



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.**

IDENTIFICATION CHECK

Please speak with the Leasing Team should you be unable to meet the criteria below.

Documentation Required

- ✓
- Photo Identification (18+ Card OR Drivers Licence OR Passport)
- Other Identification (Medicare card OR pensioner card OR health care card)
- Proof of current address. For example Phone Bill OR Electricity Account OR Tenancy Agreement OR Council Rate Notice.
- Proof of regular housing payments (Rent Receipts OR Tenant Ledger OR Mortgage Payments)
- Proof of Income: Most recent Wage Slips or Employment Letter, Bank Statements OR Centrelink Income Statements.
- Council Registration for pets (if applicable)

PROCESSING AN APPLICATION

In most instances, we are able to process your Application within 24 hours and advise you by telephone. Please notify your referees that we will be calling to verify your details. 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.

GENERAL INFORMATION PRIOR TO TAKING UP TENANCY

SECURING THE PROPERTY – INITIAL PAYMENT

Once the Application has been approved you will be required to pay a minimum of at least 50% bond to secure the property. Please note that this must be paid in cleared funds (money order, bank cheque, credit card or electronic transfer if time permits.) The property will not be secured for you, until this money has been received and all parties have signed the tenancy related documents.

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 bond transfers.** All monies must be paid in cleared funds prior to collecting the keys.

PAYMENT OF RENT

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

1. RE/MAX Max Card (refer to www.maxcard.com.au for assorted electronic methods including BPay, POSTBillpay & direct deposit of payment and associated fees)
2. Credit card transactions (attract a merchant fee of 1.36%)
3. Bank Cheque

Please Note:- You will need to enquire with your Financial Institution to determinate any additional fees associated with your preferred payment method.

TENANT TO RETAIN



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.

Direct Connect are Australia's leading utilities connection provider who offer a free service for all utility connections. Ask us how to connect your services, hassle free!

CONDITION REPORT

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 and others 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 rather we want you to feel you are a 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 24 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 respond to your telephone calls, faxes and emails within 4 business hours
- ✓ To attend to complaints promptly and to listen and understand both side's point of view
- ✓ To respond to maintenance in accordance with priority, within 8 business hours
- ✓ To keep all appointments and arrive on time
- ✓ To carry out regular property inspections, provide you with feedback 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



OFFICE USE ONLY

Application signed & complete Required documentation copied
Databases TICA Barclays RP Data Listed - Yes No

Date received ____/____/____ Time ____am/pm

Received by _____

Inspected with _____

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 (Order of preference): _____

APPLICANT'S DETAILS

Full Name	D.O.B.	/	/
If you have been know by another name/s, please advise here:			
Home Ph	Work Ph	Mobile	
Email Address	Fax No		
Number of dependants to reside in property:			
<i>Dependant Full Name:</i>	<i>Relationship to Applicant:</i>	<i>Date of Birth:</i>	
<i>Dependant Full Name:</i>	<i>Relationship to Applicant:</i>	<i>Date of Birth:</i>	
<i>Dependant Full Name:</i>	<i>Relationship to Applicant:</i>	<i>Date of Birth:</i>	
Car Registration	Drivers Licence No.	State of Issue	
Passport No.	Visa Expiry Date	/	/
		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			
Pets <input type="checkbox"/> Yes <input type="checkbox"/> No Are any pets <i>INSIDE</i> <input type="checkbox"/> Yes <input type="checkbox"/> No Register with Council <input type="checkbox"/> Yes <input type="checkbox"/> No Total Pets:			
Type, Breeds & Sizes			
Are you or any of the dependants living with 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 Please Note: We strongly advise you have tenants contents cover			
Full name of all adults to occupy the premises. Please note that every adult <u>MUST</u> 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		

EMERGENCY CONTACT NOT LIVING WITH YOU DAYTIME CONTACT ONLY

Name	Phone	Mobile
Address		Relationship
Email Address		

RELATIVE NOT LIVING WITH YOU DAYTIME CONTACT ONLY

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" pay \$	
Address	Phone	Fax
Best Pay Roll Contact:	Email:	
<input type="checkbox"/> Full - time <input type="checkbox"/> Part - time <input type="checkbox"/> Casual (hours per week) <input type="checkbox"/> Contract - expiration ____ / ____ / ____		

Second Occupation - If applicable

	Period of employment	
Employer	Weekly "take home" pay \$	
Address	Phone	Fax
Best Pay Roll Contact:	Email:	
<input type="checkbox"/> Full - time <input type="checkbox"/> Part - time <input type="checkbox"/> Casual (hours per week) <input type="checkbox"/> Contract - expiration ____ / ____ / ____		

Self-employed- If applicable

Name of Business	Nature of Business	
Address	Phone	Fax
ABN No.	How long established	Personal Weekly Income \$
Accountant Name	Phone	Fax
Email:		

CREDIT REFERENCES

Business Name	Contact
Address	Phone Fax
Business Name	Contact
Address	Phone Fax



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 nominated on this application 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 in advance at all times.

I have been informed, understand and agree that the Lessor's Agent will conduct inspections of the said property as required and I further warrant that I will co-operate fully to allow these inspections to be carried out as scheduled. 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, water costs, utility expenses, 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 50% of the bond to secure the property, in this instance being \$_____. **THE PROPERTY WILL NOT BE SECURED UNTIL THE AGENT RECEIVES A MINIMUM OF 50% BOND & 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 _____

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 on 4638 6114.