

Welcome to Mosaic. We look forward to being able to assist with matching your rental requirements to an apartment at Mosaic. As part of this service, we take this opportunity to outline the steps and requirements to ensure a smooth transition into Mosaic. At the start you may experience information overload – however – as it is community living, getting it right from the start and knowing your obligations as a tenant of the property within a community titles scheme is critical to a successful tenancy and enjoyable living at Mosaic.

### **Applications**

Upon inspection and selection of the apartment you wish to rent, you will be asked to complete our Tenancy Application Form.

A copy of the General Tenancy Agreement and special terms and a copy of the Body Corporate By-laws for your reference in our Tenancy Application kit. Our privacy policy are available for viewing on our website.

### **Submitting your application**

You will need to ensure the following are included:

- Photo ID (eg. Driver's licence, Passport)
- Proof of Address (eg. Current tenancy, rates notice, utilities, vehicle registration)
- Proof of Income (eg. Copy of 2 most recent payslips from your employer)
- Holding deposit of 1 week's rent may be taken (Eftpos facility for debit card, Amex, Mastercard, Visa)

### **Application Processing Time Frame**

Upon receipt of your fully completed application form, we ask that you allow 24-48 hours for processing. The property manager will expedite your application, however, it is subject to response times from your referees and the property Owner's approval.

If your application is not successful, you are able to collect your application from our office within 7 days of notification – or – should you not wish to collect the application we will securely destroy the application and supporting documentation.

### **Holding Deposit**

If we accept a holding deposit from you – we cannot show anyone else that apartment while that holding deposit applies to that apartment.

If you withdraw your application and have paid a holding deposit, you have 48 hours from receipt of deposit to advise us in writing of your withdrawal and the deposit will be refunded. Should you advise after the 48 hours transpires, you forfeit the holding deposit.

### **Approved Application**

Upon approval of your application by the property Owner, we email you the documentation for your tenancy. Alternatively we can arrange a sign-up appointment at our office. The following will be completed:

- General Tenancy Agreement – Form 18a
- Bond Lodgement – Form 2
- 2 weeks' rent in advance paid
- 4 weeks' bond paid (if holding deposit taken on application this will be offset against bond)
- Utilities connection form with Silver Asset Services (SAS)
- Body Corporate By-Laws
- *RTA Pocket Guide for Tenants – Houses & Units – Form 17a* - provided to you
- Move-in date and time agreed to with loading dock and lift booked for your priority move-in
- Welcome kit which includes general housekeeping information and property related information

### **Keys & Entry Condition Report**

Keys & security access will only be issued to approved tenant/s on the General Tenancy Agreement 2 weeks' rent in advance & 4 weeks' bond must be paid before keys issues

Keys & security access will not be issued prior to the tenancy commencement date

Entry Condition Report – Form 1a will be issued to you with key issue