



Phone: (07) 5476 7675, Fax: (07) 5476 7673
1/100 Burnett Street, Buderim QLD 4556
ABN: 40 878 115 837, Licence No: 3239647
Email: rentals@realtyexcellence.com.au
www.realtyexcellence.com.au

FORM 1 – CL8

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 one week's rent has been paid to our office in cleared funds (see securing the property). Keys will not be given until all paperwork is signed, bond and two weeks rent is paid to our office in clear funds.

OFFICE HOURS - Our office is open Monday to Friday 9:00am - 5:00pm and Saturday by appointment 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 IDENTIFICATION CHECK** - Please speak with the Property Manager should you be unable to meet the 100-point check criteria

- | | | | |
|------------------------------------|-----------------------|------------------------------------|--|
| <input type="checkbox"/> 50 points | Previous Rent Ledgers | <input type="checkbox"/> 20 points | Min. 2 references from previous Agent/Lessor |
| <input type="checkbox"/> 30 points | Passport | <input type="checkbox"/> 20 points | Current Motor Vehicle Rego Papers |
| <input type="checkbox"/> 30 points | Driver's Licence | <input type="checkbox"/> 10 points | Copy of Telstra/Energex/Gas Account |
| <input type="checkbox"/> 20 points | Birth Certificate | <input type="checkbox"/> 10 points | Other Identification |

✓ **YOU ALSO NEED TO SUPPLY A COPY OF EACH OF THE FOLLOWING** (these can form part of your 100 points of ID also)

- Photo Identification (18+ Card, Driver's 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, Accountant Letter with Tax Return)
- Proof of Credit History ie. Bank or Credit Card Statement
- References (Personal, Rental and Employment) as detailed on your application

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.

If you want to withdraw your application at any time, please advise us immediately by phone or email.

APPROVAL OF AN APPLICATION

Upon your application being approved, you will receive a copy of the standard terms and conditions of your Tenancy Agreement, Annexure A, Body Corporate By-Laws (if applicable) and Information Booklet 17a "Renting in Queensland". It is important that you read and understand this documentation including any special conditions prior to entering into the tenancy agreement.

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. Two weeks will be required before you move in. 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.

TENANT DATABASE CHECKS

Our office is a member of TICA which is a National Tenant Database Agency. When processing your application form, our office will conduct the necessary tenant checks with this company.



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GENERAL INFORMATION PRIOR TO TAKING UP TENANCY

COLLECTION OF KEYS - You will need to collect the keys, finalise payment of monies & sign all documents during our business hours.

PAYMENT OF RENT AND BOND - Prior to taking possession of the property, we require 2 week's rent and 4 week's bond. 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.** 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 three 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 - When signing the Tenancy Agreement, please bring your bank or credit card details

It is our company policy that all rental payments are to be made direct to the Bank. We offer three forms of banking methods. This will be discussed with you when signing your Tenancy Agreement

- (1) Payment of rent by Direct Debit (automatic or a text to confirm you are happy to pay each time) – THIS IS OUR PREFERENCE
- (2) Direct bank transfer payments or
- (3) Credit Card payments

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.

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

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.

AGL (Electricity) 131 245

TELSTRA (Telephone) 13 22 00

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 3 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.

CUSTOMER SERVICE STANDARDS - WE WANT TO DELIGHT YOU WITH OUR SERVICE

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 like 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 CARE FOR OUR TENANTS - 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 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



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FORM 1 – CL8

APPLICATION FOR RESIDENTIAL TENANCY (one needed for each applicant)

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

RENTAL PROPERTY: _____

HOW DID YOU FIND OUT ABOUT THE RENTAL PROPERTY?:
 Telephoned Newspaper _____
 To Let Sign Window Card Rental List Internet _____

APPLICANT'S DETAILS

Full Name (incl middle names)		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	Driver's Licence No.	Licensed State		
Passport No.	Other ID (specify)	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 <input type="checkbox"/> Yes <input type="checkbox"/> No ?				

Pets (Check with agent) <input type="checkbox"/> Yes <input type="checkbox"/> No	Number	Type and 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 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 persons other than applicant wishing to occupy the premises

CURRENT ACCOMMODATION DETAILS – If you are considering a bond transfer, contact our office

Address	<input type="checkbox"/> Rented \$ _____ per wk	<input type="checkbox"/> Owned Mortgage Payments \$ _____ per wk
Name of Real Estate, Lessor or Agent if property sold		
Address	Phone	Fax
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 ACCOMMODATION DETAILS

Address	<input type="checkbox"/> Rented \$ _____ per wk	<input type="checkbox"/> Owned Mortgage Payments \$ _____ per wk
Name of Real Estate, Lessor or Agent if property sold		
Address	Phone	Fax
Period of occupancy / / to / /	Reason for leaving	
Was the bond refunded in full <input type="checkbox"/> Yes <input type="checkbox"/> No If no, why		

QUESTION - Have you ever been evicted or are you in debt to another Lessor or Agent? Yes No

If yes, give details _____



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PERSONAL REFERENCES – Does not include relatives or people who will be living with you (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 (not referee or person living with you)

Name _____ Phone _____
 Address _____

INCOME DETAILS – ALL INCOME IS TO BE STATED AS **NET** OR TAKE HOME “*PER WEEK*”

Occupation	Period of employment
Employer	Weekly wage (take home) \$
Address	Phone Fax
<input type="checkbox"/> Full - time <input type="checkbox"/> Part - time <input type="checkbox"/> Casual (hours per week)	
If less than 6 months Previous Occupation	If two jobs, please tick here and fill in details below <input type="checkbox"/>
Employer	Period of employment Weekly wage (take home) \$
Address	Phone Fax
<input type="checkbox"/> Full - time <input type="checkbox"/> Part - time <input type="checkbox"/> Casual (hours per week)	
Other Income	<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 Fax
<input type="checkbox"/> Other type of Income (ie. Savings or Investments)	Other Income \$

Please ensure you complete your agreement to the application terms and conditions on the next page



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TERMS AND CONDITIONS

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

I, the applicant, do solemnly and sincerely declare that the information provided is true and correct and has been supplied of 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, creditworthiness and determining if the applicant will be a suitable tenant for the property. This may include checking my credit rating and criminal history at the Landlord's request. 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 \$_____

(4 weeks rent unless rent over \$700). 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 signed by the applicant; and
- (iii) the payment of all monies due are paid by the applicant in cleared funds prior to occupation of the premises

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 THE APPLICATION HAS BEEN APPROVED AND ONE WEEK'S RENT HAS BEEN PAID TO OUR OFFICE IN CLEARED FUNDS. KEYS WILL NOT BE GIVEN UNTIL ALL PAPERWORK IS SIGNED, BOND AND TWO WEEK'S RENT IS PAID TO OUR OFFICE IN CLEAR FUNDS. 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 agree 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 the application is declined, your details will be held on file for one month. Following this period all details held will be disposed of.

APPLICANT'S SIGNATURE _____ DATE _____



Please ensure you complete the back of this page authorising us to contact your past and present landlords, referees and employers.



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ATTN: (agent to fill in) _____ FAX: _____

Dear Referee, Please find below authority from our rental applicant for you to share with us the following information in order for them to secure a rental property through our agency. Your responses will be completely confidential between yourself and our agency and we welcome for you to call us if you have any concerns. Thank you for your time and prompt attention.

AUTHORITY AND PRIVACY DISCLAIMER FOR (APPLICANT NAME) _____

It is agreed that acceptance of this application is subject to a satisfactory report as to the tenant's creditworthiness. I, the applicant, 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 that may verify the information provided by me **including personal or company opinions**. This may include checking my credit rating and criminal history at the Landlord's request. 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, creditworthiness, credit standing, credit history or credit capacity. Once a tenancy agreement has been entered into the applicant **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.

APPLICANT'S SIGNATURE _____ DATE _____



LESSOR /AGENT REFERENCE The abovementioned person has applied for a rental property through our agency. Please return this form along with a copy of the relevant tenant ledger within 24hours. Thank You ☺

Was this person a tenant listed on the tenancy agreement? No Yes Never Rented
 Currently Renting Tenancy Expires _____ When did they start renting this property? _____
 Previously Rented Tenancy Expired _____ When did they start renting this property? _____

PROPERTY ADDRESS _____ Rental Amount per week? _____

Did they pay their rent on time? No Yes Were there any Notices to Remedy Breaches issued? No Yes
 How Many ? _____ How Many for Rent Arrears? _____ What were the other breaches for? _____

Did the tenant respond to your requests in an efficient manner? No Yes
 Were there every any complaints about this tenant? No Yes, If Yes, Please Detail _____

How often did you inspect the premises? every 3 months every 6 months every 12 months
 Was the property cared for in accordance with the tenancy agreement? No Yes And the yard? No Yes
 Was there a pet kept at the premises? No Yes Did this person leave of their own choice? No Yes
 Was the property left in a suitable condition? No Yes Would you rent to them again? No Yes
 Was the bond returned in full? No Yes, If No, Why? _____
 Is there anything else you think I should know? _____

Reference Completed By (Name) _____ Position _____
 Agency if Applicable _____ Phone _____
 Signed _____ Date _____

THANKS SO MUCH FOR YOUR TIME - PLEASE ATTACH TENANT LEDGER & RETURN BY FAX TO (07) 5476 7673

EMPLOYER REFERENCE The abovementioned person has applied for a rental property through our agency.

Please return this form within 24hours. Thank You ☺
 Please confirm the abovementioned person was or is employed by your company? No Yes
 What was/is their occupation? _____
 When did they commence working for you? _____ If applicable, when did they cease working for you? _____
 If they still work for you, do you see their position continuing? No Yes No Comment
 If you had an investment property, would you feel confident to have them as a tenant? No Yes
 Were/Are they Full - time Part - time Casual (_____ hours per week)
 What was/is their weekly wage after tax (net - take home)? \$ _____ net per week
 Is there anything else you think I should know? _____

Reference Completed By (Name) _____ Position _____
 Signed _____ Date _____

THANKS SO MUCH FOR YOUR TIME - PLEASE RETURN BY FAX TO (07) 5476 7673