

Application for Residential Tenancy

How long will it take to process my application?

Tenancy Applications will take 24 – 48 hours to process, pending the availability of the persons or companies you put down as references or emergency contacts. The application will then be presented to the property owner for their consideration and decision. You will be contacted as soon as we receive the property owner's decision on your application.

How can I ensure my application is processed quickly?

If all the correct information and documentation is provided when handing in your application, it can be processed within 24 – 48 hours. Please ensure you have provided:

- All sections of the application have been completed and answered in full.
- You have read, understood and signed this cover page.
- You have signed the application on page 4.
- You have filled in and signed the Privacy Notice & Consent Page on page 5.
- You have provided all supporting documentation:
 - You have provided copies of your ID (totalling 100 points of ID as described in Item 13, page 3 of the attached application, ensuring that at least one piece of ID is photo ID.)
 - You have provided copies of your Proof of Income (as described in Item 14, page 3 of the application.)
- Item 11, page 3 – Personal References; We recommend that you provide names, addresses and phone numbers of friends or colleagues who have known you for longer than 12 months, have visited your home, and can be contacted during business hours.
- If you receive any Centrelink or Family Assistance Payments, please ensure you include a recent Centrelink Statement. Centrelink Statements can be downloaded free of charge on the MyGov or Centrelink apps.

If questions have not been completed or supporting documentation has not been provided by the applicant, applications can exceed 48 hours processing time.

Will Quaid Real Estate conduct a Tenancy Database Check?

Yes. Quaid Real Estate will use the TICA database and every application received is checked on this database. Applicants can visit the TICA database website for more information by visiting www.tica.com.au.

How many applications do I/we need to complete?

Every person aged 18 years and over who intends to reside at the property must fill in an individual application form and provide supporting documentation. N.B. This includes the adult dependent children, relatives or live in friends of the applicants who will not be listed on the tenancy as the lease holders. They will be listed as approved occupants only, however the same documentation must be supplied.



I have a pet. Will this be ok?

Some properties will accept pets upon application. Please check with our office prior to applying if you do have pets. In order to provide the property owner with a clear indication of the nature of your pet, we recommend that you state the breed and age of your pet on the application in Item 6 on page 1. Disclosing pets is not limited to cats and dogs. Reptiles, fish, birds or any other animal will need to be listed in Item 6 on page 1.

Viewing the property before completing the Residential Tenancy Application?

Potential tenants are not required to complete an internal viewing prior to completing a tenancy application, however Quaid Real Estate does strongly recommend internal viewings. Please initial one of the following:

- I/we have completed an internal viewing at the property and would like to proceed with my/our application/s
- My/our application/s are pending a future internal viewing at the property
- I/we are not available to attend an internal viewing at the property and would like to proceed with the application 'sight unseen'. (Quaid Real Estate will provide you with an 'Acceptance of Property – Sight Unseen' form to be signed and returned.)

How do I hand in my completed Residential Tenancy Application?

Completed applications can be scanned and emailed to rentals@quaid.com.au or you can personally hand in your application to our office, located at 35 Lake Street, Cairns City

I have read and understood this application. I/we wish to proceed with my/our application/s for a fixed term tenancy at:

Property Address: _____

Print Name: _____

Signed: _____

Print Name: _____

Signed: _____



Privacy Notice and Consent

Consent

I,

_____ (Full name)

of

_____ (Residential Address)

have read and understood the attached information. I authorise employees of Quaid Real Estate, and independent contractors of Quaid Real Estate including their directors, officers and employees, to obtain relevant information from, and release relevant information to, the parties described on page 2 to assist with my involvement with Quaid Real Estate. I understand that I can revoke my authority at any time. I acknowledge that if I revoke my authority, or if I decline to provide information as requested by Quaid Real Estate, Quaid Real Estate may be unable to provide the products or services I have requested.

Signed

Date

Parent/Guardian Signature (if under 18 years of age)

Privacy

Quaid Real Estate Pty Ltd (ACN 010 331 423) trading as Quaid Real Estate is committed to protecting your privacy in compliance with the *Privacy Act 1988* (Cth) and the Australian Privacy Principles (APPs). This document sets out Quaid Real Estate's condensed Privacy Notice. Quaid Real Estate also has a full Privacy Policy, which contains information about how you can complain about any breach by Quaid Real Estate of the APPs or an applicable APP Code. A full copy of our Privacy Policy can be accessed at our office.

Information Collection, Use and Disclosure

During the course of your involvement with Quaid Real Estate, we may collect, use or disclose personal information about you for the following purposes:

- Assisting you to sell your property;
- Assisting you to purchase a property;
- Assisting you to lease a property (either as lessor or lessee);
- Assisting you to obtain a loan;
- Assisting you with payment or refund of a bond;
- Assisting you with tenancy disputes;
- Coordinating repairs or maintenance of a property owned or leased by you;
- Recording or accessing information at the Titles Registry Office or other government agency;

- Recording or accessing information at the Residential Tenancies Authority;
- Recording or accessing information on tenancy information services or databases;
- Client and business relationship management;
- Marketing of products and services to you;

The types of personal information we may collect, use or disclose about you includes but is not limited to:

- Your full name;
- Your date of birth;
- Your residential address;
- Your postal address;
- Your email address;
- Your home telephone number;
- Your work telephone number;
- Your mobile telephone number;
- Your occupation and business address;
- Financial information including details of your employer, income, name of bank or financial institution;
- Details of your spouse, de facto, dependent children, and roommates;
- Details of properties owned by you;

In order to provide products and services to you, we may disclose your personal information to the persons/organisations described below:

- In the event that you are a seller or a lessee, we may disclose your personal information to prospective buyers of the property owned or leased by you;
- In the event that you are a buyer or a lessee, we may disclose your personal information to the sellers of the property you are purchasing or leasing;
- Your legal advisor(s) and the legal advisor(s) representing the other party(s) involved in your transaction;
- Your financial institution and/or financial advisor;
- Insurance providers and brokers;
- Utility providers and utility connection service providers;
- Persons or organisations involved in providing, managing or administering your product or service including independent contractors engaged by us as real estate agents;
- Tradespeople engaged by us to repair or maintain a property owned or leased by you;
- Organisations involved in maintaining, reviewing and developing our business systems, procedures and infrastructure including maintaining or upgrading our computer systems;
- Persons or organisations involved in purchasing part or all of our business;
- Our related companies;
- Organisations involved in the payments systems including financial institutions, merchants and payment organisations;

- The Titles Registry Office or other government agencies;
- The Residential Tenancies Authority;
- Police;
- Tenancy information services or databases;
- Real estate websites;
- Real estate peak bodies;

Whenever it is reasonable or practicable to do so, we will collect your personal information directly from you. Sometimes it will be necessary for us to collect information from a third party or a publicly available source, such as a credit reporting agency, your legal adviser, your past or current employers, your previous lessors or property managers, and tenancy information services or databases.

In the course of providing services to you, it may be necessary for us to enter your personal information into forms generation software and real estate websites. Depending on the terms of use of such software and websites, a third party may acquire rights to use or disclose information entered into the relevant forms or websites.

We may disclose your personal information to recipients within Australia or to overseas recipients. Should information be required to be sent interstate or overseas, we will take steps to protect the privacy of your information.

We need your permission to collect, use and disclose your personal information, and we therefore ask that you sign the consent on the first page of this document to indicate your consent.

In the event that you do not consent to Quaid Real Estate collecting and releasing your personal information as described above, we may be unable to provide the services requested by you.

Access to, and correction of personal information

You have the right to request access to your information and to request that Quaid Real Estate update or correct your personal information. A charge may apply for providing access to your information.

Our Privacy Policy contains further information about how you may request access to, and correction of, your personal information.

Contacting Us

You may contact us by mail, email or telephone as follows:

 35 Lake Street, Cairns Qld 4870

 07 4051 3300

 rentals@quaid.com.au