



TENANT APPLICATION INFORMATION

**Applications Will Not Be Processed Unless All Information Is Supplied
Each applicant must complete a separate Application Form**

OFFICE HOURS

Monday to Friday 8:30am - 5:00pm, Saturday 8:30am - 4:00pm and Sunday 10:00am – 4:00pm.
Tenancy Application Forms must be submitted at our office in Hume Street, Toowoomba.

PHOTO IDENTIFICATION

When returning your Application, you **MUST** submit a form of photo identification. Failure to supply current photo identification will result in immediate refusal of your Application.

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 provided. Our office will require you to submit at least the required information as listed below.

IDENTIFICATION CHECK

Please speak with the Property Manager should you be unable to meet the criteria below.

Documentation Required

- ✓
- Photo Identification (18+ Card, Drivers Licence, University or TAFE Card, Passport)
- Other Identification (Medicare card, pensioner card, EFTPOS card – **definitely no credit cards**)
- Proof of current address (Phone Bill, Electricity Account, Tenancy Agreement, Council Rate Notice)
- Proof of regular housing payments (Rent Receipts, Tenant Ledger, Mortgage Payments)
- Proof of Income (Wage Slips, Bank Statements, Employment Letter, Centrelink Income Statement)
- Council Registration for pets (if applicable)

Optional Documentation

- Written References (Personal, Rental and Employment)
- Bond Refund History from RTA
- Current Motor Vehicle Registration papers
- Other _____

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 or we are unable to reach the Lessor for approval, this process may take longer.

APPROVAL OF AN APPLICATION

If your Application is approved, 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) and Information Statement "Renting in Queensland". It is important that you carefully read these documents prior to taking up tenancy.

TENANCY AGREEMENT, SPECIAL CONDITIONS & INFORMATION STATEMENTS

Prior to completing this Application form please note that the Tenancy Agreement and special conditions, tenant information booklet and body corporate by-laws (if app.) can be made available to you. It is important that you read and understand this documentation including any special conditions prior to entering into the Tenancy Agreement.

TENANT TO RETAIN



GENERAL INFORMATION PRIOR TO TAKING UP TENANCY

SECURING THE PROPERTY - PAYMENT OF FIRST WEEK'S RENT

Once the Application has been approved you will be required to pay a minimum of one week's rent to secure the property. Please note that this must be paid in cleared funds (cash, EFTPOS or credit card payments made in the office). 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.

COLLECTION OF KEYS

Keys can be collected any time during the above mentioned office hours (in accordance with your commencement date of your Tenancy Agreement). You will need to collect the 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 bond (equivalent to 4 weeks rent). If your weekly rent is more than \$700 per week, the bond requirement may vary. **This office does not accept 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.

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.

PAYMENT OF RENT

It is our company policy that all rental payments are preferred to be made electronically. We offer several forms of payment methods:-

1. QuickRent Card - you can utilise telephone or internet banking to make payments (This QuickRent card remains the possession of RE/MAX Success and must be returned on vacation of the property. Any lost and/or damaged cards will result in a charge of \$2.50 per replacement card payable by the Tenant.)
2. Direct debit transfer payments from your bank account
3. EFTPOS
4. Credit card transactions (attract a merchant fee of 1.36%)
5. Rent Rewards Program (refer to www.rentalrewards.com.au for associated fees)
6. Cheque

Please Note:- You will need to enquire with your Financial Institution to determinate any fees associated with your preferred payment method. Should a cheque payment be dishonoured, you will be liable for a Dishonour Fee as charged by our Financial Institution.

SMOKING

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

SIGNING OF THE TENANCY AGREEMENT

All occupants must be present to sign the original Tenancy Agreement prior to collecting the keys. The keys will not be released unless all occupants have signed the original Tenancy Agreement, shown photo identification and paid all monies in cleared funds and in full.

TELEPHONE / ELECTRICITY / GAS CONNECTION

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

Telstra 132200 (*Telephone*) Ergon Energy 131046 (*Electricity*)
Energex 131253 (*Natural Gas*) Elgas 131161 (*Bottled Gas*) Origin Energy 132462 (*LPG Gas*)

TENANT TO RETAIN



GENERAL INFORMATION PRIOR TO TAKING UP TENANCY con't

CONDITION REPORTS

When you move into the property, be very particular with the Entry 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.

TENANT AGENCIES

Our office is a member of TICA (Ph: 1902 220 346), Barclay Fast Track (Ph: 07 3390 4200) & RP Data Tenant Register (Ph: 1300 734 318), which are tenant agencies/databases. Should you default in your rent or breach a term of your Tenancy Agreement, your details may be listed with these agencies at the end of your tenancy. Once listed, the default information will remain on file until the matter is rectified. 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.

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 documentation in accordance with the Residential Tenancies and Rooming Accommodation Act 2008
- ✓ To prepare a detailed Condition Report and inventory list if applicable
- ✓ To collect a full rental bond prior to you receiving the keys
- ✓ To respond to your telephone calls, faxes and emails within 24 hours
- ✓ To attend to complaints promptly and to listen and understand both side's point of view
- ✓ To attend to maintenance promptly in accordance with priority
- ✓ To keep all appointments and arrive on time
- ✓ To carry out regular property inspections and forward a detailed report to your 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 ARE READY TO DELIGHT YOU WITH OUR SERVICE

TENANT TO RETAIN



200 Hume Street, Toowoomba QLD 4350
 F (07) 4638-6111 T (07) 4638-6115
 service@remaxsuccess.com.au
 www.remaxsuccess.com.au

OFFICE USE ONLY		Application signed & complete <input type="checkbox"/>	Required documentation copied <input type="checkbox"/>
Date received ____/____/____ Time ____am/pm	Received by _____	Databases TICA <input type="checkbox"/> Barclays <input type="checkbox"/> RP Data <input type="checkbox"/>	Listed - Yes <input type="checkbox"/> No <input type="checkbox"/>
Inspected with _____	Money required in cleared funds prior to moving in * Full bond & 2 weeks rent *	Email sent to prospective tenant - Yes <input type="checkbox"/> No <input type="checkbox"/> N/A <input type="checkbox"/>	Databases checked & email sent by: _____
RENT \$ _____ + BOND (4 weeks rent) \$ _____		Lessor Notified <input type="checkbox"/> Date ____/____/____ Time _____	Spoke with _____ Approved / Declined
		Applicant Notified <input type="checkbox"/> Date ____/____/____ Time _____	Spoke with _____
		Tenant advised - request 1 st weeks rent & make an appt for tenant to read/sign docs & book in diary <input type="checkbox"/>	

APPLICATION FOR RESIDENTIAL TENANCY

The 4 pages of this Application must be completed in full & signed or your Application will not be processed

RENTAL ADDRESS: _____

APPLICANT'S DETAILS		
Full Name	D.O.B. / /	
Have you been known by another name?		
Home Ph	Work Ph	Mobile
Email Address	Fax No	
Number of dependants to reside in property	Full Names & Ages	
Car Registration	Drivers Licence No.	State of Issue
Passport No.	18+ Card No.	
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? Total Number		
Outside Pets (check if permitted) <input type="checkbox"/> Yes <input type="checkbox"/> No	Are the pets registered with the local council <input type="checkbox"/> Yes <input type="checkbox"/> No	
Type, Breeds & Sizes	Total Pets	
Are you a smoker? <input type="checkbox"/> Yes <input type="checkbox"/> No	Will you refrain from smoking inside this property? <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 adults to occupy the premises. *Please note that every adult MUST complete an Application Form.*

CURRENT ACCOMMODATION DETAILS		
Address	<input type="checkbox"/> Owned <input type="checkbox"/> Rented	\$ _____ payments p/w
Name of Current Lessor / Agent		
Lessor / Agent Address	Phone	Fax
Email Address		
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?		
If you have sold or are selling your home, please provide Sales Agent contact details		



PREVIOUS ACCOMMODATION DETAILS

Address	<input type="checkbox"/> Owned <input type="checkbox"/> Rented	\$	payments p/w
Name of Previous Lessor / Agent			
Lessor / Agent Address	Phone	Fax	
Email Address			
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

- Do not include relatives

DAYTIME CONTACT ONLY

Name	Phone	Mobile
Address		Relationship
Email Address		
Name	Phone	Mobile
Address		Relationship
Email Address		
Name	Phone	Mobile
Address		Relationship
Email Address		

NEXT OF KIN OR OTHER PERSON

TO CONTACT IN CASE OF EMERGENCY NOT LIVING WITH YOU

DAYTIME CONTACT ONLY

Name	Phone	Mobile
Address		Relationship
Email Address		

OTHER RELATIVES NOT LIVING WITH YOU

DAYTIME CONTACT ONLY

Name	Phone	Mobile
Address		Relationship
Email Address		
Name	Phone	Mobile
Address		Relationship
Email Address		

INCOME DETAILS

- ALL INCOME IS NET OR TAKE HOME "PER WEEK"

Current Occupation	Period of employment
Employer	Weekly "take home" wage \$
Address	Phone Fax
<input type="checkbox"/> Full - time <input type="checkbox"/> Part - time <input type="checkbox"/> Casual (hours per week) <input type="checkbox"/> Contract - expiration ____ / ____ / ____	
Second Occupation	Period of employment
Employer	Weekly "take home" wage \$
Address	Phone Fax
<input type="checkbox"/> Full - time <input type="checkbox"/> Part - time <input type="checkbox"/> Casual (hours per week) <input type="checkbox"/> Contract - expiration ____ / ____ / ____	



INCOME DETAILS con't

If self-employed

Name of Business		Nature of Business	
Address		Phone	Fax
ABN No.	How long established	Personal Weekly Income \$	
Accountant Name		Phone	Fax
Credit References			
Business Name		Contact	
Address		Phone	Fax
Business Name		Contact	
Address		Phone	Fax

Government Benefits

<input type="checkbox"/> Student (Name of College, TAFE, UNI)	Austudy fortnightly \$		
Student Identification No.	Overseas Student <input type="checkbox"/> Yes <input type="checkbox"/> No	Visa Expiry Date	/ /
Course Details			
<input type="checkbox"/> Unemployment benefit	Fortnightly Payment \$		
<input type="checkbox"/> Pension - Type	Fortnightly Payment \$		
<input type="checkbox"/> Maintenance Payments Received	Fortnightly Payment \$		
<input type="checkbox"/> Other -	Fortnightly Payment \$		
Will this benefit change if you are approved for this property? If so, by what amount? \$ <input type="checkbox"/> Increase <input type="checkbox"/> Decrease			

Other Type of Income (ie. Savings or Investments)

Type	Monthly Income Derived \$
Type	Monthly Income Derived \$
Type	Monthly Income Derived \$

PLEASE CONFIRM

Have you ever been evicted or are you in debt to another Lessor or Agent?	<input type="checkbox"/> Yes <input type="checkbox"/> No
If yes, give details	
I, the applicant, accept the property in its present condition (The property will be cleaned to RE/MAX Success standard and a detailed Condition Report will be completed prior to you taking possession)	<input type="checkbox"/> Yes <input type="checkbox"/> No
If no, give details	

HOW DID YOU FIND OUT ABOUT THE RENTAL PROPERTY?

- For Rent Sign Rental List Window Card Internet Newspaper Telephone

SUPPORTING INFORMATION



TERMS & CONDITIONS - AUTHORITY & PRIVACY DISCLAIMER

Applicant's Name: _____

I, the applicant, do solemnly and sincerely declare that I am over **16 years of** age and eligible to enter into this Agreement and that the information provided is true and correct and has been supplied of my own free will. I 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 I will be a suitable tenant for the property. I have inspected the property situated at _____ 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 have been informed, understand and agree that the rental for the said property is to be paid on the said day nominated on the General Tenancy Agreement and is to be one week in advance at all times.

I have been informed, understand and agree that the Lessor's Agent will conduct inspections of the said property on a quarterly basis and I further warrant that I will co-operate fully to allow these inspections to be carried out on a quarterly basis. The times allocated for these inspections are not able to be negotiated or rescheduled. I understand RE/MAX Property Managers will conduct themselves in a professional manner whilst inspecting the said property at all times.

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 fully signed by all parties; and
- (iii) the payment of all monies due, being full bond and two weeks rent, are paid in cleared funds prior to occupation of the premises

I have been informed, understand and agree that I will still be liable to pay rent from the commencement date of the Tenancy Agreement, despite not being permitted to enter the premises until the aforesaid monies are paid in full to RE/MAX Success.

It is agreed that acceptance of this Application is subject to the Agent obtaining a satisfactory report as to my credit worthiness. 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 which may verify the information provided by me. I also **authorise** any party listed on this Application to provide all information to RE/MAX Success as requested. 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, credit worthiness, credit standing, credit history or credit capacity. Once a Tenancy Agreement has been entered into, I **agree** that should I fail to comply with my obligations under the Agreement, the failure to comply may be disclosed to third party operators of tenant registry Agents and or other Agents.

I have been informed, understand and agree that should there be a requirement to commence proceedings for recovery of rent, repairs and or damages to the aforesaid property during the term or at the expiration of the Tenancy Agreement, all costs associated with these proceedings shall be able to be recovered from me. I have also been informed and understand that should this property be covered by the Barclay MIS Risk Management Plan, I further consent to the Agent supplying my personal information to Barclay MIS.

I confirm that RE/MAX Success has made the Privacy Policy available to me upon my request.

Once the Application has been approved I agree to pay a minimum of the first weeks rent to secure the property. In this instance that being \$_____. **THE PROPERTY WILL NOT BE SECURED UNTIL THE AGENT RECEIVES THE FIRST WEEKS RENT & THE TENANCY DOCUMENTATION HAS BEEN SIGNED BY ALL PARTIES.**

I, the applicant, have been informed, understand and **agree** that should this Application not be accepted, RE/MAX Success is not required or obligated to disclose why or supply any reason for the rejection of this Application unless the Application is declined as a result of my name being listed with a tenancy database for a tenancy breach or outstanding debt. If the Application is declined, my details will be held by RE/MAX Success on file for one month. Following this period all details held will be disposed.

APPLICANTS 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.