



# TENANT APPLICATION INFORMATION

## TENANT TO RETAIN THIS INFORMATION

**APPLICATIONS WILL NOT BE PROCESSED UNLESS ALL INFORMATION IS SUPPLIED**

### OFFICE HOURS

Our office is open Monday – Friday 8:30am – 5:00pm and Saturday's 8:30am – 1:00pm.

### PHOTO IDENTIFICATION

When submitting your application, you **MUST** submit a form of photo identification.

### REQUIRED SUPPORTING DOCUMENTS

You will also 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**

|                                     |  |
|-------------------------------------|--|
| ✓ 50 points – Previous Rent Ledgers | ✓ 20 points – Min. 2 references from previous Agent/Landlord |
| ✓ 30 points – Passport              | ✓ 20 points – Current Motor Vehicle Rego Papers              |
| ✓ 30 points – Driver's Licence      | ✓ 10 points – Copy of Telstra/Origin/Gas Account             |
| ✓ 20 points – Birth Certificate     | ✓ 10 points – Other Identification                           |

- Photo Identification (e.g. 18+ Card, Driver's Licence, University or TAFE card, Passport)
- Other Identification (e.g. Medicare card, bank card, pensioner card)
- Proof of current address (e.g. Phone bill, Electricity Account, Tenancy Agreement, Council Rate Notice)
- Proof of regular housing payments (e.g. Rent Receipts, Tenant ledger, Proof of Mortgage Payments)
- Proof of Income (e.g. Wage Slips, Bank Statements, Employee Letter, Centrelink Income Statement)
- Written References (e.g. Personal, Rental and Employment)

### PROCESSING AN APPLICATION

In most instances, we are able to process your application within 24 hours and advise you by telephone. If we are unable to contact all of your referees, this process may take longer.

### TENANT DATABASE CHECKS

Our agency utilises TICA (a national tenant database agency) for tenant screening purposes. TICA can be contacted via phone on 1902 220 346. Please note that their calls are charged at \$5.45 per minute and higher from mobiles and pay phones. When processing your application form, our agency will conduct the necessary tenant checks with this company. In accordance with current legislation requirements if a breach or default occurs with your tenancy, the details of such breach or default may be listed on this database for other agents to access when you apply for future properties.

### SECURING THE PROPERTY

Once our office has communicated with you that the application has been approved you will be required to make payment of 4 weeks bond and 2 weeks rent within 24 hours. We will also require you to attend our office to sign the Tenancy Agreement and associated forms within 48 hours. If you need to do this electronically please let us know. Bond and ongoing rent payment method options are Direct Deposit, cheque or money order.

### UNSUCCESSFUL APPLICATIONS

If your application is unsuccessful, a member of our team will notify you. As you can appreciate we receive many applications on properties and the final decision is often determined by the lessor of the property. If you are unsuccessful, our office will retain your application on file in the event of the successful applicant not proceeding or you may request that your application to be transferred to another available property for rent.