

Dear Applicant

Please note that applications will not be processed unless all information is supplied. Each applicant must complete a separate application form. The property will not be held for you until the application has been approved and secured.

SUBMITTING APPLICATIONS

We accept applications and relevant documents by email (24 hours) or dropping them directly into the office relevant to the particular property you are applying for during office hours; please note these details below.

Norwood Office

Monday to Friday 8:30am – 5.00pm

Mitcham Office

Monday to Friday 9:00am - 5:00pm

Burnside Office

Monday to Friday 9:00am - 5:00pm

IDENTIFICATION and SUPPORTING DOCUMENTS

When returning your application, you **must** submit a form of photo identification. Our office requires you to submit a minimum of 100 points for your application to be considered. Your application will not be processed if all documents are not given.

100 POINT IDENTIFICATION CHECK

Please speak with the Property Manager if you are unable to meet the 100 point check criteria.

40 points - Passport

40 points - Drivers Licence / Photo ID

40 points - Previous Rent Ledger

30 points - Previous Bond Refund Evidence

30 points - Birth Certificate

20 points - Current Motor Vehicle Registration Papers

10 points - Copy of Telstra / Electricity / Gas Account

10 Points - Bank Card / Medicare Card

- ❖ 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)

PROOF OF INCOME

We require documentation that verifies your current income. Accepted documents include:

- ❖ Your most recent Pay Slip
- ❖ Bank Statement showing your income received
- ❖ Current Work Contract
- ❖ Group Certificate
- ❖ Centrelink Statements

If you are self employed and cannot submit these documents, we then require your accountant's contact details and your current ABN.

TIPS FOR FILLING IN THE APPLICATION

- ❖ When filling in the application form please try to provide as much information as possible; if there is not enough room provided on the form, please attach subsequent pages as required.
- ❖ Ensure that your handwriting is clear and easily visible.
- ❖ Make sure that all compulsory signatures are signed as failure to sign compulsory signatures will prevent your application from being processed.
- ❖ When attaching your supporting documentation, please ensure that the copies are clear and easily visible.

NO RENTAL HISTORY?

If you are a student or have been living at home and therefore have no rental history as yet, it is a good idea to get a parent/guarantor to complete an application form in addition to yours; this should provide enough information on ability to support the rental payments (e.g. proof of income or home owners rates notice). The parent/guarantor must complete both an application and a letter stating that they are willing to be a guarantor for the property.

RESIDING IN OWN PROPERTY?

If you are currently residing in your own property, supplying us with one or more of the following documents will prove your residence:

- ❖ Council rate notice
- ❖ Certificate of title
- ❖ Contract of sale and/or any Deeds

PROCESSING AN APPLICATION

In most instances, we are able to process your application within 48 hours of receipt and advise you by telephone. If we are unable to contact all of your referees, this process may take longer. We recommend that you advise your referees to expect us to make contact with them.

APPROVAL, SECURING THE PROPERTY and COLLECTING THE KEYS

If your application is approved, we will require you to attend our office to sign and collect a copy of your Tenancy Agreement and other relevant documents. All persons on the lease agreement must be present to sign the tenancy agreement prior to collecting the keys. The keys will not be released unless all persons listed on the lease have signed the tenancy agreement. You will be required to pay a minimum of 2 (two) weeks rent to secure the property. This amount can be paid either by bank transfer (please allow 2 working days for the funds to be received), cash or a bank cheque. Personal cheques will not be accepted.

BOND PAYMENT

The bond is payable prior to or on the day the tenancy commences. No keys will be handed over until the full bond (**equivalent to 4 weeks rent up to \$800/week or 6 weeks rent over \$800/week**) and 2 weeks rent in advance have been received in cleared funds. This amount can be paid either by bank transfer (please allow 2 working days for the funds to be received), cash or a bank cheque. Personal cheques will not be accepted. Proof of payment will be required for bank transfers. **We do not accept bond transfers and do not transfer Department of Housing Bonds.**

GENERAL INFORMATION PRIOR TO TAKING UP A TENANCY

TENANCY AGREEMENT, SPECIAL CONDITIONS and INFORMATION STATEMENTS

Prior to completing this application form, please note the Tenancy Agreement, Annexure "A" and special conditions, information brochure and body corporate by-laws (if app.) can be made available to you upon request. It is important that you read and understand this documentation prior to entering into the tenancy agreement.

PAYMENT OF RENT – When signing the tenancy agreement, please bring your bank details

It is our company policy that all rental payments are to be made direct to the bank. We offer two (2) forms of banking methods. (1) Periodical payments or (2) Internet transfer payments. This will be discussed with you when signing your tenancy agreement.

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 an application being lodged with Residential Tenancies Tribunal to order the monies to be released. Your bond will be divided equally unless you inform our office of a different portion of bond each tenant is contributing. Your rental bond will be lodged with the Office of Consumer and Business Affairs – Tenancies Branch and is held as security against any unpaid rent or damage to the property. Shortly after lodgement, you will receive written confirmation from the Tenancies Branch that they have received your rental bond and will provide you with a Rental Bond Lodgement Number.

Your rental bond will be refunded to you promptly after you have vacated the property provided that your rent is up to date and there are no monies owing for cleaning or repairs to the property.

SMOKING

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

ELECTRICITY CONNECTION / TELEPHONE CONNECTION

It is the tenant's responsibility to connect the utilities and to ensure that they are disconnected at the end of the tenancy. All connection costs and deposits are the tenant's responsibility. We have formed an alliance with Move Me In, a specialist utility connection service provider, who can assist you in connecting and disconnecting your phone, gas, electricity, internet and insurance when you move into one of our properties and also when you choose to leave. Better still, the service is completely free of charge. If you wish to use this extremely convenient service please complete the section allocated on page 3 of the application form.

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 fourteen (14) business days from receipt. Keep a copy of the report in a safe place during your tenancy, as you will need to refer to the report when vacating. If you need any maintenance, you will need to complete a Maintenance Request Form through Property Me.

DECLINED APPLICATIONS

Please be aware that it is our office policy not to give any reason for non- acceptance if your application is not approved.

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

- ❖ 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 email requests within 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 Landlords
- ❖ 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.