

TENANT APPLICATION INFORMATION

**Applications Will NOT Be Processed Unless ALL Information Is Supplied
Each applicant over the age of 18 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 8:30am - 5:00pm and Saturday 9:00am - 1:00 pm only.

PHOTO IDENTIFICATION + PROOF OF INCOME

When returning your application, you **must** submit a form of photo identification & proof of income.

REQUIRED SUPPORTING DOCUMENTS

Please 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.

******* THERE IS A COPY FEE OF .50 CENTS PER PAGE APPLICABLE IF PHOTOCOPYING IS REQUIRED *******

100 point check

50 points - Primary/Photo ID

(Eg. Driver's License, Passport, Proof Of Age)

30 points - Secondary ID

(Eg. Birth Certificate, Student Card, Medicare Card, Health Care Card, Vehicle Registration)

30 points - Rental History/Proof of Address

(Eg. Rental Receipts, Signed Lease, Utility Bill, Bank Statements, Rental Reference, Rates Notice)

20 points - Employment/Proof of Income (Two most current payslips)

(Eg. Payslips, Letter of Employment, Employment Reference, Centrelink Income Statement)

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 the owner, this process may take longer.**

APPROVAL OF AN APPLICATION

Once the landlord of a property has given their answer we will contact you in relation to your application.

SECURING THE PROPERTY - PAYMENT of 1st week's rent

Once the application has been approved please pay a minimum of one week's rent to secure the property. This must be paid in cleared funds (EFT payment, cash or bank cheque). Personal cheques will not be accepted. The property will be secured when the money is received and all parties have signed the tenancy related documents.

GENERAL INFORMATION

TENANCY AGREEMENT, SPECIAL CONDITIONS & INFORMATION STATEMENTS

The tenancy agreement and special conditions, tenant information booklet and body corporate by-laws (if app.) are available for viewing in our front office. It is important that you read and understand this documentation including any special conditions prior to completing the application and entering into the tenancy agreement. If approved for a property you will have time to read these documents during a sign up as well.

PAYMENT OF RENT & BOND

Prior to taking possession of the property, we require 2 weeks rent and 4 weeks bond. If your weekly rent is more than \$700 per week, the bond requirement may vary. **If you are using a bond loan service you must state this on your application form.** All monies must be paid in cleared funds or correct cash prior to collecting the keys.

COLLECTION OF KEYS

You will need to finalise payment of monies and sign all lease documents before collecting the keys. Keys are to be collected during office hours ONLY.

BOND LODGEMENT

It is important to know that all parties signing the Bond Lodgement Form at the commencement of the tenancy must be present 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. 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 to be made via Internet transfer or taking money directly into bank. **NO** rent can be paid at reception in office.

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.

ELECTRICITY CONNECTION/TELEPHONE CONNECTION

It is the tenant's responsibility to connect the electricity and gas and to ensure that it is disconnected at the end of the tenancy. All connection costs and deposits are the tenant's responsibility.

ERGON ENERGY (Electricity) 13 10 46 NORTH REGIONAL GAS 47250880

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.

TENANT DEFAULT AGENCY

Our office is a member of TICA, which is a tenant default agency. 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 QCAT or 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. **WE WANT TO DELIGHT YOU WITH OUR SERVICE**

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 with 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

CENTURY 21[®]

Aaron Moon Realty

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FORM 1 – CL8

Date received ____/____/____ Time ____am/pm

Application signed & all details complete

Photocopy Tenants ID 100 point check

Staff Member _____

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.	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 (If yes, please complete pet application on page 2)		
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		

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

CURRENT LIVING DETAILS – MUST BE COMPLETED

Address:	Suburb:	<input type="checkbox"/> Rented \$	per week	<input type="checkbox"/> Owned
Name of Real Estate, Private Landlord (if renting) 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 LIVING 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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FORM 1 – CL8

PET APPLICATION

PETS DETAILS	Pet 1	Pet 2	Pet 3
Pet's Name			
Breed & Type			
Size (small, medium, large)			
Age of Pet			
Photo Attached (Please Tick)			

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 \$ (nett)
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"/> Centrelink payment	Allowance \$
Type of payment (pension/unemployment/austudy/single parent/other) -	
<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 \$

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 SIGNATURE _____ 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.