

Office Use ONLY: _____ brms H U T D \$ _____ pw / /

TENANT REGISTER - Looking for a property

Name: _____ Date: / /

Home phone: _____ Work phone: _____ Mobile phone: _____

Email address: _____

Current address: _____

Current employment: _____

Real Estate Agent (if applicable): _____

Reason for moving: _____

Do you have real estate references?: Yes No

Number of adults: _____ Number of children: _____

Preferred area: In town Nangus Coolac Jackalass Tumblong Gocup

Reason: _____

Type of property: House Unit/flat Other _____

No. of bedrooms: 1 2 3 4 5+

Rental: \$100-\$150 \$150-\$200 \$200-\$250 \$250 +

Car accommodation: garage carport none needed

Fenced yard: Yes No Not important

Is anyone a smoker? Yes No

Do you have pets? Yes No

Number of pets: _____ Type: _____

Preferred length of lease: 3mths 6mths 12mths Other _____

Have you ever been evicted from a rental property? Yes No

If yes give details: _____

Have you ever had a dispute with a landlord or agent? Yes No

If yes give details: _____

Other requirements: _____

Maximum Rental \$ _____ Required ASAP or insert date / /

Tenant
to Retain

TENANT APPLICATION INFORMATION

**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 weeks rent has been paid to our office in cleared funds.

OFFICE HOURS

Our office is open Monday to Friday 8.00am - 5:00pm and Saturday 8:00am - 12:00 noon 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 check - Should you be unable to meet the 100 point check criteria, please speak with the property manager

70 points Previous Rent Ledgers

20 points Birth Certificate

50 points Bond Refund History (Refer to Bond Board)

20 points Current Motor Vehicle Rego Papers

30 points Drivers License

10 points Copy of Telstra, Gas Account

30 points Passport

10 points Other Identification

30 points 1 reference from previous Agent/Lessor

(No less than 12 mths old)

✓

- Photo Identification (18+ Card, Drivers 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

If your application is approved, we will require you to return to our office prior to moving into the property to have a short meeting with the property Manager. It is important that you carefully read any documents given to you prior to taking up tenancy.

GENERAL INFORMATION PRIOR TO TAKING UP TENANCY

SECURING THE PROPERTY - PAYMENT of 1st 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 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.

TENANCY AGREEMENT, SPECIAL CONDITIONS & INFORMATION STATEMENTS

Prior to completing this application form please note that the tenancy agreement and special conditions, tenant information booklet 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.

COLLECTION OF KEYS

Our office is open Monday to Friday 8:00am - 5:00pm and Saturday 9:00am – 12.00 noon only. 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 4 weeks bond**. If the property is furnished the bond requirement may vary. 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 3 weeks for monies to be released.

PAYMENT OF RENT

Our office prefers all rental payments to be made by direct deposit. This will be discussed with you when signing your Tenancy Agreement.

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.

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.

Electricity Connection: **Country Energy 132 356**

Telephone Connection: **Telstra 132 200**

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 seven working days** of moving into the property. Keep your copy of 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 Tenancy Information Centre of Australia, which is a tenant default agencies. Should you default in your rent or breach a term of your Tenancy Agreement, the details will be listed with this agency at the end of your tenancy. Once listed, the information will remain on file until the default 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

**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 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 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 a timely manner
- ✓ 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

Date received ____/____/____ Time ____am/pm
 Money required in cleared funds prior to moving in:
 4 weeks bond & 2 weeks rent (or as stated below)
 Tenancy agreement preparation \$15.00

RENT \$_____ + BOND \$_____

OFFICE USE ONLY (photocopy for tenant):

Application signed & all details complete
 Photocopy Tenants ID 100 point check
 TICA check: Listed Yes No Attach **F1A/B/C**
 Approved: Yes No Lessor Approved
 Tenant Advised - request 1st weeks rent
 Enter tenant name & start date to computer

APPLICATION FOR RESIDENTIAL TENANCY

The 3 pages of this application must be completed in full & signed or your application will not be processed

RENTAL PROPERTY: _____

APPLICANTS 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	Drivers Licence No.	Licenced 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 & 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 or will you be obtaining contents insurance		<input type="checkbox"/> Yes <input type="checkbox"/> No		

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

CURRENT RENTAL 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 RENTAL 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 6 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

QUESTIONS

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 & CONDITIONS **AUTHORITY & 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 at 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, credit worthiness 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 \$_____.

It is agreed that acceptance of this application is subject to a satisfactory report as to the tenant's 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** 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 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 weeks rent to secure the property. In this instance that being \$_____. **THE PROPERTY WILL NOT BE HELD UNTIL WE RECEIVE THE FIRST WEEKS RENT & THE TENANCY DOCUMENTATION HAS BEEN SIGNED BY ALL PARTIES.**

In the event that the application is successful and acceptance is communicated and the first week's rent 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 your application is declined, your details will be held on file for one month. Following this period all details held will be disposed of.

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.

Your Free No Obligation Utility Connection Service

Step 1

Select the utilities you would like connected by ticking the relevant boxes below.

Step 2

Fill out the relevant details on this form, sign it and lodge it with your property manager.

Step 3

We will call you within 24 hours (except on weekends and public holidays), to confirm your details and connection timings.

Please tick utilities as required

Electricity **Internet** **Gas** **Phone** **Pay TV** **Insurance**

A. CONNECTION DETAILS

1. Address for connection

Postcode

Date for connection? ___/___/___

Move in Date? ___/___/___

Lease Period? _____ Months

B. APPLICANT DETAILS

2. ID Details

Title	Given name	Surname

Date of Birth	Driver's licence no. & State	Driver's licence expiry date
Passport no. (If applicable)	Passport Expiry Date	Email Address

3. Contact Details

Home phone no.	Work phone no.	Mobile phone no.

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/I 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/I 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

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.

Signature: Property Manager Name