



## TENANT APPLICATION INFORMATION

**IMPORTANT: You Must Read This Information Prior To Submitting Your Application Form. If Your Application Is Not Filled in Correctly Or Supporting Documentation Is Not Supplied It Will NOT Be Processed And You May Miss Out On The Property**

### OFFICE HOURS

Our office hours for submission of applications are Monday to Friday 8:30am – 4.30pm only. Please ensure that copies of your supporting documents (below) are attached to this form when submitting the application.

### REQUIRED SUPPORTING DOCUMENTS

When returning your application, you **must** submit the following documentation for **EACH APPLICANT**.

- 1 Item** of Photo Identification (Drivers Licence, Passport, 18+ Card)
- 2 Items** of Other Identification (Medicare card, bank card, pensioner card)
- 2 Items of Proof** of current address (Phone/Electricity Account, Tenancy Agreement, Council Rate Notice)
- Proof of Income (Wage Slips, Bank Statements, Employee Letter, Centrelink letter).
- Tenant Ledger from current managing agent (if appl)
- Copy of local council registration form for any dogs / cats you wish to have at the property (if appl)

The following items may also assist your application should you have them available

- Proof of regular housing payments (Rent Receipts, Proof of Mortgage Payments)
- Written References (Personal, Rental and Employment)
- If you have previously owned property in another state or country – Proof of Ownership of Property

### PROCESSING AN APPLICATION

In most instances, we are able to process your application within **2 working days** and advise you by telephone if your application was successful. If we are unable to contact all of your referees, or are awaiting a response from the owner this process may take longer.

### PAYMENT OF RENT & BOND

If your application is successful, prior to taking possession of the property you will be required to pay your first 2 weeks rent and security bond equivalent to 4 weeks rent, if you have been approved to keep a pet at the premises you will also be required to pay an additional \$260 pet bond. All monies must be paid in cleared funds prior to collecting the keys.

**Please note: This office does not accept bond transfers and does not transfer Department of Housing Bonds.**

**It will be a condition of your lease agreement that all rental payments are to be made via BPAY (telephone or internet banking)** or alternatively, cheques or money orders may also be posted to the office. This will be discussed with you when signing your Tenancy Agreement.

### TENANCY AGREEMENT, SPECIAL CONDITIONS & INFORMATION STATEMENTS

Prior to completing this application form please note that the tenancy agreement and special conditions, information for tenant and strata 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. **Please note that if you have been approved to keep pets at the property it will be a condition of the lease agreement that they be kept outside at all times.**

### TENANT DEFAULT AGENCIES

Our agency is a member of and utilises the following tenancy database companies

- 1) NTD (National Tenancy Database) Ph no: 1300 563 826 Web: [www.ntd.net.au](http://www.ntd.net.au)
- 2) TICA Ph no: 1902 220 346 Web: [www.tica.com.au](http://www.tica.com.au)

These databases are used for the purpose of checking applicants tenancy history and (where applicable) lodging details of defaulting tenants as per the requirements of the Residential Tenancies Act. If we discover personal information about you listed on a tenancy database during the application process, we will advise you within 7 days of enquiry.



# CUSTOMER SERVICE STANDARDS

## WE CARE FOR OUR TENANTS

At O'Neil Real Estate, we understand that tenants are our business! For this reason it is more important than ever that we value, respect and care for your needs and as such have set customer service standards. 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 2 working days (subject to owner confirmation)
- ✓ 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 property condition report within 7 days of occupancy
- ✓ 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 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 owner
- ✓ 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

**FORM 1 – CL8**

# APPLICATION FOR RESIDENTIAL TENANCY

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

**RENTAL PROPERTY ADDRESS**

Preference 1:	Rent Per Week \$
Preference 2:	Rent Per Week \$
Preferred Lease Term:	Preferred Commencement Date:

**ALL APPLICANTS**

What is the Total Number of Occupants who intend to live at the above premises?		
Number Adults?	Number Children?	Age of Children?
Full name of all persons <b>other than applicants</b> wishing to occupy the premises		

**PETS**

Will you have pets at the property <input type="checkbox"/> Yes <input type="checkbox"/> No			
Type of Pet	Number	Breed	Age
Are the pets registered with the council <input type="checkbox"/> Yes <input type="checkbox"/> No		Are the pets kept <input type="checkbox"/> Inside <input type="checkbox"/> Outside	
<i>Please note that it will be a condition of the lease that any pets be kept outside.</i>			

**VEHICLES**

How many cars will 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"/> caravan <input type="checkbox"/> truck <input type="checkbox"/> motorbike be kept at the property <input type="checkbox"/> Yes <input type="checkbox"/> No	

**OFFERS/REQUESTS BY TENANT AND ANY ADDITIONAL INFORMATION YOU WOULD LIKE TO PROVIDE TO OWNER**

<hr/> <hr/> <hr/> <hr/> <p><i>Please note: All offers and requests are subject to owner approval and will be communicated to you via our office if approved</i></p>
---

**HOW DID YOU FIND OUT ABOUT THE PROPERTY?:**

<input type="checkbox"/> To Let Sign	<input type="checkbox"/> Rental List	<input type="checkbox"/> Internet	<input type="checkbox"/> Newspaper	<input type="checkbox"/> Other
--------------------------------------	--------------------------------------	-----------------------------------	------------------------------------	--------------------------------

**FUNDS REQUIRED UPON APPROVAL**

\$ \_\_\_\_\_ 2 weeks rent  
 \$ \_\_\_\_\_ 4 weeks bond    Will you be applying for a Homeswest Bond?  Yes  No  
 \$ \_\_\_\_\_ Pet Bond (if appl)  
 \$ \_\_\_\_\_ TOTAL PAYABLE

**APPLICANT 1 DETAILS**

Full Name	D.O.B.	/	/
Are you known by another name			
Contact No. Home	Work	Mobile	
Email Address			
Car Registration	Drivers Licence No.	Licenced State	
Passport No.	Other ID		
Next of Kin	Relationship		
Address	Phone		
Emergency contact (NOT LIVING WITH YOU)	Relationship		
Address	Phone		

**CURRENT ADDRESS REFERENCE**

Address	<input type="checkbox"/> Rented \$	per week	<input type="checkbox"/> Owned
Name (Owner Agent or Real Estate Rep 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 ADDRESS REFERENCE**

Address	<input type="checkbox"/> Rented \$	per week	<input type="checkbox"/> Owned
Name (Owner Agent or Real Estate Rep 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

**EMPLOYMENT DETAILS – ALL INCOME IS NET OR TAKE HOME PER WEEK**

Occupation	Period of employment		
Employer	Net Weekly wage \$		
Address	Phone		
<input type="checkbox"/> Full - time	<input type="checkbox"/> Part - time	<input type="checkbox"/> Casual	(          hours per week)
If less than 12 months Previous Employer			
Occupation	Period of employment		
Address	Phone	Net Weekly wage \$	
<input type="checkbox"/> Full - time	<input type="checkbox"/> Part - time	<input type="checkbox"/> Casual	(          hours per week)

**SELF EMPLOYED**

Name of Business	Occupation
Type of Business	ABN No.
Accountant Name	Phone
No years business established	Net income per week \$

**OTHER INCOME**

<input type="checkbox"/> Student	Place of Study	Income per week \$
<input type="checkbox"/> Unemployed		Income per week \$
<input type="checkbox"/> Pension	Pension Type	Income per week \$
<input type="checkbox"/> Other type of Income (ie. Savings or Investments)		Income per week \$

**QUESTIONS**

Are you a smoker ?  Yes  No

Will you be taking out contents insurance for cover of your belongings  Yes  No  
*Please be aware that is the tenants responsibility to insure their own contents and furniture*

Have you ever been evicted or are you in debt to another Lessor or Agent  Yes  No  
 If yes, give details \_\_\_\_\_

Do you, the applicant, acknowledge that you have inspected the property and accept the property in its present condition? *(A detailed Property Condition Report will be completed prior to you taking possession)*  Yes  No  
 If no, give details \_\_\_\_\_

Do you acknowledge that it will be a condition of your lease agreement that all rental payments are to be made via BPAY (telephone or internet banking) Rental Rewards or Money Order and that cash payments will not be accepted  Yes  No

## AUTHORITY & PRIVACY DISCLAIMER

### TERMS & CONDITIONS IN MAKING AN APPLICATION AND OFFER

Applicant's Name: \_\_\_\_\_

The applicant makes this application and offer jointly and severally. Service of any notice to any one applicant shall be deemed to be service on them all.

The applicant agrees that they will not be entitled to occupation of the premises until:

- (i) the tenancy agreement is signed by the applicant; and
- (ii) the payment of all monies due are paid by the applicant in cleared funds prior to occupation of the premises

The applicant acknowledges that a copy of the tenancy agreement and special conditions that will apply to the tenancy have been made available for the applicant to read.

I, the applicant, agree that I have inspected the rental property and once acceptance of the application is communicated the applicant accepts possession of the premises in the condition as at the date of inspection.

I, the applicant, do solemnly and sincerely declare that I am not bankrupt and 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. 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.

If the applicant would like to access the personal information the agent holds, they can do so by contacting our office. The applicant can also correct this information if it is inaccurate, incomplete or out-of-date. If the information is not provided, the agent may not be able to process the application and manage the tenancy.

I, the applicant, agree that once the application has been approved and acceptance has been communicated by the agent I agree that this tenancy shall be binding, and that I will be required to sign a lease agreement and pay the bond and initial 2 weeks rent within 48 hours of approval.

**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.

Signature of Applicant:

Date:

**APPLICANT 2 DETAILS**

Full Name	D.O.B.	/	/
Are you known by another name			
Contact No. Home	Work	Mobile	
Email Address			
Car Registration	Drivers Licence No.	Licenced State	
Passport No.	Other ID		
Next of Kin	Relationship		
Address	Phone		
Emergency contact (NOT LIVING WITH YOU)	Relationship		
Address	Phone		

**CURRENT ADDRESS REFERENCE**

Address	<input type="checkbox"/> Rented \$	per week	<input type="checkbox"/> Owned
Name (Owner Agent or Real Estate Rep 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 ADDRESS REFERENCE**

Address	<input type="checkbox"/> Rented \$	per week	<input type="checkbox"/> Owned
Name (Owner Agent or Real Estate Rep 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

**EMPLOYMENT DETAILS – ALL INCOME IS NET OR TAKE HOME PER WEEK**

Occupation	Period of employment		
Employer	Net Weekly wage \$		
Address	Phone		
<input type="checkbox"/> Full - time	<input type="checkbox"/> Part - time	<input type="checkbox"/> Casual	(          hours per week)
If less than 12 months Previous Employer			
Occupation	Period of employment		
Address	Phone	Net Weekly wage \$	
<input type="checkbox"/> Full - time	<input type="checkbox"/> Part - time	<input type="checkbox"/> Casual	(          hours per week)

**SELF EMPLOYED**

Name of Business	Occupation
Type of Business	ABN No.
Accountant Name	Phone
No years business established	Net income per week \$

**OTHER INCOME**

<input type="checkbox"/> Student	Place of Study	Income per week \$
<input type="checkbox"/> Unemployed		Income per week \$
<input type="checkbox"/> Pension	Pension Type	Income per week \$
<input type="checkbox"/> Other type of Income (ie. Savings or Investments)		Income per week \$

**QUESTIONS**

Are you a smoker ?  Yes  No

Will you be taking out contents insurance for cover of your belongings  Yes  No  
*Please be aware that is the tenants responsibility to insure their own contents and furniture*

Have you ever been evicted or are you in debt to another Lessor or Agent  Yes  No  
 If yes, give details \_\_\_\_\_

Do you, the applicant, acknowledge that you have inspected the property and accept the property in its present condition? *(A detailed Property Condition Report will be completed prior to you taking possession)*  Yes  No  
 If no, give details \_\_\_\_\_

Do you acknowledge that it will be a condition of your lease agreement that all rental payments are to be made via BPAY (telephone or internet banking) Rental Rewards or Money Order and that cash payments will not be accepted  Yes  No



## AUTHORITY & PRIVACY DISCLAIMER

### TERMS & CONDITIONS IN MAKING AN APPLICATION AND OFFER

Applicant's Name: \_\_\_\_\_

The applicant makes this application and offer jointly and severally. Service of any notice to any one applicant shall be deemed to be service on them all.

The applicant agrees that they will not be entitled to occupation of the premises until:

- (i) the tenancy agreement is signed by the applicant; and
- (ii) the payment of all monies due are paid by the applicant in cleared funds prior to occupation of the premises

The applicant acknowledges that a copy of the tenancy agreement and special conditions that will apply to the tenancy have been made available for the applicant to read.

I, the applicant, agree that I have inspected the rental property and once acceptance of the application is communicated the applicant accepts possession of the premises in the condition as at the date of inspection.

I, the applicant, do solemnly and sincerely declare that I am not bankrupt and 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. 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.

If the applicant would like to access the personal information the agent holds, they can do so by contacting our office. The applicant can also correct this information if it is inaccurate, incomplete or out-of-date. If the information is not provided, the agent may not be able to process the application and manage the tenancy.

I, the applicant, agree that once the application has been approved and acceptance has been communicated by the agent I agree that this tenancy shall be binding, and that I will be required to sign a lease agreement and pay the bond and initial 2 weeks rent within 48 hours of approval.

**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.

Signature of Applicant:

Date: