

Applying for a property

Complete an application

If you find a property you like, you may be asked to complete an application.

You have to sign a privacy consent form 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.

If after a few days you have not heard from the lessor/agent, contact them and ask if they need any more information.

Your local Tenant Advice and Advocacy Service (TAASQ) worker can also help with completing application forms. For contact details see Fact Sheet — Rights and Responsibilities.



Application fees

The only money that can be taken from a prospective tenant is money for a holding deposit, key deposits, a rental bond or rent. Lessors/agents cannot require a prospective tenant to pay any other fees.

Holding deposits

You may be asked to pay a holding deposit, which gives you exclusive choice to enter a rental agreement for that 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 residential tenancy agreement.
- When you sign the agreement, your holding deposit must go first towards your bond, then towards any rent payments.
- If you decide not to go ahead with the property, you must let the lessor/agent know within the holding period. This will ensure your holding deposit is returned to you.

If your application is successful

The agent will request that you pay the rent and/or bond once your application has been accepted. They may ask you to make an appointment to come into the agency to sign a residential tenancy agreement and pay the bond and/or rent.

- You and the lessor/ agent must agree on 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.

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.

Remember that the next property you apply for may also be from that lessor/agent, so be aware that anything you say in response to having your application rejected could affect future applications.

Need more help?

Visit www.housing.qld.gov.au/contact/offices/index.htm for the contact details of your nearest Housing Service Centre or call 1300 880 332.

