



## **TENANT APPLICATION INFORMATION**

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

### **OFFICE HOURS**

Monday to Friday 8:30am - 5:00pm, Saturday 8:30am - 3:00pm and Sunday 10:00am – 3:00pm.  
Tenancy Application Forms must be submitted at our office in Hume Street, Toowoomba.

### **PHOTO IDENTIFICATION**

When returning your Application, you **MUST** submit a form of photo identification. Failure to supply current photo identification will result in immediate refusal of your Application.

### **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 provided.**

### **IDENTIFICATION CHECK**

**Please speak with the Leasing Team should you be unable to meet the criteria below.**

#### ***Documentation Required***

- ✓
- Photo Identification (Proof of Age Card OR Drivers Licence OR Passport)
- Other Identification (Medicare card OR pensioner card OR health care card)
- Proof of current address. For example Phone Bill OR Electricity Account OR Tenancy Agreement OR Council Rate Notice.
- Proof of regular housing payments (Rent Receipts OR Tenant Ledger OR Mortgage Payments)
- Proof of Income: Most recent Wage Slips or Employment Letter, Bank Statements OR Centrelink Income Statements.
- Council Registration for pets (if applicable)

### **PROCESSING AN APPLICATION**

In most instances, we are able to process your Application within 24 hours (Mon – Fri) and advise you by telephone. Please notify your referees that we will be calling to verify your details. If we are unable to contact all of your referees or we are unable to reach the Lessor for approval, 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.

## **GENERAL INFORMATION PRIOR TO TAKING UP TENANCY**

### **SECURING THE PROPERTY – INITIAL PAYMENT**

Once the Application has been approved you will be required to pay a minimum of at least 50% bond to secure the property. Please note that this must be paid in cleared funds (money order, bank cheque, credit card or electronic transfer if time permits.) The property will not be secured for you, until this money has been received and all parties have signed the tenancy related documents.

### **PAYMENT OF RENT & BOND**

Prior to taking possession of the property, we require 2 weeks rent and bond (equivalent to 4 weeks rent). If your weekly rent is more than \$700 per week, the bond requirement may vary. **This office does not accept bond transfers.** All monies must be paid in cleared funds prior to collecting the keys.

### **PAYMENT OF RENT**

It is our company policy that all rental payments are to be made electronically throughout your tenancy. We offer several forms of payment methods:-

1. RE/MAX Max Card (refer to [www.maxcard.net.au](http://www.maxcard.net.au) for assorted electronic methods including BPay, POSTBillpay & direct deposit of payment and associated fees)
2. Credit card transactions (attract a merchant fee of 1.348%)
3. Bank Cheque

**Please Note:-** You will need to enquire with your Financial Institution to determinate any additional fees associated with your preferred payment method.

**TENANT TO RETAIN**



### **SIGNING OF THE TENANCY AGREEMENT**

All occupants must be present to sign the original Tenancy Agreement prior to collecting the keys. The keys will not be released unless all occupants have signed the original Tenancy Agreement, shown photo identification and paid all monies in cleared funds and in full.

### **TELEPHONE / ELECTRICITY / GAS CONNECTION**

It is the tenant's responsibility to connect the electricity/telephone/gas (if applicable) and to ensure it is disconnected at the end of the tenancy. All connection costs and deposits are the tenant's responsibility.

Connect Now are one of Australia's leading utilities connection providers who offer a free service for all utility connections. Ask us how to connect your services, hassle free!

### **CONDITION REPORT**

When you move into the property, be very particular with the Entry 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 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 AGENCIES**

Our office is a member of NTD (Ph: 1300 563 826) TICA (Ph: 1902 220 346), Barclay Fast Track (Ph: 07 3390 4200) & RP Data Tenant Register (Ph: 1300 734 318), which are tenant agencies/databases. Should you default in your rent or breach a term of your Tenancy Agreement, your details may be listed with these agencies and others at the end of your tenancy. Once listed, the default information will remain on file until the matter 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 rather we want you to feel you are a 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 24 hours (Mon – Fri)
- ✓ To clearly explain your rights and obligations at the commencement of the tenancy
- ✓ To prepare all documentation in accordance with the Residential Tenancies and Rooming Accommodation Act 2008
- ✓ To prepare a detailed Condition Report and inventory list if applicable
- ✓ To respond to your telephone calls, faxes and emails within 4 business hours
- ✓ To attend to complaints promptly and to listen and understand both side's point of view
- ✓ To respond to maintenance in accordance with priority, within 8 business hours
- ✓ To keep all appointments and arrive on time
- ✓ To carry out regular property inspections, provide you with feedback and forward a detailed report to your 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!

## **EXPERIENCE OUR ABOVE THE CROWD SERVICE**



**OFFICE USE ONLY**

Application signed & complete  Required documentation copied   
Databases TICA  Barclays  RP Data  Veda

Date received \_\_\_\_ / \_\_\_\_ / \_\_\_\_ Time \_\_\_\_ am/pm

Listed - Yes  No

Received by \_\_\_\_\_

Inspected with \_\_\_\_\_

**APPLICATION FOR RESIDENTIAL TENANCY**

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

**RENTAL ADDRESS** (Order of preference): \_\_\_\_\_

**APPLICANT'S DETAILS**

Full Name		D.O.B.		/	/
If you have been know by another name/s, please advise here:					
Home Ph	Work Ph	Mobile			
Email Address			Fax No		
Number of dependants to reside in property:					
<i>Dependent Full Name:</i>		<i>Relationship to Applicant:</i>		<i>Date of Birth:</i>	
<i>Dependent Full Name:</i>		<i>Relationship to Applicant:</i>		<i>Date of Birth:</i>	
<i>Dependent Full Name:</i>		<i>Relationship to Applicant:</i>		<i>Date of Birth:</i>	
Car Registration	Drivers Licence No.	State of Issue			
Passport No.	Visa Expiry Date	/	/	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? Total Number					
Pets <input type="checkbox"/> Yes <input type="checkbox"/> No Are any pets <i>INSIDE</i> <input type="checkbox"/> Yes <input type="checkbox"/> No Registered with Council <input type="checkbox"/> Yes <input type="checkbox"/> No Total Pets:					
Type, Breeds & Sizes					
Are you or any of the dependants living with you a smoker? <input type="checkbox"/> Yes <input type="checkbox"/> No					
Will you refrain from smoking inside this property? <input type="checkbox"/> Yes <input type="checkbox"/> No					
Do you have contents insurance? <input type="checkbox"/> Yes <input type="checkbox"/> No Please Note: We strongly advise you have tenants contents cover					
Full name of all adults to occupy the premises. Please note that every adult <u>MUST</u> complete an Application Form.					

**CURRENT ACCOMMODATION DETAILS**

Address	<input type="checkbox"/> Owned <input type="checkbox"/> Rented	\$	payments p/w
Name of Current Lessor / Agent			
Lessor / Agent Address	Phone	Fax	
Email Address			
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?			
If you have sold or are selling your home, please provide Sales Agent contact details			

**PREVIOUS ACCOMMODATION DETAILS**

Address	<input type="checkbox"/> Owned <input type="checkbox"/> Rented	\$	payments p/w
Name of Previous Lessor / Agent			
Lessor / Agent Address	Phone	Fax	
Email Address			
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 - DO NOT INCLUDE RELATIVES**

**DAYTIME CONTACT ONLY**



<b>Name</b>	Phone	Mobile
Address		Relationship
Email Address		
<b>Name</b>	Phone	Mobile
Address		Relationship
Email Address		

<b>EMERGENCY CONTACT</b>	<b>NOT LIVING WITH YOU</b>	<b>DAYTIME CONTACT ONLY</b>
<b>Name</b>	Phone	Mobile
Address		Relationship
Email Address		

<b>RELATIVE NOT LIVING WITH YOU</b>	<b>DAYTIME CONTACT ONLY</b>	
<b>Name</b>	Phone	Mobile
Address		Relationship
Email Address		

<b>INCOME DETAILS</b>	– ALL INCOME IS NET OR TAKE HOME “PER WEEK”	
<b>Current Occupation – If applicable</b>	Period of employment	
Employer	Weekly “take home” pay \$	
Address	Phone	Fax
Best Pay Roll Contact:	Email:	
<input type="checkbox"/> Full - time <input type="checkbox"/> Part - time <input type="checkbox"/> Casual (    hours per week) <input type="checkbox"/> Contract - expiration ____ / ____ / ____		

<b>Second Occupation – If applicable</b>	Period of employment	
Employer	Weekly “take home” pay \$	
Address	Phone	Fax
Best Pay Roll Contact:	Email:	
<input type="checkbox"/> Full - time <input type="checkbox"/> Part - time <input type="checkbox"/> Casual (    hours per week) <input type="checkbox"/> Contract - expiration ____ / ____ / ____		

<b>Self-employed- If applicable</b>		
Name of Business	Nature of Business	
Address	Phone	Fax
ABN No.	How long established	Personal Weekly Income \$
Accountant Name	Phone	Fax
Email:		

<b>CREDIT REFERENCES</b>		
<b>Business Name</b>	Contact	
Address	Phone	Fax
<b>Business Name</b>	Contact	
Address	Phone	Fax

**Government Benefits - If Applicable**

<input type="checkbox"/> Student	Fortnightly Payment \$
<input type="checkbox"/> Unemployment benefit	Fortnightly Payment \$
<input type="checkbox"/> Pension - Type	Fortnightly Payment \$
<input type="checkbox"/> Other -	Fortnightly Payment \$
Will this benefit change if you are approved for this property? If so, by what amount? \$ <input type="checkbox"/> Increase <input type="checkbox"/> Decrease	

**Other Type of Income** (for example Savings, Investments, Maintenance Payments)

Type	Income Derived \$	weekly / fortnightly / monthly
Type	Income Derived \$	weekly / fortnightly / monthly
Type	Income Derived \$	weekly / fortnightly / monthly

**PLEASE CONFIRM**

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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I, the applicant, accept the property in its present condition  Yes  No

**The property will be cleaned to RE/MAX Success standard and a detailed Condition Report will be completed prior to you taking possession.**

If no, give details

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

- Internet RE/MAX Success / RealEstate.com.au / Domain / Other
- Rental Sign  Referral  Office Enquiry



PH: 1300 554 323 | Fax: 1300 889 598  
[info@connectnow.com.au](mailto:info@connectnow.com.au)  
[connectnow.com.au](http://connectnow.com.au)

**Moving home has never been easier**

Connectnow is dedicated to helping you move home more easily. We can connect your utilities including electricity, gas, phone, internet and pay TV to a broad choice of leading providers. We can also organise your disconnections and offer a range of additional services, such as cleaning and food services, removalists and vehicle hire.

What's more, you pay no extra charges as a result of using the connectnow service. We will make all reasonable efforts to contact you within 1 working day of receiving this application to explain the details of the services offered. If we are unable to contact you within this period please call 1300 554 323 to ensure your services can be addressed by the required date.

**PRIVACY CONSENT AND TERMS:** By signing this form you consent and agree to the following: Connect Now Pty Ltd (ABN 79 097 398 662) ("connectnow") will collect, use and disclose your personal information to contact you (including electronically) about providing moving, connection and disconnection services and to inform you about products and services offered by its related companies and third party suppliers. These other companies may also use your details to contact you directly about their products and services. See connectnow's Privacy Policy for further details, including your rights to access and correct the information held about you at [connectnow.com.au](http://connectnow.com.au). Third party service providers (who may transfer your data overseas) may have their own Privacy Policy, which you can request from them. You consent to connectnow continuing to market to you unless you opt out, including by emailing [privacy@connectnow.com.au](mailto:privacy@connectnow.com.au). To the extent permitted by law, connectnow is not responsible or liable for delayed or failed connections or the service providers' connection charges, which you must pay to them directly. Connectnow may be paid a fee by service providers and may pay a fee to real estate agents relating to services provided to you. If you nominate an alternative contact person on this application, you authorise them to act on your behalf to arrange moving, connection and disconnection services, including accepting third party terms. You warrant that you are authorised to make this application on behalf of all applicants and alternative contact persons listed and that each person has consented and agreed to the handling of their personal information on the same terms as you have.

YES I accept the Terms. Please call me to connect my new home services

Signed

Date

PM ID:

## TERMS & CONDITIONS - AUTHORITY & PRIVACY DISCLAIMER

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

I, the applicant, do solemnly and sincerely declare that I am over **16 years of age** and eligible to enter into this Agreement and that the information provided is true and correct and has been supplied of my own free will. I 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 I will be a suitable tenant for the property. I have inspected the property nominated on this application and wish to take a tenancy of such premises.

### Payment Details

Property Rental Per Week        \$ \_\_\_\_\_  
 Rent in Advance (2 weeks)        \$ \_\_\_\_\_  
 Rental Bond (4 weeks rent)        \$ \_\_\_\_\_  
 Total Due                                \$ \_\_\_\_\_

### Tenancy Details

Preferred Commencement Date: \_\_\_\_/\_\_\_\_/\_\_\_\_  
 Preferred Length of Lease: \_\_\_\_\_ months

I have been informed, understand and agree that the rental for the said property is to be paid on the said day nominated on the General Tenancy Agreement and is to be in advance at all times.

I have been informed, understand and agree that the Lessor's Agent will conduct inspections of the said property as required and I further warrant that I will co-operate fully to allow these inspections to be carried out as scheduled. The times allocated for these inspections are not able to be negotiated or rescheduled. I understand RE/MAX Property Managers will conduct themselves in a professional manner whilst inspecting the said property at all times.

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 fully signed by all parties; and
- (iii) the payment of all monies due, being full bond and two weeks rent, are paid in cleared funds prior to occupation of the premises

I have been informed, understand and agree that I will still be liable to pay rent from the commencement date of the Tenancy Agreement, despite not being permitted to enter the premises until the aforesaid monies are paid in full to RE/MAX Success.

I acknowledge that this application is subject to the approval of the owner/landlord. I declare that all information contained in this application (including the reverse side) is true and correct and given of my own free will. I declare that I have inspected the premises and am not bankrupt.

I authorise the Agent to obtain personal Information from:

- (a) The owner or the Agent of my current or previous residence;
- (b) My personal referees and employer/s;
- (c) Any record listing or database of defaults by tenants such as NTD, TICA or Barclay MIS for the purpose of checking my tenancy history;

I am aware that I may access my personal information by contacting -

- **NTD:** 1300 563 826 • **Barclay MIS:** 1300 883 916 • **TICA:** 1902 220 346

If I default under a rental agreement, I agree that the Agent may disclose details of any such default to a tenancy default database, and to agents/landlords of properties I may apply for in the future.

I am aware that the Agent will use and disclose my personal information in order to:

- (a) communicate with the owner and select a tenant
- (b) prepare lease/tenancy documents
- (c) allow tradespeople or equivalent organisations to contact me
- (d) lodge/claim/transfer to/from a Bond Authority
- (e) refer to Tribunals/Courts & Statutory Authorities (where applicable)
- (f) refer to collection agents/lawyers (where applicable)
- (g) conduct an ID/background check with NTD for residential tenancies and/or a credit check for commercial tenancies with the National Tenancy Database (NTD)

**I am aware that if information is not provided or I do not consent to the uses to which personal information is put, the Agent cannot provide me with the lease/tenancy of the premises.**

I have been informed, understand and agree that should there be a requirement to commence proceedings for recovery of rent, water costs, utility expenses, repairs and or damages to the aforesaid property during the term or at the expiration of the Tenancy Agreement, all costs associated with these proceedings shall be able to be recovered from me. I have also been informed and understand that should this property be covered by the Barclay MIS Risk Management Plan, I further consent to the Agent supplying my personal information to Barclay MIS. I confirm that RE/MAX Success has made the Privacy Policy available to me upon my request.

Once the Application has been approved I agree to pay a minimum of 50% of the bond to secure the property. **THE PROPERTY WILL NOT BE SECURED UNTIL THE AGENT RECEIVES A MINIMUM OF 50% BOND & THE TENANCY DOCUMENTATION HAS BEEN SIGNED BY ALL PARTIES.**

I, the applicant, have been informed, understand and **agree** that should this Application not be accepted, RE/MAX Success is not required or obligated to disclose why or supply any reason for the rejection of this Application unless the Application is declined as a result of my name being listed with a tenancy database for a tenancy breach or outstanding debt. If the Application is declined, my details will be held by RE/MAX Success on file for one month. Following this period all details held will be disposed.

APPLICANTS SIGNATURE \_\_\_\_\_

DATE \_\_\_\_\_