

TENANT GUIDE |



firstnational
REAL ESTATE

You'll feel more at home when you rent with First National

First National Real Estate manages thousands of residential properties throughout Australia, so we're bound to have the right home for you.

Register your wish list with the nearest First National member and we'll send you email or text alerts as soon as your ideal future home becomes vacant.

Head to [firstnational.com.au](https://www.firstnational.com.au) and click on Rent from the menu, then adjust the filters by selecting 'more' and 'pets allowed'.

Got a pet? We're here to help. Our Pet Friendly rental search was an industry first and has helped thousands of people to find new homes, without having to re-home their beloved companions.

At First National Real Estate, we value respectful relationships and strive to balance the interests of landlords and tenants.





Let's find your new home

Renting a property is a two way street. As the person leasing a property, you want to be treated with respect, enjoy your privacy, and know that if there's a maintenance problem your property manager will help you get it solved. Landlords share much the same interests.

They want their agent to find a good tenant, make sure the rent is paid on time, and to maintain their property to the required standard.

So, we strive to bring the interests of both parties together through considerate communication at all times.

Start your property search at firstnational.com.au

How a typical application process works

When you've found the right property, it's time to lodge your application.

The application process helps your First National Real Estate property manager verify your good tenancy history; your capacity to pay the rent, and that you'll take good care of the property. Things that will help you put forward the strongest application would be:

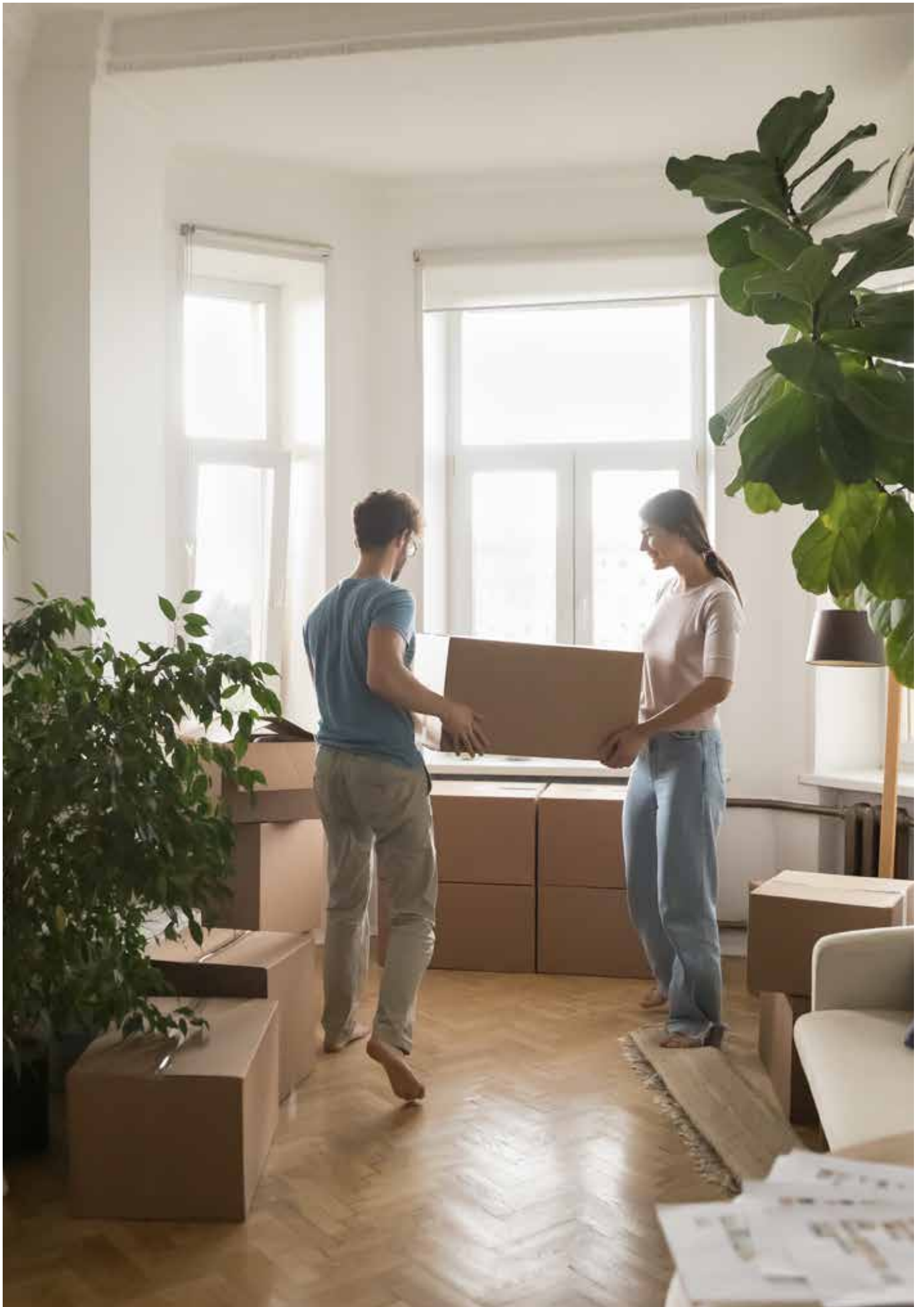
- Your employer's details
- A recent pay statement
- Photo identification such as a passport or driver's license
- Reference/s from real estate agents you have rented from
- Reference/s from your employer, neighbour, doctor etc.
- Pet references (if applicable)

Next, the property manager submits one or more applications to the landlord after checking everything. The landlord decides which application will be accepted and the property manager advises the outcome. Although privacy legislation prevents property managers from providing a reason for an application being declined, you can always ask how your next application might be improved.

Depending on which state or territory you live in, once your application has been approved you will typically be given:

- A copy of the tenancy agreement
- Bond lodgement paperwork
- A copy of the condition report, which lists any damage or defects present in the property. You must sign this document within a timeframe and return it to your property manager, or advise of any errors, unlisted defects or damage
- A photocopy of all keys and/or remote controls provided
- Emergency repair contact details
- A renting guidebook from your state or territory's office of fair trading (or equivalent)
- A receipt for your bond, initial rent payment and/or leasing fees

Don't forget to check and return your condition report within the required timeframe.





What if this is your first application?

One of the easiest solutions is to ask your parents or guardian to co-sign your lease but, if that's not convenient or possible, you should aim to acquire at least three personal references. These might come from your school principal, teacher, or the leader of any extra-curricular group that you may have participated in. If you've ever rented a weekender, you might even ask the agent or airbnb host for a reference. If your parents are renting the home you currently live in, you could even ask to have your name put on the lease to help build a rental history.

What if you just sold your home and haven't rented in decades?

If it's been such a long time since you rented a property that you can't even remember which real estate agency or the names of your student flatmates, no problem. Simply ask your selling agent for a reference and discuss your circumstances with the property manager before submitting your application.

What sort of documents would best support my rental application?

- A reference from a previous real estate agent or property manager
- Photo ID (Driver's license / Passport / Student ID)
- Employer's reference and confirmation of salary
- Three personal references
- A recent phone, gas or electricity bill
- Bank records

How can I increase my chances of approval when applying to rent with pets?

Finding a rental property where the landlord is willing to consider applications from tenants with pets can be challenging. This is because landlords tend to worry about the significant damage that can be caused by animals, both inside and outside their property.

First National proudly advocates that rental property providers should always consider applicants with pets, because we know that

responsible pet owners lease homes for longer and take great care of their rental – so they're assured of a good reference when looking for their next rental property.

The laws, however, affecting tenants' rights concerning pets vary throughout Australia's states and territories. In some jurisdictions, a rental property provider cannot unreasonably refuse your application for a pet. In others, your lease may be permitted to specify that the owner's permission is required. Whichever applies to you, it still makes sense to make it a more comfortable decision for the owner. That's where pet references are your, and your fur baby's, best friend.

An owner can refuse your request if having a pet in your rental would breach laws or by-laws. This might be applicable in an apartment building, for instance. It may also be considered reasonable for a landlord to refuse a request based on their property not being adequately fenced or the type of animal being inappropriate. Alternatively, an owner might grant approval subject to reasonable conditions, like the pet needing



to be kept outside or requiring fumigation and/or a carpet clean at the end of the tenancy.

Obviously, you can start by searching for properties that have been flagged as 'Pet Friendly' but sometimes they're just not available in the area you wish to rent. That doesn't mean you can't ask a property manager to consider your application, and that's a much better plan than trying to keep your pet a secret – which would put you in breach of your lease agreement.

So, it's important you distinguish yourself as a responsible pet owner. Including some references specifically related to your pet and your track record makes your application much more attractive to landlords. Ideally, if you can include a reference from a real estate property manager or previous neighbours, attesting to your responsible pet ownership, a landlord is far more likely to say yes.

What happens when my rental application is approved?

When the landlord approves your rental application, your property manager will ask you to sign a Residential Tenancy Agreement. This is more commonly known as a Lease and it outlines how much the bond will be, when and how much rent must be paid, when the lease starts and ends, details about your obligations as the tenant, details about the landlord and property manager's obligations, plus any special arrangements, conditions or rules associated with your rental of the property.

You will be asked to pay the bond, which is separate from your rent payment obligations. This is placed in trust for the duration of the Lease and serves to offset costs the landlord may incur if, for example, you have breached the terms of the Lease or further cleaning and repairs are needed after you have vacated the property. You will also be provided with a Condition Report.

This provides a detailed record of the condition of the property before you move in. Your property manager will use this document at the end of your Lease to verify that the property has been returned in the same condition that it was initially leased to you in. That's why it's very important that you check the report and inform your Property Manager immediately if you believe there is a discrepancy in the condition of any fittings or fixtures.

During your tenancy

Once you've moved in, one of the things your property manager is obliged to do is periodic checks of your home to make sure that everything is safe, check whether any repairs are needed, and confirm that you're keeping the property and garden maintained in accordance with your lease agreement.

How to make sure your rental application is a winner

With many more Australians renting for the long term, there's sometimes a lot of competition amongst prospective applicants for newly vacated properties. That's why it's so important to register with your local First National member so we know what you're looking for and can make sure you're amongst the first people to see our new vacancies.

When you apply to rent a property, the property manager reviews your application, makes sure all the relevant documents are in order, checks your rental history, and then puts the best applications to the landlord for their decision.

First National Real Estate recommends you use any online system recommended by the individual agency. Property managers are looking to find the best two or three applicants in the shortest possible time for their landlords. If they need to hunt around for more information with your application, this could make the difference between you getting the property or someone else.



RENTAL APPLICATION

Applying For A
 Permit

ID Card

Renewal

(Check any that apply)
 Replacement

Your Personal
Full Last Name

Full First Name

Date of birth

Nationality

Day / Month / Year

Gender Male Female

ID card number and Details

enter the identification number it appears on the card

Your Personal Details
Height

cm / inches

Eye color

Address: (optional)

Single

Married

Divorced

where you live
Street No.

Street

State

Post Code

Country

Social security number (SSN)*

Putting your strategy into action will also show you how you can get the perfect timing with your advertising. The marketing plan should

Identification Information
Driver license? Yes No
Leamer permit? Yes No
Non-driver ID Card? Yes No

The objectives will be based on how sales by acquiring and keeping customers. A marketing strategy helps on marketing messages with the right twist of marketing approaches in order to have a good your sales and marketing activities.

Contact Details

Home Phone

Mobile Phone

Fax Number

Address

(T)

Important elements of a rental application are:

- A introductory cover letter
- Reference letters – past landlords, employers, airbnb hosts
- Driver's license/photo identification
- Past rental property addresses and/ or real estate agents
- Employment salary records

What if you've never rented before?

Being a good rental applicant starts with putting your best foot forward, just as you would with a job interview. It's therefore vital that you inspect the property early, because agents won't rent to somebody who has not physically attended an open home inspection.

If you have no rental history or you're still living at home and your family rents, try and get your name put on the lease. This will help you establish a record of reliable rental payments. Alternatively, if you've ever leased a weekender or airbnb, chase up a reference from the agent or host involved. This will help.

It's also a good tip to consider your social media profiles. Sometimes landlords will check your social media if they're trying to choose between several good applicants for their property.


Ultimately, agents and landlords tend to be concerned about the same three key things:

1. Does the applicant have a history of great routine inspection outcomes?
2. Has a previous property manager provided a good reference?
3. Has the applicant always paid the rent on time?

So, if you don't already have a rental history, try and support your application with evidence of your reliability. If you've paid back a loan, this is highly relevant information. If you've been a carer for somebody, can they supply you with a reference? Is your boss happy to provide you with a character reference, supporting your reliability? Ideally three good references should be your aim.

Ask us for tips if you're not sure.





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