



## PRE-APPLICATION TENANCY INFORMATION

**Agency:** H2O Broadwater

**Address:** 82 Marine Parade, Southport Qld 4215

**Contact:** 07 5528 0215

**Email:** info@h2obroadwater.com.au

## SELECTING A PROPERTY

- Search and select Property via internet ([www.h2obroadwater.com.au](http://www.h2obroadwater.com.au)) or other advertised source.
- Drive-by the Property for location suitability.
- Contact us to arrange an appointment to inspect the Property.
- Come to Reception on the ground floor at the Property, at the appointed time.
- If you are not able to keep the appointment, please contact our office in advance.
- A copy of the General Tenancy Agreement and any Special Terms will be on display at the Inspection.

## APPLICATION PROCESS

- Ensure the General Tenancy Agreement, Terms and any Special Terms have been viewed by you.
- Complete one Application Form per person. Children may be included on a Parent or Guardian's Application.
- Include evidence of your income eg Pay slip or if self employed, a letter of income verification from your Accountant, Centerlink documents, Scholarship documents
- Provide and attach photocopies of documents required to meet 100 points of identification as the guide shows below. Please note this Agency cannot provide photocopying services.

100 POINTS – OPTION LIST					
Drivers Licence	40 points	Other Photo ID	30 points	Current vehicle registration	10 points
Passport	70 points	Recent Wage Advice	30 points	Bank/Credit Card Statement	10 points
Birth Certificate	40 points	Previous Tenancy History-Ledger	30 points	Telephone/Electricity/Gas Acct	10 points
18+ Card	30 points	Previous four rent receipts	20 points	Pension/Health Care Card	10 points

- Before submitting an Application, ensure you have been given the General Tenancy Agreement, Terms and any Special Terms to peruse. A copy will be available at the inspection or as advised by staff.
- Please be aware Bond Transfers are NOT an option.
- Incomplete Applications cannot be processed.
- If you require assistance to complete the form, please ask, as we are here to help.

## AGENCY PROCESS

As your Application is a high priority, we will endeavour to have an answer to you as quickly as possible, but will advise you if it will be longer due to delays in reaching your contacts.

### Information verification by our agency

To verify your Application information we contact Tenancy Databases eg TICA & NTD. If you have had a problem with a previous Tenancy, please discuss the circumstances with us. We also contact your Employer/HR Manager, current & previous Agent/Lessor and personal referees.

### If Application is not accepted

If your Application is not accepted by the Lessor, it will be retained for two (2) weeks and then destroyed securely to comply with Privacy Legislation.

### If Application is accepted

If your Application is accepted by the Lessor, you are required to pay an amount equivalent to two (2) weeks rent and the full Bond amount (equivalent to four (4) weeks rent) and sign the General Tenancy Agreement within 24 hours of notification of acceptance.

### Rent payment method options

Direct Deposit or Bank Cheque/Money Order or Cash are accepted as rent payment methods.

## IF APPROVED

Arrange the following services personally:

- Phone Connection with Telstra
- Contents Insurance
- Change of address

Power connection will form part of your sign up process, a Metered Energy Account application will be sent to you by us.