



FORM 1 – CL8

TENANT APPLICATION INFORMATION

Applications will not be processed unless all information is supplied

Tenant
to retain

The property will not be held for you until the application has been approved and the two week's 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 – 12.00pm only.

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 IDENTIFICATION CHECK

Please speak with the Property Manager should you be unable to meet the 100-point check criteria

50 points Previous Rent Ledgers	20 points Min. 2 references from previous Agent/Lessor
30 points Passport	20 points Current Motor Vehicle Rego Papers
30 points Driver's Licence	10 points Copy of Telstra/Energex/Gas Account
20 points Birth Certificate	10 points Other Identification

✓

- Photo Identification (18+ Card, Driver's Licence, University or TAFE Card, Passport)
- Other Identification (Medicare card, bank card, pensioner 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. If we are unable to contact all of your referees, this process may take longer.

APPROVAL OF AN APPLICATION – TENANCY AGREEMENT SPECIAL CONDITIONS

Upon your application being approved, you will receive a copy of the standard terms and conditions of your Tenancy Agreement, Annexure A, Body Corporate By-Laws (if applicable) and Information Booklet 17a 'Renting in Queensland'. It is important that you read and understand this documentation, including any special conditions prior to entering into the Tenancy Agreement.

SECURING THE PROPERTY – PAYMENT of two week's rent

Once the application has been approved you will be required to pay a minimum of two week's 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 when paying the initial monies. The property will not be secured for you until this money has been received and all parties have signed the tenancy-related documents and are not refundable after 48hours



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GENERAL INFORMATION PRIOR TO TAKING UP TENANCY

Tenant to retain

TENANT DATABASE CHECKS

Our office is a member of TICA, which is a National Tenant Database Agency. When processing your application form, our office will conduct the necessary tenant checks with this company.

COLLECTION OF KEYS

Our office is open Monday to Friday 8:30am - 5:00pm only.

You will need to collect the keys, finalise payment of monies and sign all documents in these hours ONLY.

PAYMENT OF RENT AND BOND

Prior to taking possession of the property, we require two weeks' rent and four weeks' bond. If your weekly rent is more than \$700 per week, the bond requirement 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 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 three 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, please bring your bank details

It is our company policy that all rental payments are to be made direct to the Bank. We offer three forms of banking methods. This will be discussed with you when signing your Tenancy Agreement

- (1) Payment of rent by our Rent Card where you can utilise the telephone, internet, direct deposit, post office, BPAY and credit card
- (2) Direct bank transfer payments or
- (3) Money order

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.

SMOKING

It is our company policy that no smoking is permitted inside the property due to health and safety and fire risks.

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.

ORIGIN (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 will be liable for discrepancies when you vacate. You must return the Condition Report to our office within three 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.



CUSTOMER SERVICE STANDARDS

Tenant
to retain

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 like 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 both sides' 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 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



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Date received ____/____/____ Time ____am/pm

Money required in cleared funds prior to moving in
 four weeks' bond & two weeks' rent (or as stated)

RENT \$_____ + BOND \$_____

OFFICE USE ONLY (photocopy for tenant):

- Application signed and all details complete
- Photocopy Tenants ID 100 point check
- TICA check: Listed Yes No Attach **F1A/B/C**
- Tenant has received a copy of the terms and conditions
 of the Tenancy Agreement **F2E**

APPLICATION FOR RESIDENTIAL TENANCY

The three pages of this application must be completed in full and signed or your application will not be processed

RENTAL PROPERTY: _____

APPLICANT ONE DETAILS

Name		D.O.B. / /	
Are you known by another name			
Contact No. Home	Work	Mobile	
Email Address		Fax No	
Number of dependants to reside in property		Total occupants	
Age of dependants		<i>(You must list ALL occupants names below)</i>	
Car Registration	Driver's Licence No.	Licensed State	
Passport No.	18+ Card No.	Other ID	
No. of cars to be kept at property		Are all cars registered <input type="checkbox"/> Yes <input type="checkbox"/> No	
Will a <input type="checkbox"/> boat <input type="checkbox"/> trailer <input type="checkbox"/> van <input type="checkbox"/> motorbike be kept at the property <input type="checkbox"/> Yes <input type="checkbox"/> No			
Pets (Check with agent) <input type="checkbox"/> Yes <input type="checkbox"/> No		Number	Type and 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 have contents insurance <input type="checkbox"/> Yes <input type="checkbox"/> No			
If the property has a pool – Have you cared for a pool previously? <input type="checkbox"/> Yes <input type="checkbox"/> No			

Full name of all persons other than applicant wishing to occupy the premises

CURRENT ACCOMMODATION DETAILS – If you are considering a bond transfer, contact our office

Address		<input type="checkbox"/> Rented \$ _____ per week	<input type="checkbox"/> Owned
Name of Real Estate, Lessor or Agent if property sold			
Address		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 no, why			

PREVIOUS ACCOMMODATION DETAILS

Address		<input type="checkbox"/> Rented \$ _____ per week	<input type="checkbox"/> Owned
Name of Real Estate, Lessor or Agent if property sold			
Address		Phone	
Period of occupancy / / to / /		Reason for leaving	
Was the bond refunded in full <input type="checkbox"/> Yes <input type="checkbox"/> No If no, why			



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PERSONAL REFERENCES – Does not include relatives (This must be completed in full)

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

Next of kin or other person to contact in case of an emergency _____

Address _____ Phone _____

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

Occupation	Period of employment
Employer	Weekly wage \$
Address	Phone
<input type="checkbox"/> Full - time <input type="checkbox"/> Part - time <input type="checkbox"/> Casual (hours per week)	
If less than six months Previous Employer	
Occupation	Period of employment
Address	Phone Weekly wage \$
<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, TAFE, Uni)	Austudy \$
Student Identification No.	Overseas Student <input type="checkbox"/> Yes <input type="checkbox"/> No Visa Expiry Date / /
<input type="checkbox"/> Pensioner Type	Allowance \$
<input type="checkbox"/> Unemployment benefit	Allowance \$
<input type="checkbox"/> Self-Employed (Name of Business)	Wage \$
Address	Phone
How long established	ABN No.
Accountant Name	Phone
<input type="checkbox"/> Other type of Income (ie. Savings or Investments)	Other Income \$

Direct Connect Your Free No Obligation Utility Connection Service

Once we have received this application we will call you to confirm your details.

Direct Connect will make all reasonable efforts to contact you within 24 hours of the nearest working day on receipt of this Application to confirm the information on this Application and explain the details of the services offered. Direct Connect is a utility one stop connection service.

Please tick utilities as required (we will call you to confirm your details and connection timings)

Electricity Internet Gas Phone Pay TV Insurance Removals

DECLARATION AND EXECUTION: By signing this application, I/we: consent to Direct Connect arranging for the connection and disconnection of the nominated utility services and to providing information contained in this application to utility providers for this purpose; acknowledge having been provided with terms and Conditions of Supply of Direct Connect and having read and understood them together with the Privacy Collection Notice set out below; declare that all the information contained in this application is true and correct and given of their own free will; expressly authorise Direct Connect to provide any information disclosed in this Application to a supplier or potential supplier of the Services in accordance with the Privacy Collection Notice and to obtain any information necessary in relation to the Services; expressly authorise Direct Connect to provide any information disclosed in this Application to an information provider for the purpose of that information provider disclosing it to a supplier or potential supplier of the Services in accordance with the Privacy Collection Notice and to obtain any information necessary in relation to the Services; consent to Direct Connect contacting me by telephone or by SMS in relation to the marketing or promotion of all of the services listed under the heading "Utility Connections" above even if we have not applied for the connection of those services in this application. This consent will continue for a period of 1 year from the date of our/my execution of this application/until (28) days after we disconnect the last of the services in respect of which this application is made; acknowledge that this consent will permit Direct Connect to contact us/me even if the telephone numbers listed on this application form are listed on the Do Not Call Register; understand that under the requirements of the Privacy Act 1988, Direct Connect will ensure that all personal information obtained about me/us will be appropriately collected, used, disclosed and transferred and will be stored safely and protected against loss, unauthorised access, use, modification or disclosure and any other misuse; authorise the obtaining of a National Metering Identifier (NMI) for my residential address to obtain supply details; consent to Direct Connect disclosing my/our details to utility providers (including my/our NMI and telephone number); declare and undertake to be solely responsible for all amounts payable in relation to the connections and/or supply of the Services and hereby indemnify Direct Connect and its officers, servants and agents and hold them indemnified against any charges whatsoever in respect of the Services; acknowledge that, to the extent permitted by law, Direct Connect shall not be liable for any loss or damage (including consequential loss and loss of profits) to me/us or any other person or any property as a result of the provision of the services or any act or omission by the utility provider or for any loss caused by or in connection with any delay in connection, disconnection or provision of, or failure to connect or disconnect or provide, the nominated utilities; acknowledge that whilst Direct Connect is a free service I/we may be required to pay standard connection fees or deposits required by various utility providers; acknowledge that the Services will be provided according to the applicable regulations and that the time frames and terms and conditions of the nominated utility providers bind me/us and that after hours connections may incur additional service fees from utility providers; acknowledge that the real estate agent listed on this application form may receive a benefit from Direct Connect in connection with the provision of the service being provided to me/us by Direct Connect; and acknowledge the entitlement of Direct Connect and its associates, agents and contractors, to receive a fee or remuneration from the utility provider and that such fee or remuneration will not be refunded to me as a rebate in connection with the provision of the utility connection services. By signing this application form, I warrant that I am authorised to make this application and to provide the consents, acknowledgements, authorisations and other undertakings set out in this application form on behalf of all applicants listed in this application form.



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APPLICANT TWO DETAILS

Name	D.O.B.		/	/
Are you known by another name				
Contact No. Home	Work	Mobile		
Email Address		Fax No		
Number of dependants to reside in property		Total occupants		
Age of dependants		<i>(You must list ALL occupants names below)</i>		
Car Registration	Driver's Licence No.	Licensed State		
Passport No.	18+ Card No.	Other ID		
No. of cars to be kept at property		Are all cars registered <input type="checkbox"/> Yes <input type="checkbox"/> No		
Will a <input type="checkbox"/> boat <input type="checkbox"/> trailer <input type="checkbox"/> van <input type="checkbox"/> motorbike be kept at the property <input type="checkbox"/> Yes <input type="checkbox"/> No				
Pets (Check with agent) <input type="checkbox"/> Yes <input type="checkbox"/> No		Number	Type and 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 have contents insurance <input type="checkbox"/> Yes <input type="checkbox"/> No				
If the property has a pool – Have you cared for a pool previously?			<input type="checkbox"/> Yes	<input type="checkbox"/> No

Full name of all persons other than applicant wishing to occupy the premises

CURRENT ACCOMMODATION DETAILS – If you are considering a bond transfer, contact our office

Address	<input type="checkbox"/> Rented \$	per week	<input type="checkbox"/> Owned
Name of Real Estate, Lessor or Agent if property sold			
Address	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 no, why			

PREVIOUS ACCOMMODATION DETAILS

Address	<input type="checkbox"/> Rented \$	per week	<input type="checkbox"/> Owned
Name of Real Estate, Lessor or Agent if property sold			
Address	Phone		
Period of occupancy	/ / to / /	Reason for leaving	
Was the bond refunded in full <input type="checkbox"/> Yes <input type="checkbox"/> No If no, why			

PERSONAL REFERENCES – Does not include relatives (This must be completed in full)

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

Next of kin or other person to contact in case of an emergency _____

Address _____ Phone _____



INCOME DETAILS – ALL INCOME IS NET OR TAKE HOME "PER WEEK

Occupation	Period of employment	
Employer	Weekly wage \$	
Address	Phone	
<input type="checkbox"/> Full - time <input type="checkbox"/> Part - time <input type="checkbox"/> Casual (hours per week)		
If less than six months Previous Employer		
Occupation	Period of employment	
Address	Phone	Weekly wage \$
<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, TAFE, Uni)	Austudy \$	
Student Identification No.	Overseas Student <input type="checkbox"/> Yes <input type="checkbox"/> No	Visa Expiry Date / /
<input type="checkbox"/> Pensioner Type	Allowance \$	
<input type="checkbox"/> Unemployment benefit	Allowance \$	
<input type="checkbox"/> Self-Employed (Name of Business)	Wage \$	
Address	Phone	
How long established	ABN No.	
Accountant Name	Phone	
<input type="checkbox"/> Other type of Income (ie. Savings or Investments)	Other Income \$	

HOW DID YOU FIND OUT ABOUT THE RENTAL PROPERTY?:
 To Let Sign Rental List
 Telephoned Newspaper _____
 Window Card Internet

QUESTION

Have you ever been evicted or are you in debt to another Lessor or Agent? Yes No
 If yes, give details _____

I, the applicant, 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 _____



TERMS AND CONDITIONS AUTHORITY AND 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 of 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, creditworthiness 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/years from ____/____/____ at a rental of \$_____ per week. The rent to be paid is within my means and I agree to pay a bond of \$_____.

- I, the applicant, agree that I will not be entitled to occupation of the premises until:
- (i) vacant possession is provided by the current occupant of the premises
 - (ii) the tenancy agreement is signed by the applicant; and
 - (iii) the payment of all monies due are paid by the applicant in cleared funds prior to occupation of the premises

It is agreed that acceptance of this application is subject to a satisfactory report as to the tenant's creditworthiness. 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 that may verify the information provided by me. I also **authorise** the agent to give information to the lessor 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, creditworthiness, 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 two week's rent to secure the property. In this instance that being \$_____. **THE PROPERTY WILL NOT BE HELD UNTIL WE RECEIVE THE FIRST TWO WEEK'S RENT AND THE TENANCY DOCUMENTATION HAS BEEN SIGNED BY ALL PARTIES.**

In the event that the application is successful and acceptance is communicated and the holding deposit 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 by the agent I agreed that this tenancy shall be binding.

I, the applicant, **accept** that if the application is rejected, the agent is not legally obliged to give a reason. If the application is declined, your details will be held on file for one month. Following this period all details held will be disposed of.

APPLICANT ONE SIGNATURE _____ DATE _____
APPLICANT TWO SIGNATURE _____ DATE _____

AGENT to witness _____ DATE _____

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.