



PO BOX 340, 446 Gympie Road, Strathpine Q 4500  
T (07) 3205 6633 F (07) 3881 0002  
rentals@absoluterealestate.com.au  
www.absoluterealestate.com.au

## 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 and the first week's rent has been paid to our office in cleared funds.

### OFFICE HOURS

Our office is open Monday to Friday 8:30am - 7:00pm, Saturday 8:30am - 6:00 pm Sunday 9:00am – 4:00pm only.

### PHOTO IDENTIFICATION

When returning your application, you must submit a form of photo identification.

### 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 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/Lessor
30 points Passport	20 points Current Motor Vehicle Rego Papers
30 points Driver's Licence	10 points Copy of Telstra/Energex/Gas Account
20 points Birth Certificate	10 points Other Identification

✓

- Photo Identification (18+ Card, Driver's 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)

### PROCESSING AN APPLICATION

In most instances, we are able to process your application within 48 hours and advise you by telephone. If we are unable to contact all of your referees, 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.

### SECURING THE PROPERTY – PAYMENT of first week's rent

Once the application has been approved you will be required to pay a minimum of one week's rent to secure the property. Please note that this must be paid in cleared funds (cash or bank cheque). Personal cheques will not be accepted when paying the initial monies. The property will not be secured for you until this money has been received and all parties have signed the tenancy-related documents.



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## GENERAL INFORMATION PRIOR TO TAKING UP TENANCY

### TENANT DATABASE CHECKS

Our office is a member of TICA, which is a National Tenant Database Agency. When processing your application form, our office will conduct the necessary tenant checks with this company.

### 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

Our Property Management Department is open Monday to Friday 8:30am - 5:00pm.

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

### PAYMENT OF RENT AND BOND

Prior to taking possession of the property, we require two weeks' rent and four weeks' bond. If your weekly rent is more than \$500 per week, the bond requirement may vary. This office does not except 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. All monies must be paid in cleared funds or cash prior to collecting the keys.

### 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 delays of up to three weeks for monies to be released. You will also need to inform our office of the portion of bond each tenant is contributing.

### 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 forms of banking methods. (1) Payment of rent by our Rent Card where you can utilise the telephone to make payments or (2) Direct bank transfer payments. This will be discussed with you when signing your Tenancy Agreement.

### SIGNING OF THE TENANCY AGREEMENT

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

### SMOKING

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

### ELECTRICITY CONNECTION / TELEPHONE CONNECTION

It is the tenant's responsibility to connect the electricity and to ensure that it is disconnected at the end of the tenancy. All connection costs and deposits are the tenant's responsibility.

ORIGIN (Electricity) 13 13 77

TELSTRA (Telephone) 13 22 00

### 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 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.



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## 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 like 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 are:

- ✓ 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 fax and 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 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

### WE WANT TO DELIGHT YOU WITH OUR SERVICE

# Application for Residential Tenancy

(One application to be completed per person)



The Real Estate Institute  
of Queensland  
Accredited Agency

## Part 1 Rental Property Details

### Item 1: Agent Details

Agency name:

ABSOLUTE REAL ESTATE

Address:

446 GYMPIE ROAD STRATHPINE QLD

Phone:

07 3205 6633

Mobile:

Fax:

07 3881 0002

Email: rentals@absoluterealestate.com.au

### Item 2: Property Details

Property address

Rent \$  a week  a fortnight  a month  Bond \$

Tenancy term  Insert "fixed term agreement" or "periodic agreement".

Starting on  /  /  Ending on  /  /

## Part 2 Applicant Details

### Item 3: Contact Details

Full name

Date of Birth

Have you been known by any other name(s)?  Yes  No

If Yes, what other name(s) have you been known by?

Work phone

Mobile

Home phone

Email:

Driver's licence/Passport number

State

Number of vehicles

Registration number(s)

### Item 4: Dependants

Do you have any dependants?  Yes  No

Dependant full name(s)

Relationship to Applicant

Dependant Date of Birth

Dependant full name(s)	Relationship to Applicant	Dependant Date of Birth
<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>

### Item 5: Smoking

Are you or any of the dependants living with you a smoker?  Yes  No

### Item 6: Pets

Do you intend to keep pets at the property?  Yes  No

Number of pets  Type of pet/s

Are your pets registered with a council?  Yes  No

If Yes, please state which council:

**Item 7: Applicants Address History**

**Current residential address**

[ ]

Period of occupancy

[ ]

Type of occupancy:

Rent  Owner  Other >

Agent/Lessor phone

Current Agent/Lessor (if renting)

[ ]

[ ]

Current rent

\$ [ ]  a week  a fortnight  a month

Reason for leaving:

[ ]

**Previous residential address**

[ ]

Period of occupancy

[ ]

Type of occupancy:

Rent  Owner  Other >

Agent/Lessor phone

Previous Agent/Lessor

[ ]

[ ]

Current rent

\$ [ ]  a week  a fortnight  a month

Reason for leaving:

[ ]

**Item 8: Employment Details**

Are you employed?  Yes  No (if no, please provide details of previous employer, if any)

Employment status:  Full Time  Part Time  Casual  Contract  Self employed

Occupation

[ ]

Net income (per week)

\$ [ ]

Date commenced employment (approx)

[ ]

Date terminated employment (if any)

[ ]

Employer/Business Name

[ ]

Address

[ ]

Phone

[ ]

If self employed, Accountant's Name

[ ]

Phone

[ ]

**Item 9: Centrelink Payments**

Are you receiving any regular Centrelink payments?  Yes  No

Description of payment(s)

[ ]

Total income (per week)

\$ [ ]

Date payments commenced

[ ]

**Item 10: Student Details**

Are you studying full time?  Yes  No

Name of education institution you are currently attending

[ ]

Student Identification Number

[ ]

Are you an overseas student?  Yes  No

If yes, Visa expiry date:

[ ]

**Item 11: Personal References**

Please do not list relatives, another applicant or partners and provide business hours contact numbers.

Referee 1	Relationship
<input type="text"/>	<input type="text"/>
Address	Phone/Mobile
<input type="text"/>	<input type="text"/>
Referee 2	Relationship
<input type="text"/>	<input type="text"/>
Address	Phone/Mobile
<input type="text"/>	<input type="text"/>

**Item 12: Personal Representative**

i.e. preferred person(s) to be contacted in the event of an emergency.

Representative 1	Relationship
<input type="text"/>	<input type="text"/>
Address	Phone
<input type="text"/>	<input type="text"/>
Representative 2	Relationship
<input type="text"/>	<input type="text"/>
Address	Phone
<input type="text"/>	<input type="text"/>

**Part 3 Supporting Documents**

**Item 13: Identification**

You are required to meet a 100 point identification criterion upon submission of your application. The agent/lessor may photocopy any item and retain as part of your application.

Please tick the identifying documents you have provided with your application.

**IMPORTANT: At least one form of Photo Identification MUST be provided.**

**70 Points**

- Passport
- Full birth certificate
- Citizenship certificate

**40 Points**

- Australian driver's licence
- Student Photo ID
- Department of Veterans Affairs card
- Centrelink Card
- Proof of age card
- State/Federal Government Photo ID

**25 Points**

- Medicare card
- Council rates notice
- Motor vehicle registration
- Telephone bill
- Electricity bill
- Gas bill
- Tenancy History Ledger
- Bank statement
- Credit card statement
- Last FOUR rent receipts
- Rent bond receipt
- Previous tenancy agreement

**Item 14: Proof of Income**

You are also required to supply the agent/lessor with proof of your income upon submission of your application.

- Employed: Last TWO pay slips.
- Self employed: Bank Statements, Group Certificate, Tax Return or Accountant's letter.
- Not employed: Centrelink Statement.

## Part 4 Declaration

Please declare the following by selecting either TRUE or FALSE

I, the Applicant,

1. have never been evicted by an agent/lessor  True  False
2. have no known reasons that would affect my ability to pay rent  True  False
3. was refunded the rental bond for my last address in full (if applicable)  True  False

If false, please advise what deductions were made from your bond?

4. have no outstanding debt to another agent/lessor?  True  False

If false, why are you in debt to your past agent/lessor?

## Part 5 Acknowledgement

Please acknowledge the following by selecting either Yes or No

I, the Applicant,

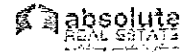
1. acknowledge that my personal contents insurance is not covered under any lessor insurance policy/s and understand that it is my responsibility to insure my own personal belongings.  Yes  No
2. understand that you as the agent/lessor have collected this information for the purpose of determining whether I am a suitable tenant for the property - in particular to check my identification, my ability to care for the property, my character and my creditworthiness.  Yes  No
  - 2.1 for such purposes, I authorise you to contact the persons named in this application, and to undertake such enquiries and searches (including tenancy databases searches) as you consider reasonably necessary.  Yes  No
  - 2.2 in doing so, I understand that information provided by me may be disclosed to, and further information obtained from, referees named in this application and other relevant third parties.  Yes  No
3. acknowledge and accept that if this application is denied, the agent is not legally obliged to provide reasons as to why.  Yes  No
4. consent and understand that should my tenancy be accepted and upon commencement of the tenancy agreement, there may be cause for the agent/lessor to pass my details onto others which may include (but is not limited to) insurance companies, body corporates, contractors, other real estate agents, salespeople and tenancy default databases.  Yes  No
5. acknowledge that I have received and reviewed the General Tenancy Agreement (Form 18a), the standard terms and any special terms before completing this application.  Yes  No
6. acknowledge that I have received or have available the Information Statement (Form 17a), body corporate by-laws (if applicable) before completing this application.  Yes  No
7. acknowledge that I have been made aware of the agency's Privacy Policy.  Yes  No
8. acknowledge that the lessor and applicant (tenant) are bound by this agreement immediately upon communication of either the lessor or agent's acceptance of the application.  Yes  No
9. consent to the use of email and facsimile in accordance with the provisions set out in Chapter 2 of the *Electronic Transactions (Queensland) Act 2001 (Qld)* and the *Electronic Transactions Act 1999 (Cth)*;  Yes  No
10. declare that the above information is true & correct and that I have supplied it of my own free will.  Yes  No

Name of Applicant

Signature

Date

take the hard work out of your move  
we'll set everything up for you . . .  
it's easy and it's FREE



Address: 446 Gympie Road Strathpine Qld 4500  
Phone Number: 07 3205 8633  
Fax Number: 07 3881 0002  
Email: [rentals@absoluterealestate.com.au](mailto:rentals@absoluterealestate.com.au)  
Web: [www.absoluterealestate.com.au](http://www.absoluterealestate.com.au)

## Direct Connect

Your Free No Obligation Connection Service

### Step 1

Select the utilities you would like connected by ticking the relevant boxes below.

### Step 2

Fill out the relevant details on this form, sign it and lodge it with your property manager.

### Step 3

We will call you within 24 hours (except on weekends and public holidays), to confirm your details and connection timings.

Please tick utilities as required

Electricity  Internet  Gas  Phone  Pay TV  Insurance

Name of Applicant	
Address For Connection	
Postcode	
Contact Phone Number	Date Of Birth
CONNECTION DATE	

**DECLARATION AND EXECUTION:** By signing this application, I/we: consent to Direct Connect arranging for the connection and disconnection of the nominated utility services and to providing information contained in this application to utility providers for this purpose; acknowledge having been provided with terms and Conditions of Supply of Direct Connect and having read and understood them together with the Privacy Collection Notice set out below; declare that all the information contained in this application is true and correct and given of their own free will; expressly authorise Direct Connect to provide any information disclosed in this Application to a supplier or potential supplier of the Services in accordance with the Privacy Collection Notice and to obtain any information necessary in relation to the Services; expressly authorise Direct Connect to provide any information disclosed in this Application to an information provider for the purpose of that information provider disclosing it to a supplier or potential supplier of the Services in accordance with the Privacy Collection Notice and to obtain any information necessary in relation to the Services; consent to Direct Connect contacting me by telephone or by SMS in relation to the marketing or promotion of all of the services listed under the heading "Utility Connections" above even if we/I have not applied for the connection of those services in this application. This consent will continue [for a period of 1 year from the date of our/my execution of this application/until [28] days after we/I disconnect the last of the services in respect of which this application is made]; acknowledge that this consent will permit Direct Connect to contact us/me even if the telephone numbers listed on this application form are listed on the Do Not Call Register; understand that under the requirements of the Privacy Act 1988, Direct Connect will ensure that all personal information obtained about me/us will be appropriately collected, used, disclosed and transferred and will be stored safely and protected against loss, unauthorised access, use, modification or disclosure and any other misuse; authorise the obtaining of a National Metering Identifier (NMI) for my residential address to obtain supply details; consent to Direct Connect disclosing my/our details to utility providers (including my/our NMI and telephone number); declare and undertake to be solely responsible for all amounts payable in relation to the connections and/or supply of the Services and hereby indemnify Direct Connect and its officers, servants and agents and hold them indemnified against any charges whatsoever in respect of the Services; acknowledge that, to the extent permitted by law, Direct Connect shall not be liable for any loss or damage (including consequential loss and loss of profits) to me/us or any other person or any property as a result of the provision of the services or any act or omission by the utility provider or for any loss caused by or in connection with any delay in connection, disconnection or provision of, or failure to connect or disconnect or provide, the nominated utilities; acknowledge that whilst Direct Connect is a free service I/we may be required to pay standard connection fees or deposits required by various utility providers; acknowledge that the Services will be provided according to the applicable regulations and that the time frames and terms and conditions of the nominated utility providers bind me/us and that after hours connections may incur additional service fees from utility providers; acknowledge that the real estate agent listed on this application form may receive a benefit from Direct Connect in connection with the provision of the service being provided to me/us by Direct Connect; and acknowledge the entitlement of Direct Connect and its associates, agents and contractors, to receive a fee or remuneration from the utility provider and that such fee or remuneration will not be refunded to me as a rebate in connection with the provision of the utility connection services.

By signing this application form, I warrant that I am authorised to make this application and to provide the consents, acknowledgements, authorisations and other undertakings set out in this application form on behalf of all applicants listed in this application form.

Signature:  Date:

P: 1300 664 715 F: 1300 664 185 W: [www.agents.directconnect.com.au](http://www.agents.directconnect.com.au)  
Level 9 Toowong Tower, 9 Sherwood Rd, Toowong QLD 4066

## Your Free Utility Connection Service: Home or Office

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Phone: 1300 664 715. Fax: 1300 664 185

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[www.directconnect.com.au](http://www.directconnect.com.au)

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Melbourne	Sydney	Brisbane	Adelaide
15 Shierlaw Avenue	Suite 10, Level 1	Level 9, Toowong Tower	Level 4
Canterbury, VIC 3126	1 Chaplin Drive	9 Sherwood Road	97 Pirie St
	Lane Cove, NSW 2066	Toowong, QLD 4066	Adelaide, SA 5000

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### How to use our service

- Step 1** Fax, apply on line or call us directly to connect your utilities. Your local real estate agent will have a fax application form or you can download it from our web site.
- Step 2** We will contact you within 24 hours to confirm your details (if the application is sent on a weekend or after office hours it will be processed the following working day).
- Step 3** Once your details are confirmed your utilities will be switched on within the allotted 24-48 hours for your electricity, gas and water, and 3 to 7 working days for your telephone and your internet.

These timings can be shorter or longer depending on your property and its activation history.

We will make contact with you to inform you of the current status of your connections.

### Important Information

- Your receipt and acceptance of these terms and conditions means your local real estate agent is no longer part of the connection process.
- This is a free service provided to you by Direct Connect and there is no obligation. Your real estate agent may receive a small commission for this service.
- All of your connections can be activated by faxing, applying on line or calling us on 1300 664 715.
- We will contact you by telephone regarding the confirmation of your details and the confirmation times for the activation of your utilities.
- We will only provide your confidential information to the services you give us permission to, ensuring we maintain your privacy.

### You are required to:

- Ensure the main electricity switch is turned off between 7am – 9pm (VIC), 7am – 7pm (NSW) or 7am – 12am SA on the nominated connection day.
- Make sure there is access to the Main Electricity Switch which is usually found in areas such as your cupboard, garage, laundry, hallway or on an exterior wall of your property.

### Contact Information

- You can call Direct Connect on 1300 664 715 or fax 1300 664 185, 24hrs a day. Our office hours are 8am - 8pm EST Monday to Friday or Saturday 9am - 5pm EST, if you call outside of these hours please leave a voice message or send a fax and we will process your application during office hours.

If you have any further queries or questions regarding your connections, please call us directly on 1300 664 715, not your local real estate agent.