

## TENANT APPLICATION INFORMATION SHEET

Applications Will Not Be Processed Unless All Information Is Supplied  
Each applicant must complete a separate application.

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

### OFFICE HOURS

Our office is open Monday to Friday 8:30am – 5:00pm and Saturday 8:30am – 4:00pm (by appointment only).

### REQUIRED SUPPORTING DOCUMENTS

You will be required to submit supporting documents with your application. Your application will not be processed if supporting documentation is not provided. Our office will require you to submit a minimum of 100 points of identification for your application to be considered. Please supply photocopies as it is not always possible to return original documents to you. Please avoid faxing documents to our office as ID will not be clear enough.

### 100 POINT CHECK AND PHOTO IDENTIFICATION

Any of the below documents can be used to make your 100 points of ID. Should you be unable to meet the 100 point check criteria, please speak with the property manager. When returning your application, you please ensure you submit at least one form of official photo identification.

- Official Photo Identification (18+ Card, Drivers License, Passport)
- Other Photo Identification (University or TAFE Card, other official identification)
- Other Identification (Medicare card, bank card, pension card)
- Proof of current address (Phone Bill, Electricity Account, Tenancy Agreement, Council Rate Notice)
- Proof of regular housing payments (Rent Receipts, Tenant Ledger, Proof of Mortgage Payments)
- Proof of Income (Wage Slips, Bank Statements, Employee Letter, Centrelink Letter).
- Written References (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 once a response has been received from the owners of the property. If we are unable to contact all your referees or references this process may take longer. Please ensure you complete all sections on the application form and include current phone numbers.

#### Our office is a member of:

- |                |              |  |
|----------------|--------------|--|
| • NTD          | 1300 563 826 | <a href="http://ntd.net.au">ntd.net.au</a>                     |
| • TICA         | 1902 220 346 | <a href="http://tica.com.au">tica.com.au</a>                   |
| • RPDATA       | 1300 734 318 | <a href="http://rpdata.com.au">rpdata.com.au</a>               |
| • BARCLAY MIS  | 1300 883 916 | <a href="http://barclaymis.com.au">barclaymis.com.au</a>       |
| • TRA          | 02 9363 9244 | <a href="http://tradingreference.com">tradingreference.com</a> |
| • VEDA/EQUIFAX | 138 332      | <a href="http://equifax.com.au">equifax.com.au</a>             |

As a part of the application checking process your details will be checked on one or all these databases checking for any history of database listings, outstanding debts, property damage or objectionable behavior.

📞 07 3490 8022

## **ONCE APPROVED**

Once your application is approved you are required to sign all lease documentation and return within 48 hours. At this time you are also required to pay the full bond amount and the first two weeks rent to secure the property. Please note that this must be paid in cleared funds. We will require you to return to our office prior to moving into the property to collect a copy of your Tenancy Agreement, Body Corporate By Laws (if applicable), information Statement "Renting Queensland", keys and any other information that is relevant to the property. It is important that you carefully read these documents prior to taking up tenancy.

## **COLLECTION OF KEYS**

Our office is open Monday to Friday 8:30am – 5:00pm and Saturday 8:30am – 4:00pm (by appointment only). You will need to collect the keys, finalize payment of monies and sign all documents in these hours **only**, an appointment is required to sign a lease, please book a suitable time with one of our property managers.

## **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 \$700 per week, the bond requirement may vary. This office does not except 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 (bank cheque, Electronic Funds Transfer (EFT) or money order) 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 4 weeks for monies to be released. You will also need to inform our office of the portion of bond each tenant is contributing. If we are not notified it is assumed 50/50.

## **PAYMENT OF RENT – When signing the Tenancy Agreement**

We offer several forms of payment methods. 1. EFT (Electronic Funds Transfer) 2. Cheque 3. Money Order. This will be discussed with you in further detail prior to moving in.

## **SIGNING OF THE TENANCY AGREEMENT**

Upon acceptance, if you are unavailable to sign the lease agreement in person please advise us and electronic copies can be forwarded. All occupants must sign the Tenancy Agreement, shown photo identification and pay all monies in cleared funds prior to the occupancy date.

## **ELECTRICITY CONNECTION / TELEPHONE CONNECTION**

It is the tenant's responsibility to connect the electricity and to ensure that is disconnected at the end of the tenancy (if applicable). All connection costs and deposits are the tenants responsibility. ENERGEX (Electricity) 13 13 77 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 may be liable for discrepancies when you vacate. You must return the Condition Report to our office within 3 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, The National Tenancy Database, TRA and Veda, which are tenant default agencies. Should you default in your rent or breach a term of your Tenancy Agreement, the details will be listed with these agencies. Once listed, the information will remain on file until the

courts approve removal as per legislation. 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.

**LASTLY.....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 at anytime, there is no such thing as a stupid question and one of our staff members will always be happy to help.