



Welcome to Artation

The following information is designed to help you understand the processes involved when submitting an application for residential tenancy through our agency, and answer frequently asked questions in relation to renting with Artation Property Group.

It provides you with important information relating to your application and respective tenancy agreement. Please take a moment to read the following information before signing and submitting your application. Should you have any queries, feel free to contact our office during working hours on 07 3481 2210 or email us at info@artation.com.au.

How long does it take to process my application and when will I be notified of the outcome?

It is important to submit your application as soon as possible to ensure the best chance of securing the rental property. Once a fully signed and completed application has been received, our property management department will begin processing the application. The processing time will be approximately 24-48 hours provided we are able to verify the information that you have supplied in your application. You will be notified by telephone whether your application has been successful or unsuccessful, so please ensure that you provide us with a current contact number, and that you are contactable.

What if my application is not approved?

If your application is not successful, you are able to collect the application from our office within 24 hours or we will dispose of the form appropriately. Please refer to our privacy policy. Please note we are not obliged to provide a reason if your application is unsuccessful unless our findings reveal that an applicant has been listed on a tenancy database. Ultimately, the final decision rests with the owner of the property.

What happens once my application has been approved?

Once you have been notified that the lessor has approved your application, you must do the following to secure the rental property:

1. All parties to the tenancy must sign a fixed term tenancy agreement and bond lodgement form within the first 24 hours of notification of approval.
2. Pay to our agency's trust bank account, the full amount of bond and two weeks rent in advance upon signing the tenancy agreement.

The above must be done within the first 24 hours of notification of approval or you may forfeit the property.

In the event that you cannot meet the above requirements, you must contact us as soon as possible so that alternative arrangements may be negotiated.

Upon signing the tenancy agreement, you will receive an Information Statement Form 17A—Renting in Queensland booklet that outlines your obligations under the tenancy agreement. Please be sure to read this booklet carefully so that you understand what is required of you under the Tenancy Act.

Once the tenancy agreement has been signed and the required monies paid, the property will be available for occupancy on the commencement date of the tenancy, as stipulated in the agreement. Keys can be collected from our office no earlier than the start of business on the tenancy commencement date.

Can I transfer a bond from my previous premises to my new premises?

All bond monies must be paid with cleared funds, deposited direct to our trust account. We will only accept bond transfers under special circumstances.

If you have further questions, please refer to our property management team. Again, welcome to our agency, and thank you for your inquiry. We look forward to assisting you with your leasing requirements, and if required, sales needs.

Payment of rent

Our agency uses the DEFT rental payment system whereby payments can be made via direct debit, internet or over the phone. A non-refundable transaction fee of 85 cents applies per payment made.

Please remember :

Sign pages 3 & 4 of the application where indicated.
Your application CANNOT PROCEED without your signature.

Tenancy Application



PROPERTY APPLYING FOR:

PERSONAL DETAILS—please provide photo ID and/or birth certificate, current electricity bill, Medicare card.

APPLICANT'S FULL LEGAL NAME: _____

DATE OF BIRTH: _____ DRIVER'S LICENCE NO.: _____ CAR REGO: _____

PENSION NO.: _____ ALTERNATIVE ID: _____

HOME PHONE: _____ MOBILE: _____ WORK: _____

EMAIL: _____ FAX NO.: _____

NO. OF PERSONS TO OCCUPY THE PREMISES: adults: _____ children: _____

NAMES AND AGES OF CHILDREN: _____

PETS TO BE KEPT ON THE PREMISES: YES NO If YES, TYPE: _____

NEXT OF KIN: NAME: _____ CONTACT NO.: _____

RELATIONSHIP: _____

HAVE YOU EVER BEEN DECLARED BANKRUPT? YES NO DETAILS: _____

ADDRESS DETAILS *If you are currently renting a home, please provide your last 4 rent receipts. If you own your own home, please provide confirmation of ownership (rates notice) and repayments, such as a bank statement (if mortgaged).*

CURRENT ADDRESS: _____

ARE YOU: (please circle) RENTING OWNER RENT PAID PER WEEK: \$ _____

AGENT / LANDLORD NAME: _____ AGENT / LANDLORD CONTACT NO.: _____

LENGTH OF TIME AT CURRENT ADDRESS: _____

PREVIOUS ADDRESS: _____

DID YOU: (please circle) RENT OWN RENT PAID PER WEEK: \$ _____

AGENT / LANDLORD NAME: _____ AGENT / LANDLORD CONTACT NO.: _____

REASON FOR LEAVING: _____ LENGTH OF TIME AT PREVIOUS ADDRESS: _____

INCOME please provide last 4 payslips and/or a written letter from employer, or if self employed, business registration confirmation

ARE YOU CURRENTLY EMPLOYED? YES NO

NAME OF EMPLOYER: _____

EMPLOYER CONTACT NO.: _____ CONTACT NAME: _____

POSITION HELD: _____ LENGTH OF EMPLOYMENT: _____

ARE YOU: CASUAL FULL TIME PART TIME TEMP NET WEEKLY INCOME: \$ _____

ARE YOU RECEIVING **CENTRELINK** PAYMENTS? YES NO
If yes, please provide a written statement from Centrelink confirming your payments.

AMOUNT RECEIVED PER FORTNIGHT: \$ _____

ARE YOU **SELF EMPLOYED**? YES NO

BUSINESS / COMPANY NAME: _____ BUSINESS TYPE: _____

ADDRESS: _____ BUSINESS PHONE NO.: _____

ABN: _____ ACCOUNTANT NAME & PHONE NO.: _____

PERSONAL REFEREES: (Other than family members, current employer and landlord)

NAME: _____ CONTACT NO.: _____

RELATIONSHIP: _____ HOW LONG HAVE YOU KNOW THEM: _____ YRS

NAME: _____ CONTACT NO.: _____

RELATIONSHIP: _____ HOW LONG HAVE YOU KNOW THEM: _____ YRS

Please answer the following questions:

Has your tenancy ever been terminated by a landlord or agent? YES / NO

Have you ever been refused a property by any landlord or agent? YES / NO

Are you in debt to another landlord or agent? YES / NO

Have any deductions ever been made from your rental bond? YES / NO

Is there any reason known to you that would affect your future rental payments? YES / NO

PRIVACY ACT ACKNOWLEDGEMENT FORM FOR TENANT APPLICATIONS AND APPROVED OCCUPANTS (taken from TICA)

This form provides information about how Ideal Place Property Agents handles your personal information, as required by the National Privacy Principles in the Privacy Act 1988, and seeks your consent to disclosures to TICA Default tenancy Control Pty Ltd (TICA) in specified circumstances. If you do not consent to the disclosure of your personal information to TICA we can not process your application.

As a professional asset manger, we collect personal information about you. The information we collect can be accessed by you by contacting our office on 07 3481 2210 or via facsimile 07 3385 0992 or email info@artation.com.au, or visiting us at Shop 5, Mango Hill Centre, 921 Anzac Ave, Mango Hill.

Primary Purpose

Before a tenancy is accepted, we collect our information to assess the risk to our clients in providing you with a property you have requested to rent and if considered acceptable provide you with a tenancy for the property.

In order to assess your application we disclose your personal information to:

- The Lessor / Owners for approval or rejection of your application
- TICA Default Tenancy Control Pty Ltd to assess the risk to our clients and verify the details provided in your tenancy application.
- Referees to validate information supplied in your application
- Other Real Estate Agents to assess the risk to our clients

Secondary Purpose

During and after the tenancy we may need to disclose your personal information to:

- Tradespeople to contact you for repairs and maintenance of the property
- Refer to Tribunals or Courts having jurisdiction seeking orders or remedies
- Refer to Debt Collection Agencies where Tribunal / Court orders have been awarded
- Refer to TICA Default Tenancy Control Pty Ltd to record details of your tenancy history
- Refer to the Lessors / Owners insurer in the event of an insurance claim
- To provide future rental reference to other asset managers / owners
- To another real estate agent should the property be marketed for sale

If you fail to provide your personal information and do not consent to the uses set out above, we cannot properly assess the risk to our client or carry out our duties as an asset manager. Consequently we cannot provide you with the property you requested to rent.

TICA Statement

As TICA may collect personal information about you, the following information about TICA is provided in accordance with the National Privacy Principles in the Privacy Act 1988. TICA Default Tenancy Control Pty Ltd (ABN 84 087 400 379) is a tenancy database that records tenants personal information from its members including tenancy application inquiries and tenancy history. In accordance with the National Privacy Principles you are entitled to have access to any personal information that we may hold on any of our databases. To obtain your information from TICA Default Tenancy Control Pty Ltd, proof of identity will be required and can be made by any of the following ways:

Phone: 190 222 0346 calls are charged at \$5.45 per minute including GST (higher from mobile or pay phone)
Mail: TICA Public Inquiries PO Box 120, Concord NSW 2137—a fee of \$14.30

Primary Purpose

TICA collects information from its members on tenancy related matters and provides such information to other members as a risk management system for the purpose of assessing a tenancy application. TICA does not provide any information that it collects to any other individual or organization for any other purpose other than assessing a tenancy application or risk management system other than government departments and or agencies allowed by law to obtain information from TICA.

The personal information that TICA may hold is as follows: Name, date of birth, drivers license number, proof of age card number and /or passport number (except Australian), comments made by a TICA member in relation to your tenancy, which members you rented through and which members you applied to.

Further Information About TICA

Full details about TICA can be found on TICA's website at www.tica.com.au under Tenant Information and Privacy Policies or by contacting TICA on our Helpline 190 222 0346—calls charged at \$5.45 per minute including GST (higher from mobile and pay phones).

If your personal information is not provided to TICA the member may not proceed with assessing your application and you may not be provided with the rental property.

APPLICANT'S DECLARATION

I, the Applicant, do solemnly and sincerely declare that the information contained in this application is true and correct and that I have supplied this information on my own free will, and authorize the agent to photocopy and retain any of the information that I have provided. I **HEREBY AUTHORISE** the letting agent to conduct any and all enquiries and/or searches required, including a TICA database search, employment verifications and personal reference checks to verify the information contained in this application.

I confirm that I have inspected the above mentioned premises and wish to take a tenancy of such premises for a period of ___ months from ___/___/___ at a rental of \$_____ per week and that the rent to be paid is within my means. I also undertake to pay a Rental Bond of \$_____ and 2 weeks rent in advance upon signing the tenancy agreement.

I understand and acknowledge that this application to lease this property is subject to the owner's final approval and the availability of the premises on the due date. I understand that there is no requirement of the agent to disclose any such reason for rejection of this application. I hereby offer to rent the property from the owner under a lease to be prepared by the Agent pursuant to the Residential Tenancies Act. I understand and agree that if I default under a rental agreement, the Agent may disclose details of any such default to any person whom the Agent reasonably considers has an interest receiving such information. This may include a tenancy database. I confirm that I have read and understood the above information and authorize Artation Property Group to act accordingly under this application.

APPLICANT'S NAME _____ **APPLICANT'S SIGNATURE** _____

WITNESS NAME / SIGNATURE _____ **DATE:** ___ / ___ / ___

Applicant Name(s): _____

I/we the applicants hereby authorise the following information regarding my/our rental history be released to Artation Property Group in accordance with the privacy act. I/we understand this information will be used to assess my/our application for tenancy with Artation Property Group.

Applicant Signature(s) _____

Date: ____ / ____ / ____

RENTAL REFERENCE



FOR THE URGENT ATTENTION OF THE PROPERTY MANAGER

AGENCY: _____ **FAX NO:** _____

Can you confirm the above named applicant(s) previously resided/currently reside at the following address:

_____ **Yes** **No**

Property rented from ____ / ____ / ____ to ____ / ____ / ____ Rent paid per week? \$ _____

If applicable, please provide the current 'paid to' date of the applicant(s). ____ / ____ / ____

Were the applicant(s) ever in arrears? **Yes** **No** Max. weeks in arrears : _____

Were any Notice to Remedy Breaches issued? **Yes** **No** If yes, please confirm how many & why: _____

Were routine inspections carried out at the property? How often: _____

The condition of the property when inspected by your agency was (*please circle*):

Immaculate **Good** **Average** **Poor** Comments : _____

Were pets kept at the property? **Yes** **No** Please advise of any damage caused by pets. _____

Were the applicant(s) issued a Notice to Leave at any time? If yes, please provide reasons: **Yes** **No**

If applicable, why did the applicant(s) vacate the property? _____

Was the bond/do you see the bond being refunded in full? **Yes** **No** If no, please advise of deductions: _____

Additional comments that you feel would assist us in reviewing this application: _____

Would you rent to the applicant(s) again? **Yes** **No** Comments: _____

Agency name: _____

Name of person completing form: _____

Signature: _____ Date: ____ / ____ / ____

PLEASE ATTACH A COPY OF THE TENANT LEDGER AND RETURN FAX TO 07 3385 0992

If you would like to contact us, please phone 07 3481 2210.

Thank you for your prompt attention.