

## Guide to renting through HomeRentals Queensland

Thank you for your enquiry to our website. We look forward to assisting you in finding your new home.

### Applying for Tenancy

When you apply to rent a property through us, you will be asked to fill out the attached application form. Every person over the age of 18, who wishes to reside at the premises, must complete an application form. In filling out this form, you will be asked to identify yourself, the same way as many institutions including Banks ask for identification.

HomeRentals Queensland asks for **100 points** of Identification. Please also provide **PAYSLIPS** to prove your income. If you receive any Centrelink you must supply us with an **INCOME STATEMENT**. Below are listed acceptable forms of ID and we would ask you to forward these along with your completed application form.

Driver License	(40 points)
Passport	(40 points)
Photo ID i.e. Student card/Similar	(30 points)
Medicare Card	(20 points)
Electricity Bill	(10 points)
Bank Statements	(10 points)
Birth Certificate	(30 points)
Previous Landlord Reference	(20 points)

In addition to this, you will be asked to supply information about yourself on the application form. This will include personal references and current and previous addresses. We shall also ask you to agree in writing, that we may conduct whatever searches and checks deemed necessary, to authenticate your documents and the information provided to support your application. **If you do not sign this DECLARATION, your application will not be processed.** Be assured that at all times, your right to privacy will be respected and any information will remain in confidence and any exchange of information will be strictly on a 'need to know' basis.

Once we have received all your documentation, it usually takes between 24 and 48 hours to process your application, depending on the availability and response times of Employers, Landlords and your referees. Once your application has been approved by us, we shall present your application to the owner of your property for their approval.

If you are successful, we will ask you for 1 weeks rent as a holding deposit for your Property. This fee must be received within 24 hours of being notified that your application was successful. It is only then, that the property will be removed from the availability list. It will then form part of the monies required at the commencement of your Tenancy.

Monies required at the commencement of your Tenancy will always consist of a Bond, which equates to 4 weeks rent, along with an additional 2 weeks rent. (Your holding deposit forms part of these 2 weeks). Your Bond will then be lodged with the RTA (Residential Tenancy Authority) by us on behalf of our owner.

## Privacy Notice and Consent

<b>Consent Applicant 1</b>	<b>Consent Applicant 2</b>
I, _____ (Full name)	I, _____ (Full Name)
of _____ _____	of _____ _____
(Residential Address)	(Residential Address)
<p>have read and understood the attached information. I authorise employees of HomeRentals Queensland, and independent contractors of HomeRentals Queensland 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 HomeRentals Queensland. We will access the TICA (Tenancy Data Base) and the Core Logic (RP Data for ownership information) in processing your application. 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 HomeRentals Queensland, HomeRentals Queensland may be unable to provide the products or services I have requested.</p>	
Signed _____	Signed _____
Date _____	Date _____
Parent/Guardian Signature (if under 18 years of age) _____	

## Privacy

Frederiks Property Services Pty Ltd (ACN 119880063) trading as **HomeRentals Queensland** is committed to protecting your privacy in compliance with the *Privacy Act 1988* (Cth) and the Australian Privacy Principles (APPs). This document sets out **HomeRentals Queensland** condensed Privacy Notice. **HomeRentals Queensland** also has a full Privacy Policy, which contains information about how you can complain about any breach by **HomeRentals Queensland** of the APPs or an applicable APP Code. A full copy of our Privacy Policy can be accessed at <http://homerentals.com.au/residential-property-management-brisbane-privacy-disclaimer>

## **Information Collection, Use and Disclosure**

During the course of your involvement with HomeRentals Queensland, 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 (RP Data);
- Recording or accessing information at the Residential Tenancies Authority;
- Recording or accessing information on tenancy information services or databases (TICA);
- 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;

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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;

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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. 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 HomeRentals Queensland 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 HomeRentals Queensland 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:



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PO Box 1651  
Capalaba QLD 4157



07 38234988



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