

## Finding your new home

A guide to sourcing and securing a rental property



### Registering

Joining our extensive database of **Prospective Tenants** means we will know more about what you're looking for and where.

We can then:

- discuss your needs in detail and advise you what's available.
- keep in touch with regular phone, SMS and email updates of available properties for rent.
- arrange property inspections by appointment, when convenient for you.
- supply you with brochures of the inspected properties, with photos, detailed descriptions and often a floor plan.



It's important to fill out the application form completely and correctly to avoid processing delays.

Fully detailed applications take precedence over those only partially completed.

Make sure the referees on your application are expecting our call; it saves everybody's time if they're available and know who we are.

If there are a number of applications for one property, you may be asked to make your best offer for rental; this doesn't mean that if you're unable to offer more money you'll be rejected – we're looking for the best tenant – but it is a way to stand out from the crowd!



### Securing your new home

The first month's rent is required immediately to secure the property – don't delay as we don't take down the 'For Lease' signs or stop inspections with other prospective tenants until your payment is received.

- The bond, usually equivalent to a month's rent, must also be paid on or before the collection of keys to your new home.
- Bond and rent details are provided in your confirmation letter.
- You must also complete and sign a Bond Lodgement Form from the Residential Tenancies Bond Authority.

If anything here needs further explanation, refer to the booklet 'Renting a home – A guide for tenants and landlords', or **contact us**.

### Viewing

When meeting with our team at a property it is important to let them know your situation. The more information we can convey to your new landlord, the better.

If running late or unable to make an appointment with one of our team, please take the time to call or postpone the appointment – often we will be coming to show you (and only you) through the property!

### Applying

When you submit your **rental application** form we will:

- process your application, usually within 24 hours.
- check references and provide progress updates.
- send you a confirmation letter or fax with all details.
- advise you on any legal requirements and rights.
- arrange collection of lease paperwork and keys at a location convenient for you.

