

FACT SHEET 6: APPLYING FOR A TENANCY

Complete an application

If you find a property you like, you may be asked to complete an application. Make sure you have:

- Your rental history and references
- Evidence of employment and income
- Personal identification (including photographic ID)

For more information about these documents, see [Fact Sheet 2: Documents you need to rent a property](#).

You have to sign a declaration giving the agent/lessor permission to contact any people you list as referees. Before you submit applications, call the people you have listed as referees and tell them that the lessor/agent may contact them.

Follow up with the lessor/agent a few days later and ask if they need any further information.

If you need help to fill out an application, contact your local Tenancy Advice and Advocacy Service Queensland worker. For contact details, see [Fact Sheet 8: Where to get help when renting](#).

Application Fees

An application fee is often equivalent to one week's rent. If you pay an application fee:

- You should get a receipt for this payment.
- You should discuss and agree with the lessor/agent under what conditions your application fee would be refunded or kept by the lessor/agent.
- If your application is successful, the money should go towards your rent or bond.
- If your application is unsuccessful or you withdraw the application **before** they accept it, the application fee should be refunded, depending on what has been agreed between you and the lessor/agent.
- If your application is accepted but you decide not to go ahead, the agent/lessor may try to keep the money and may even seek more money as compensation. If this occurs, contact the Tenant's Union or Tenancy Advice and Advocacy Service Queensland who can provide advice on this situation. For contact details, see [Fact Sheet 8: Where to get help when renting](#).

Holding deposits

You may also be asked to pay a holding deposit (one week's rent), which gives you exclusive choice to enter into an agreement to rent the property. If you pay a holding deposit, the lessor/agent cannot rent the property to any one else during the holding period.

- The lessor/ agent must give you a receipt when you pay this deposit.

- Make sure you know when the holding period ends. If no specific period is set out on the receipt, you have 48 hours to let the lessor/agent know if you would like the property or not.
- You must tell the lessor/agent what your decision is **before** the end of the holding period. If you do not let the lessor/agent know whether or not you will take the place by the agreed time, you will not get your holding deposit back.
- If you say you will take the place, you must take reasonable steps to enter into a tenancy agreement.
- When you sign the tenancy agreement, your holding deposit goes towards your bond or rent.
- If you decide not to go ahead with the property, you may let the lessor/agent know within the holding period. This will ensure your holding deposit is returned to you.

If your application is successful

- You and the lessor/ agent must agree a date when the tenancy starts. Check that this is the same date in your residential tenancy agreement.
- On this day, you receive the key to the property and can move in.
- You must pay rent from this date even if you move in later.
- *Fact Sheet 6: Starting a Tenancy* has further information about the steps in starting a tenancy.

If your application is unsuccessful, ask the lessor/agent why the application was rejected as this might help with your next application. Unfortunately, if the lessor/agent does not want to give you a reason for the rejection of your application, they do not have to.

For further information

This fact sheet is part of a series of fact sheets, including:

- Fact Sheet 1 – [Identifying your housing needs](#)
- Fact Sheet 2 – [Documents you need to rent a property](#)
- Fact Sheet 3 – [Finding a property to rent](#)
- Fact Sheet 4 – [Making a good impression](#)
- Fact Sheet 5 - [Inspecting a property to rent](#)
- Fact Sheet 7 – [Starting a tenancy](#)
- Fact Sheet 8 – [Where to get help when renting](#)
- Fact Sheet 9 – [Tenancy databases](#)

Contact us

For more information, visit <http://www.housing.qld.gov.au/contact/offices/index.htm> for your local Department of Housing office's contact details.