

**Your**  
**App ID #**

## **Your Application - What Happens Next?**

### **Application Receipt**

If you have submitted an incomplete application you will receive an application receipt. It will outline any remaining documents that need to be submitted. Please note we cannot start processing your application until you provide the missing items. Please provide the missing documents within two business days or your application may be shredded.

### **Processing**

To completely process an application will take between 2-3 business days. You will receive a confirmation email and text message when we begin processing your application and you will receive an Application ID number. When processing an application we confirm the following details.

- Rental History/Living Arrangements
- Employment References
- Checks of defaulting tenancy databases

Once your application has completed processing you will receive a confirmation email and text message that your application is now with the Property Manager.

**You will be contacted by SMS and email within the first 24 hours of your application being processed, and as it progresses. This will also provide you with an application ID Number – please keep this for your reference.**

### **Presenting an Application**

Once an application has been completed it will be forwarded to the owner. The owner then makes the final decision regarding which application to choose. It may take up to 48 hours to get a decision from the owner. Please note the owner is not required to give reasons for their decision. You will receive a confirmation text message and email that your application has been forwarded to the owner and awaiting an answer.

### **When will you find out?**

Once we have a decision from the owner, you will be contacted by text message and email with the result of your application whether you are successful or not. If you have been approved then you must pay a holding deposit for the property. The holding deposit is 2 weeks of rent; this must be in bank cheque or money order and paid within 4 hours of notification of approval.

If you wish to withdraw your application please contact either the Property Manager or the Processing Team and quote your Application ID Number. We will send you a confirmation email and Text Message to confirm.

### **What could help?**

You are able to assist in the processing of you application by;

- obtaining a tenant ledger from your previous agent
- encouraging your references to respond to us quickly
- providing missing information ASAP

### **RTA Tenancy Agreement**

To download a copy of the RTA Tenancy Agreement please visit <http://www.prorentals.com.au/Pdf/TenancyApplication.pdf>.

## Application Processing Contacts

	Direct Phone	Direct Fax
<input type="checkbox"/> <b>Conor Brookes</b> <b>Connor.Brookes@prorentals.com.au</b>	<b>3876 0000</b>	<b>3721 6951</b>
<input type="checkbox"/> Lauren Robinson Lauren.Robinson@prorentals.com.au	3721 6912	3721 6962
<input type="checkbox"/> Priscilla Hay Priscilla.Hay@prorentals.com.au	3721 6908	3721 6958
<input type="checkbox"/> Jenna Linwood Jenna.Linwood@prorentals.com.au	3721 6944	3721 6994
<input type="checkbox"/> Melissa Johnson Melissa.Johnson@prorentals.com.au	3721 6946	3721 6996
<input type="checkbox"/> Lisa Bright Lisa.Bright@prorentals.com.au	3721 6942	3721 6992
<input type="checkbox"/> Joanne Barnes Joanne.Barnes@prorentals.com.au	3721 6907	3721 6957
<input type="checkbox"/> Anthony Wright Anthony.Wright@prorentals.com.au	3721 6910	3721 6960
<input type="checkbox"/> Daniel Young Daniel.Young@prorentals.com.au	3721 6911	3721 6961
<input type="checkbox"/> <b>Maree Borger</b> <b>Maree.Borger@prorentals.com.au</b>	<b>3721 6919</b>	<b>3721 6969</b>
<input type="checkbox"/> <b>Anthony Troung</b> <b>Anthony.Troung@prorentals.com.au</b>	<b>3721 6915</b>	<b>3721 6970</b>
<input type="checkbox"/> <b>Greta Woznyi</b> <b>Greta.Woznyi@prorentals.com.au</b>	<b>3721 6902</b>	<b>3721 6952</b>
<input type="checkbox"/> <b>Iszabel Lees</b> <b>Iszabel.Lees@prorentals.com.au</b>	<b>3721 6920</b>	<b>3721 6970</b>