

# Tenancy Application Information

**In order to process an application for a residential tenancy, the application forms and all supporting documentation are required to be completed in full.**

## OFFICE HOURS

Our office is located at Level 5 Toowong Tower, 9 Sherwood Road, TOOWONG QLD 4066. Our office hours are Monday to Friday 9:00am to 5:00pm. Our Property Manager is available on the mobile on Saturdays.

## INSPECTION OF THE PROPERTY PRIOR TO APPLICATION

Before submitting your application, we ask that you view the property personally. If you have not already viewed the property, please contact the Property Manager, who will arrange for you to do so (please understand that we may need 24 hours notice). If you are unable to view the property due to living interstate, intrastate or overseas, we would ask that you have someone view the property on your behalf. However if this is not possible, please contact the Property Manager who will email photos to you.

## APPLICATION FORM & REQUIRED SUPPORTING DOCUMENTATION

Once you have decided on a property, we require all persons wanting to occupy the premises over the age of 18 years to complete an application form. Our office requires that all applicants submit a minimum of 100 points ID for the application to be considered. Please be careful to complete all sections of the application, paying particular attention to your current rental and employment details.

Applications may be faxed, posted, email or delivered to our office.

## 100 POINT CHECK

**Prior to any tenancy application being considered, all persons to occupy the premises over the age of 18 years must make application individually and provide sufficient identification, which totals 100 points and documentation as listed below. Should you have difficulty in meeting the 100 point check criteria, please contact the Property Manager. Note: Must have at least one of the items listed with \* next to the points.**

Last 4 rent receipts	20 points	Previous Tenancy Agreement	20 points
OR Tenancy History Ledger	20 points	Previous rental bond receipt	20 points
Drivers Licence or Proof of Age Card	30 points*		
Passport	30 points*		
Proof of Income	15 points		
<ul style="list-style-type: none"> <li>• Pay slips – minimum 4 most recent</li> <li>• Accountants details if self employed</li> <li>• Centrelink statement of income</li> </ul>			
Australian Citizenship Certificate	20 points		
Rates Notice (if own property)	15 points		
Birth Certificate	15 points		
Current Motor Vehicle Rego Papers	15 points		
Telstra/Energex/Gas Account	15 points		
Medicare Card	15 points	Any other identification	15 points
Debit/Credit Cards	15 points		
Health Care Card	15 points		

## CHECK LIST OF DOCUMENTATION REQUIRED

- Photo Identification (drivers licence, 18+ card, passport, University/TAFE card)
- Other Identification (Medicare card, bank card, pensioner card)
- Proof of current address (electricity bill, phone bill, gas bill, lease 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, tax return, centrelink statement)

## PHOTO IDENTIFICATION

When returning your application, you must submit a form of photo identification.



## **PROCESSING AN APPLICATION**

In most instances, we are able to process the application within 24 hours, however this would largely depend on the availability of your referees.

## **DISCLAIMER / AUTHORITY**

Please ensure that you read the section detailing the information that we acquire about you and sign the Disclaimer / Authority form allowing us to collect this information in accordance with the Privacy Act.

## **TENANCY DATABASES**

You should be aware that your application will be checked against national tenancy databases, TICA and NTD for information. If you have ever had a problem with a previous tenancy, it is imperative that you advise our office so that we can discuss it with you.

## **PAYMENT OF RENT**

Payment of rent can be made by various methods. Those available to our tenants are:

- Internet transfer
- Direct Deposit Booklets Issued by us
- Money order or bank cheque – payable in person at our office
- Money order or bank cheque by post

## **NEW TENANT SIGN-UP APPOINTMENT**

Our Property Manager will organise an appointment for all parties to the lease to attend the office to sign the lease. You will also be provided with a leasing pack outlining your rights and responsibilities. You will be required to pay the balance of the bond and rental monies prior to the handover of keys for the property.

## **BOND PAYMENT, BOND LOANS & BOND TRANSFERS**

Our office requires you to pay a bond, usually equivalent to four (4) weeks rent. The bond is deposited with the Residential Tenancies Authority and remains in trust until you decide to vacate. Bond loans are accepted and all bond loan paperwork is required to be completed prior to being given keys to the property. Bond transfers from other agents are NOT accepted. All payments of bond and rent must be by MONEY ORDER, BANK CHEQUE or CASH – no personal cheques are accepted.

## **KEYS**

Keys to the premises are handed over on the first day of tenancy. No keys are given out prior to this date. Should you have any queries with regard to the application process, please do not hesitate to contact our office on 1300 800 396 and we will be happy to help. We look forward to receiving and approving your application.

