

Residential Letting Policy

1. This office is aware at all times of the obligation to follow the law, including the laws in relation to tenancy and anti-discrimination.
2. We will not discriminate against any applicant on the basis of:
 - Sex or age - including gender or pregnancy.
 - Race - meaning colour, ethnic background, ethno-religious background, descent or Nationality.
 - Marital Status - meaning single, separated, divorced, widowed, married or defacto.
 - Homosexuality or Lesbianism – either if you are or someone thinks you are.
 - Disability – including physical, intellectual, psychiatric, learning and emotional disabilities in the past present or future and any organism capable of causing disease (eg-HIV).
 - Transgender – meaning if you live or seek to live as the opposite gender to your birth gender.
 - Relationships – meaning discrimination against you because of the sex, race, marital status, homosexuality/lesbianism or transgender of someone who is related to you or you associate with.
3. We will not comply with an instruction from a person who we act as an agent for, to break the anti-discrimination law or tenancy law.
4. We may choose to take any number of applications on a property.
5. An individual application:
 - must include a minimum of two years favourable rental history through an independent managing agent in order to approve an application. Your application will not be accepted if you have ever breached any terms of a residential tenancy agreement before.
 - is considered an expression of interest, therefore not all un-successful applicants will be contacted.
 - may take up to five working days to process. You may check on the progress of your application at any time after this period. Successful applicants will be contacted within five working days.
6. We will only accept a signed and fully completed application, on the application form supplied by this office.
7. We will verify the information supplied in an application.

8. We may refuse an application from you if:
- Your references are unacceptable or your references are less acceptable than the references of the successful applicant. This would mean, in our opinion, you maybe unable to pay the rent and/or care for the property or you may be less able to pay the rent or care for the property than the successful applicant.
 - The property is not considered physically large enough to accommodate the number of people you want to occupy it.
 - The property cannot be altered to suit your particular needs (for example, you need wheel chair access and the property is two story) We will do our best to negotiate any adaptations or changes that a person with a disability needs in order to live in or use a particular property. However, we recognise that the owner does not have to adapt or change the property if doing so will cause them unjustifiable hardship.
9. We will advise anyone seeking accommodation if that accommodation has restrictions e.g. no smoking, no pets, unsuitable for children, unsuitable for specific requirements etc.
10. While every care has been taken to supply accurate information with regard to the availability and details of all rental property under our management, we will comply with a request from the owner of a property to withdraw the property from rent at any time, in the absence a Residential Tenancy agreement.

We value your opinion; therefore the management of this office is available to discuss this policy should you have a question or comment.