing the lease.

BOND LODGMENT & REFUNDS

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 if there are any deductions.

Full refund of bonds will be made online, you will need to email our office your bank account details.

Failure to have all signatures on the refund of bond Form will result in delays for monies to be released.

All bonds will be refunded by Department of Fair Trading via EFT deposit. Only 1 account can be nominated.

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 by : **(a)**. direct deposit into our nominated Bank Trust Account or **(b)**. by way of a money order or cheque or **(c)** Direct debit through Centrelink. This is your choice and will be discussed with you when signing your Tenancy Agreement.

WE ARE A CASHLESS OFFICE AND WE WILL NOT ACCEPT ANY CASH PAYMENTS.

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 and all monies paid & funds cleared.

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.

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 maybe 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	
Lease start date:	Period of lease
Money required in cleared funds prior to moving in: 4 weeks bond & 2 weeks rent (or as stated below)	
Rent: \$	Bond: \$

APPLICANT DETAILS

Name:	DOB:		
Are you known by another name			
Contact No: Home:	Work:	Mobile:	
Email address:		Fax no:	
Number of people living at the property: _____			
Number of dependants to reside in property (full names & ages)			
Car rego:	Make	Driver's license number:	State:
Passport No:	18+ Card No:		
No of cars to be kept at the property:	Are all cars registered? [Yes] [No]		
Will any of the following be kept at the property?		Boat; [Yes] [No]	Trailer; [Yes] [No]
		Van; [Yes] [No]	Motorbike [Yes] [No]
Pets? [Yes] [No]	Types & Breed:		
Are the pets registered with the council?	[Yes] [No]		
Are you a smoker?	[Yes] [No]		

CURRENT RENTAL DETAILS

Address:	
Rented \$ per week	
Name of real estate, lessor or agent if property sold:	
Property Managers Name:	Fax:
Period of occupancy: / / to / /	Reason for leaving:
Do you expect the bond to be refunded in full? [Yes] [No] If not, why?	

PREVIOUS RENTAL DETAILS

Address:	
Rented \$ per week	
Name of real estate, lessor or agent if property sold:	
Property Managers Name:	Fax:
Period of occupancy: / / to / /	Reason for leaving:

Was the bond to be refunded in full? [Yes] [No] If not, why?



Next of kin not living at the property or other person to contact in case of an emergency:

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

CREDIT REFERENCES – (eg: loans)

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

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

Occupation:	Period of employment:	
Employer:	Wage \$	
Contact Name:	Phone:	
Full time <input type="checkbox"/>	Part time <input type="checkbox"/>	Casual <input type="checkbox"/> (hours per week)
If less than 6 months then provide your previous employer		
Occupation:	Period of employment:	
Employer:	Wage \$	
Contact Name:	Phone:	
Full time <input type="checkbox"/>	Part time <input type="checkbox"/>	Casual <input type="checkbox"/> (hours per week)
Other: <input type="checkbox"/> Student (name of college, uni or tafe)	Austudy/Abstudy \$	
Student identification number:	Overseas student: [Yes] [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 name din 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 _____