

TENANT APPLICATION INFORMATION

Applications Will Not Be Processed Unless All Information Is Supplied
Each applicant must complete a separate Application

**Tenant
to retain**

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 ((i.e. credit card, bank cheque/money order/) – we prefer to receive ALL payments via



OFFICE HOURS

Our office is open Monday to Friday 8:30am - 5:00pm.

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

50 points Previous Rent Ledgers	20 points Min. 2 references from previous Agent/Lessor
40 points Bond Refund History (Refer to Bond Board)	20 points Current Motor Vehicle Rego Papers
30 points Passport	10 points Copy of Telstra / Energex / Gas Account
30 points Drivers License	10 points Other Identification
20 points Birth Certificate	

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- £ 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 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.

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 within 24 hours in cleared funds (credit card, money order or bank cheque). This payment is non refundable. 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.

GENERAL INFORMATION PRIOR TO TAKING UP TENANCY



Tenant to retain

TENANCY AGREEMENT, SPECIAL CONDITIONS & INFORMATION STATEMENTS

Prior to completing this application form please note that the tenancy agreement and special conditions, tenant information booklet and body corporate by-laws (if app.) 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 9:00am - 5:00pm 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 your weekly rent is more than \$500 per week, the bond requirement may vary. **This office does not except 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 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 – When signing the Tenancy Agreement, please bring your bank details

We offer 3 forms of payment methods. (1) Payment of rent by Credit Card (Rental Rewards), (2) AFG Rent Card, where you can utilise the telephone to make payments or (3) Direct bank transfer payments. 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.

ENERGEX (Electricity) 13 13 77

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 three working 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 INSERT TENANT DEFAULT AGENCY, 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 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.

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

WE WANT TO DELIGHT YOU WITH OUR SERVICE

PAYING RENT – Free Rent Protection Insurance with VISA
Our office prefers payment of rent with a credit card using Rental Rewards.

Please **nominate** your preferred credit card you wish to use and also your preferred payment option.



- .. I would like to make 'Set & Forget' direct debit payments OR
- .. I would like to receive rent reminders via SMS and/or Email and have the choice to pay via SMS or Email



AFG Realty - Mermaid Beach

PO Box 666, 4 Glenelg Avenue

MERMAID BEACH 4218

Phone: 07 5526 5400 **Fax:** 07 5526 5800

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Money required in cleared funds prior to moving in:
4 weeks bond & 2 weeks rent (or as stated)

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 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		



Phone: 1300 554 323 Fax: 1300 889 598 Email: info@connectnow.com.au

A free Service – Connecting your utilities has never been easier!

connectnow is a simple and convenient time saving service assisting with your Telephone and Electricity & Gas connections to some of Australia's leading providers. connectnow also provide a range of additional services to compliment your household utilities, such as Internet & Pay TV. If you would like connectnow to contact you to discuss any of the above services please tick the box and a connectnow representative will make all reasonable efforts to contact you within one working day of receiving an application. If we are unable to contact you within this period please contact connectnow on 1300 554 323 to ensure connection can be completed by your requested date.

Please note that the following terms will apply if you ask us to contact you. Firstly you will be consenting to connectnow Pty.Ltd. A.B.N. 79 097 398 662 arranging for the connection and disconnection of the nominated home services and to providing information contained in this application to the service providers for this purpose. I agree that neither connectnow nor the Agent accepts liability for loss caused by delay in, or failure to connect/disconnect or provide the nominated services. The service will be activated according to the applicable regulations, service provider time frames and terms and conditions once the client has agreed to use the chosen service provider. I authorise the obtaining of a National Metering Identifier (N.M.I.) on my residential address to obtain supply details. I acknowledge that the terms and conditions of the service provider bind me and that after hours connections may incur additional service fees from service providers. I acknowledge that connectnow Pty Ltd will be paid a fee by the service provider and will be paying a fee to the Agent in respect of the provision of the service being provided to me by connectnow Pty Ltd. Privacy Policy: The privacy of connectnow customers is of vital importance to connectnow. You have the right to access connectnow records of your information under the Privacy Act. connectnow will not release your personal information to any third party other than for the purposes of connecting the nominated utility service, unless required to do so under law or government order.

Please call me Yes **Signed:** _____ **Date** / / **ID: 7716.**

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Phone: 07 5526 5400 **Fax:** 07 5526 5800**Fax:** 07 5526 5800**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



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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 Principals 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.