



The Real Estate Institute  
of Queensland

Member Office

# Post - Application Fact Sheet

**Congratulations!** We are pleased to have assisted you in finding your new home.

We would like to take this opportunity to make you aware of some of our office procedures.

## What will happen at the sign up appointment?

At the sign up appointment, you will be advised on a range of procedures including:

- your responsibility to protect your personal belongings and contents
- the best way to contact and communicate with your property manager
- our office hours
- what happens if you lose your keys or you are locked out
- our privacy policy
- our complaints procedure
- procedures in relation to emergency and routine maintenance
- routine inspection frequency and information regarding entry to the property
- smoke alarm obligations
- contact numbers for you to organise phone and electricity supply prior to occupying the property
- what to do if someone wants to move out or move in with you
- what will happen at the end of your lease
- all paperwork will be explained fully and provided to you at time of signing
  - Tenancy agreement (Form 18a)
  - Bond lodgment form (Form 2)
  - Entry condition report - the how, what and why will be explained (Form 1a)
  - Information statement (Form 17a)
  - Body corporate by-laws (if applicable to your tenancy)
  - Trust account receipt for the bond and rental monies received

***Rent (and bond) payments can only be made via cleared funds.***

***Please ask your property manager any questions that you may have in regards to your tenancy.***

Again welcome to our agency, and thank you for your business.

We look forward to assisting you for your **entire** real estate needs, now and in the future.