

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

PHOTO IDENTIFICATION

Photo identification is required prior to a property being inspected.

REQUIRED SUPPORTING DOCUMENTS

In addition you will be required to submit supporting documents with your application. Your application will not be processed if all documents are not provided. 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 (point value is written in () next to item)

PROOF OF ID	PROOF OF INCOME	RENTAL HISTORY	PROOF OF CURRENT ADDRESS
MUST PROVIDE ONE	MUST PROVIDE ONE	MUST PROVIDE ONE	MUST PROVIDE TWO
Current Drivers Licence (40)	Two recent payslips (20)	Copy of the Lease Agreement (30)	Phone Bill (10)
Current Passport (40)	Contact Details of Employer (20)	Tenant Ledger (40)	Electricity Bill (10)
Current Proof of Age Card (40)	Last two years tax returns (if self employed or self funded) (20)	If you do not have rental history and recently or currently own your home, please provide copy of rates notice and contact details of your selling/managing agent (20)	Gas Bill (10)
	Evidence of Benefits Form Centrelink/pension (10)		Water Bill (10)
			Bank Statement (10)

PROCESSING AN APPLICATION

In most instances, we are able to process your application within 72 hours and advise you by telephone. If we are unable to contact all of your referees, this process may take longer. Please note that we will not begin reference checking until the application is completed in full and ID as required above is supplied. Also, please advise your referees that we will be in contact with them.

APPROVAL OF AN APPLICATION

If your application is approved, you will receive, prior to moving into the property, a copy of your Tenancy Agreement, Body Corporate By-Laws (if applicable) necessary forms and a Tenant Renting Guide Booklet. It is important that you carefully read these documents prior to taking up tenancy.

EMERGENCY CONTACT

You are asked to provide emergency contact information on your application. Where ever possible please provide contact details for someone you **do not live with**. Please advise your emergency contact that we will be calling them.

TENANT DATABASE CHECKS

Our office subscribes to Veda & TICA, which are National Tenant Database Agencies. When processing your application form, our office will conduct the necessary tenant checks with these companies.

TENANCY AGREEMENT, SPECIAL CONDITIONS AND 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

You will need to collect the keys, finalise payment of monies and sign all documents during office hours ONLY.

PAYMENT OF RENT AND BOND

Prior to taking possession of the property, we require two weeks' rent and four weeks' bond. **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. Bond monies are to be paid in the form of a cheque made payable to the "RTBA". Keys **will not** be issued if rent and bond requirements are not met.

PAYMENT OF RENT

It is our company policy that all rental payments are to be made direct to our trust bank account. Rent is to be kept in advance at all times. ***Dickens has a zero tolerance policy to rent arrears.***

SMOKING

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

PROPERTIES ON THE MARKET FOR SALE

Many of our rental properties are for sale. This does not mean, that a fixed term lease will not be offered. We do appreciate your right to privacy and quiet enjoyment of the property and our sales team will try to limit inspections. Prior to entering the property, our office will give you the required notice of not less than 24 hours (unless otherwise agreed by you) and enter between the hours of 8am and 6pm. Please ask when inspecting a property if it is on the market for sale.

PET FRIENDLY PROPERTIES

Not all properties are "pet friendly". Please ask us prior to inspection if pets are allowed at the property. Should your application be accepted at a pet friendly property we will provide you with a Pet Agreement for your review and signature.

PHONE CONNECTION & MOBILE SIGNAL

Many properties do not have fixed phone lines and unfortunately there can be some areas where mobile signal is poor. Please conduct your own signal test during an inspection to ensure that it is to your satisfaction.

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 like outsiders, but part of our business. We understand that you deserve our prompt attention with requests and deserve to be greeted with a friendly, courteous smile at all times.