

TENANT APPLICATION INFORMATION

TENANT TO RETAIN THIS INFORMATION

AGENCY HOURS

Our agency is open Monday to Friday 9.00am to 4.30pm.

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

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|-------------------------------------|--|
| ✓ 70 points – Birth Certificate | ✓ 25 points – Credit Card/EFTPOS Card |
| ✓ 70 points – Passport | ✓ 25 points – Previous Lease Agreement |
| ✓ 40 points – Driver's Licence | ✓ 20 points – Current Motor Vehicle Rego Papers |
| ✓ 50 points – Previous Rent Ledgers | ✓ 10 points – Copy of Telstra/Origin/Gas Account |
| ✓ 25 points – Medicare Card | ✓ 10 points – Other Identification |
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- 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 TICA direct on 1902 220 346.

SECURING THE PROPERTY

Once our agency has communicated to you that the application has been approved, you will be required to pay one (1) week's 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 and your application will be destroyed. No personal information will be kept. Our agency is not legally obliged to give a reason when an application is declined.

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PAYMENT OF RENT AND BOND

Prior to taking possession of the property, we require two (2) weeks rent in advance and four (4) weeks rent as bond. **This agency does not except full bond transfers and does not transfer Department of Housing Bonds.** 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 Approval Statement. Our agency also reminds tenants that the keeping of certain dogs are restricted under the Dog (Restricted Breeds) Regulations 2002 (s53 of the Dog Act 1976).

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 our agency and 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 three weeks for monies to be released.

PAYMENT OF RENT DURING THE TENANCY

It is our company policy that all rental payments are to be made direct to our bank trust account. Payment can be made by either direct deposit at any ANZ branch or by direct bank transfer. This will be discussed with you when signing your tenancy agreement. **CASH WILL NOT BE ACCEPTED.**

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 ANY property due to health, safety and fire risks.

CONNECTION OF UTILITIES

It is the tenant's responsibility to connect the electricity/gas/telephone, and to ensure that it is disconnected at the end of the tenancy. All connection costs and deposits are the tenant's responsibility.

COLLECTION OF KEYS

Our agency is open Monday to Friday 9am to 4.30pm. 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.