



NEW TENANT – APPLICATION PROCESS

Prior to taking up tenancy, please note:

We only accept fully completed Applications with all supporting Information.

To Submit Your Tenancy Application:

***Email to us – scan and send all documents or take clear, close up photos of your information.**

We will endeavour to process this application immediately because we know that you will be waiting on an answer. With that in mind, it is our goal to obtain a definite answer for you within 48 hours of receipt of your application. If the process is slower, it is generally because we have not received all the information requested, or we are waiting on answers from referees or owners.

Pet Applications

If you have pets, please note that you will be required to fill out our Pet Application form available under the Tenants section of our website.

Outcome of your Application

You will be notified of the results of your application immediately a decision is made, and we have confirmed the Lessor's instructions. Please ensure that we have a daytime telephone contact number for you.

Securing Your Tenancy

Once your application has been approved, you will be required to pay the equivalent of 6 weeks rent (2 weeks rent and 4 weeks bond) and sign your lease agreement WITHIN 24 HOURS to secure the property. Payment of this money MUST BE MADE BY DIRECT DEPOSIT to our Trust Account, no personal cheques can be accepted.

Government Bond Loans are accepted, which can be applied for by visiting <https://www.qld.gov.au/housing/renting/rent-assistance/bond-loan>.

Please note, the 2 weeks rent is not a deposit and is non-refundable. It will be credited to your rental account commencing with the first day of your tenancy.

Once this process is complete, you should go ahead and arrange the connection of services to the property.

If you don't have time to wait on the phone to set up your electricity, phone and/or internet, our partner Direct Connect are happy to do the waiting for you.

If you wish to use Direct Connect, they can do this for you, please complete the application form.

Signing your Agreements

We will arrange the signing of the lease once the funds have been paid.

When you come to collect your keys to move in and complete the rest of your paperwork (bond forms etc.), please allow approximately 20 minutes. This is an important appointment and must be completed on the date your lease starts. **Please be aware, we DO NOT sign up tenants on Saturdays without prior arrangements.**

All tenants are to be in attendance for this process. We will go through the tenancy agreement with you. Consider this to be a vital document and ensure that you are aware of all your obligations before making a commitment. You will be provided with a copy of these documents for your records.

Keys

Keys to the property will not be handed over until:

- all monies are paid in full;
- the lease is signed by all parties;
- the lease commencement date (not before).

Only one full set of keys will be handed to the tenants, along with one entry set given for each other tenant named on the agreement.

Contents Insurance

A reminder that insurance of your personal belongings is your responsibility. Please ensure you take out a policy to insure your personal contents in case of a break in or disaster. Burglaries must be reported to the Police and an incident report number must be obtained to expedite the claims process.

Smoking

Smoking is not permitted inside any of our rental properties due to health and safety and fire risks. Please note that some body corporate by-laws state that smoking is not permitted within the complex. This includes verandahs/balconies. If smoking is permitted, please be aware of other residents and their right to private enjoyment when smoking on balconies or in communal areas.

We hope this information is of value to you. If there is anything, we can do to make the 'moving in' process easier for you, please let us know. It is our aim to provide you with every assistance to ensure that your association with this office is an enjoyable one.

Previous Tenants' Mail

Please 'Return to Sender' and drop into your nearest post box.

Thank you

Currie Real Estate Gold Coast