

TENANT APPLICATION INFORMATION

TENANT TO RETAIN THIS INFORMATION

APPLICATIONS WILL NOT BE PROCESSED UNLESS ALL INFORMATION IS SUPPLIED

OFFICE HOURS

Our office is open Monday to Friday 9:00am – 5:30pm and Saturday 9:00am – 12:00pm only.

PHOTO IDENTIFICATION

When returning 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 office will require you to submit a minimum of 100 points for your application to be considered.

IDENTIFICATION CHECK

To make the process smooth and as quick as possible please provide the following identification with your application form.

- Photo Identification (18+ Card, Driver's Licence, University or TAFE Card, Passport)
- 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.

SECURING THE PROPERTY – PAYMENT OF FIRST WEEKS RENT

Once our office has communicated to you that the application has been approved, you will be required to pay one weeks 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. As you can appreciate we receive many applications on properties and the final decision is often determined by the owner of the property. If you are unsuccessful, our office will retain your application on file in the event of the successful applicant not proceeding.

APPROVAL OF APPLICATION INFORMATION

TENANT TO RETAIN THIS INFORMATION

ONCE YOUR APPLICATION HAS BEEN APPROVED THE PROPERTY WILL NOT BE SECURED UNTIL THE APPLICANT HAS PAID A HOLDING FEE EQUAL TO ONE WEEK'S RENT IN CLEARED FUNDS

PAYMENT OF RENT AND BOND

Prior to taking possession of the property, we require two weeks' rent and four weeks' bond. **This office does not accept 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 full 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 our 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 DURING THE TENANCY

It is our company policy that all rental payments are to be made direct to our bank trust account. We offer two forms of banking methods. This will be discussed with you when signing your tenancy agreement.

- (1) Payment of rent at ANZ Bank via Agent Deposit Book
- (2) Direct bank transfer payments

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.

On the day of signing these documents you should allow up to half 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.

The documents that will be reviewed include: the Tenancy Agreement and any additional terms to the agreement, Tenant Information Statement, Condition Report, Bond Form, Body Corporate By-Laws (if applicable) and a Renting Guide booklet. It is important that you read and understand this documentation, including any additional terms prior to entering into the Tenancy Agreement.

PETS

If our office has approved pets at the property you will be required to sign a Pet Additional Terms Agreement.

COLLECTION OF KEYS

Our office is open Monday to Friday 9:00am – 5:30pm and Saturday 9:00am – 12:00pm. You will need to collect the keys, finalise the payment of monies and sign all documents in these hours ONLY.

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 services to the property and to ensure that they are disconnected at the end of the tenancy. All connection costs and deposits are the tenant's responsibility.

WE HAVE A PARTNERSHIP WITH CONNECTNOW WHO CAN ARRANGE THIS FOR YOU AT NO CHARGE. SEE PAGE 7.

CUSTOMER SERVICE STANDARDS

TENANT TO RETAIN THIS INFORMATION

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

If you have any questions relating to the application or sign up process, please feel welcome to contact our office.

Date received: ____/____/____

Rent/Holding Fee paid: Yes

Date Paid: ____/____/____

OFFICE USE ONLY

- Application signed and all details complete
- Photocopy Tenant's ID 100-point check
- Process Application – Attach **F1A/B/C**
- Owner Approved Yes No | Contact Tenant
- Enter Tenancy into REST (Including ALL Dates)
- Print TENANT OCCUPANCY CHECKLIST from REST

APPLICATION FOR TENANCY

THIS APPLICATION **MUST BE COMPLETED IN FULL** AND SIGNED BY ALL APPLICANTS TO BE PROCESSED

RENTAL PROPERTY: 1. _____

2. _____

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

GENERAL INFORMATION

Are there additional Applications for Tenancy forms being submitted for this tenancy? Yes (please attach) No

How many tenants wish to reside in the property? _____ Adults _____ Children

List the names of the tenants to be the applicants (Signing Agreement)

List names of requested approved applicants wishing to reside at the property & ages of children (if applicable)

How many cars will be kept at the property? _____ Are all the cars registered Yes No

Will a Boat Trailer Caravan Motor Home Motorbike be kept at the property? Yes No

Do any applicants have pets? (Check with agent for approval) Yes No

Cats No. _____ Dogs No. _____ Breed/Type _____

Birds No. _____ Breed/Type _____ No. of Cages _____ Fish No. of tanks _____

Other _____ (List No. & Breed/Type)

Are the pets (if applicable) registered with the council? Yes No

Do any applicants smoke? Yes No Do you have contents insurance? Yes No

If the property has a pool – Have any of the applicants cared for a pool previously? Yes No

Do you want to do a bond transfer? Yes No (this must be approved by owner/agent)

Have any of the applicants wishing to reside in the property been evicted or are in debt to another owner or agent?

No Yes – If yes, give details: _____

APPLICANT ONE DETAILS

Name	D.O.B.		/	/
Are you known by another name				
Contact No. Home	Work	Mobile		
Email Address		Fax No		
Car Registration	Driver's Licence No.	Licensed State		
Passport No.	18+ Card No.	Other ID		

APPLICANT ONE CURRENT ACCOMMODATION DETAILS

Address	<input type="checkbox"/> Rented \$ _____ per week <input type="checkbox"/> Owned
Name of Real Estate, Owner or Agent (if property sold)	
Address of above	Phone
Period of occupancy / / to / / [] years [] months	
Reason for leaving	
Do you expect the bond to be refunded in full <input type="checkbox"/> Yes <input type="checkbox"/> No If no, why	

APPLICANT ONE PREVIOUS ACCOMMODATION DETAILS

Address	<input type="checkbox"/> Rented \$ _____ per week <input type="checkbox"/> Owned
Name of Real Estate, Owner or Agent (if property sold)	
Address of above	Phone
Period of occupancy / / to / / [] years [] months	
Reason for leaving	
Was the bond to be refunded in full <input type="checkbox"/> Yes <input type="checkbox"/> No If No, why	

APPLICANT ONE 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 list Previous Employer	
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	
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 (i.e. Savings or Investments)	Other Income \$

APPLICANT ONE 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 _____

APPLICANT TWO DETAILS

Name	D.O.B. / /	
Are you known by another name		
Contact No. Home	Work	Mobile
Email Address	Fax No	
Car Registration	Driver's Licence No.	Licensed State
Passport No.	18+ Card No.	Other ID

APPLICANT TWO CURRENT ACCOMMODATION DETAILS

Address	<input type="checkbox"/> Rented \$ per week	<input type="checkbox"/> Owned
Name of Real Estate, Owner or Agent (if property sold)		
Address of above	Phone	
Period of occupancy / / to / / [] years [] months		
Reason for leaving		
Do you expect the bond to be refunded in full <input type="checkbox"/> Yes <input type="checkbox"/> No If no, why		

APPLICANT TWO PREVIOUS ACCOMMODATION DETAILS

Address	<input type="checkbox"/> Rented \$ per week	<input type="checkbox"/> Owned
Name of Real Estate, Owner or Agent (if property sold)		
Address of above	Phone	
Period of occupancy / / to / / [] years [] months		
Reason for leaving		
Was the bond to be refunded in full <input type="checkbox"/> Yes <input type="checkbox"/> No If No, why		

APPLICANT TWO 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 list Previous Employer		
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		
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 (i.e. Savings or Investments)	Other Income \$	

APPLICANT TWO 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 _____

CONDITION OF PROPERTY

I, the applicant/s, accept the property in its present condition Yes No

(A detailed Condition Report will be completed prior to you taking possession)

If no, please provide details _____

Please list any other information about your application: _____



Phone: 1300 554 323
Fax: 1300 889 598
Email: info@connectnow.com.au

A Free Service – Connecting your utilities has never been easier!

connectnow is a simple and convenient time saving service assisting you to connect your Electricity, Gas, Phone, Internet and Pay TV to a choice of Australia's leading providers. connectnow can also assist with discounted quotes for removalists, van/truck hire, cleaning services and insurance and more. No longer do you need to call each service provider individually, wait on hold and repeatedly give your personal details. We take care of it all for you – with the one phone call. This is a value added service independent of your tenancy application; you are not obligated to use connectnow. A connectnow representative will make all reasonable efforts to contact you within **One** working day of receiving an application. If connectnow was unable to contact you within this period please contact connectnow on 1300 554 323 to ensure connection is completed. While the connectnow service is **FREE**, standard service provider connection fees and charges still apply. You pay **NO** extra charges as a result of using the connectnow service.

Declaration: Connection of your utilities will only be initiated once a representative has discussed your details with you and obtained your consent to the terms and conditions of supply of the relevant utility service provider(s). The privacy of our customers is of vital importance to connectnow. I consent to the collection of my personal information by Connectnow Pty Ltd ACN 79 097 398 662 for the purposes of arranging for the connection and or disconnection of the nominated moving and connections services and related services, and to providing my personal information contained in this application to the relevant service providers, in accordance with Connectnow's Privacy Policy (which is available for my inspection at www.connectnow.com.au) Connectnow and those service providers may contact me from time to time (including by electronic means) to let me know about new or existing products or services. I understand that I can contact Connectnow at any time if I do not want to receive that information from Connectnow or if I want to update my personal information. I agree that neither connectnow nor the Agent accepts liability for loss caused by delay in, or failure to connect/disconnect or provide the nominated services. The service will be activated according to the applicable regulations, service provider time frames, terms and conditions once agreeing to use the chosen service provider. I authorise the obtaining of a National Metering Identifier and or a Metering Installation Registration Number on my residential address to obtain supply details. It is the responsibility of the customer/homeowner to ensure that the electricity main switch is in the 'Off Position' for the required timeframe on the day of connection and that there is easy access to the meters. I acknowledge that the terms and conditions of the service provider bind me and that after hours connections may incur additional service fees from service providers. I acknowledge that connectnow may be paid a fee by the service provider and may pay a fee to the Agent in respect of the provision of the service provided to me by connectnow.

Call me to connect my utilities Yes

Signature/s: _____ Date: / /

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

TERMS AND CONDITIONS AUTHORITY AND PRIVACY DISCLAIMER

Applicant's Name/s: _____
(Include Applicant 1 and Applicant 2 Name)

I/we, the applicant/s, do solemnly and sincerely declare that the information provided is true and correct and has been supplied of my own free will. I/we, the applicant/s, understand that you as the agent for the owner 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/we 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/we, the applicant/s, 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/s; and
- (iii) the payment of all monies due are paid by the applicant/s 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 applicant's creditworthiness. I/we 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/we also **authorise** the agent to give information to the owner 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 applicant/s **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/we agree to pay one week's rent/holding fee to secure the property. In this instance that being \$_____. I/we the applicant/s agree that the property will be advertised and marketed until the requested rent/holding fee has been paid.

In the event that the application is successful, acceptance is communicated and the one week's rent/holding fee has been paid, but I/we the applicant/s decide not to proceed, I/we agree that this money will be forfeited to the landlord. Upon communication of acceptance of this application by the agent I, agree that I will enter into a written Tenancy Agreement in accordance with the Residential Tenancies Act.

I/we, 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 1 Signature: _____ Date: ____/____/____

Applicant 2 Signature: _____ Date: ____/____/____

Agent to Witness: _____ Date: ____/____/____