

Managing property inspections and real estate agents

Finding and securing a property can be an overwhelming process. By breaking down each step and creating positive relationships with real estate agents you can help to minimise any stress.

Engaging with real estate agents

Making a connection with your local real estate agents can be helpful when looking for a home. They will have knowledge of available properties and can help you find what you are looking for.

When you have identified a property you would like to inspect, consult your budget to make sure the property fits your price range. You can then register online to attend inspections or phone the agent directly.

Below is an example of what you could say to a real estate agent when enquiring about a property:

“Hi my name is _____ and I am calling about the property you have advertised for rent at _____. I was wondering if I could arrange an inspection?”

TIP

When attending a home opening, take the opportunity to make a positive impression on the real estate agent. Look tidy and presentable, arrive on time, introduce yourself and ask questions so that the agent gets to know you. Some helpful questions include: How long is the lease? When does the property become available?



Your property search

By following the **Housing Action Plan** you will be able to think about and determine what is important to you when looking for a property. Use this tool as a prompt when thinking about a property.

Once this has been prepared you could then:

- Search online for rental properties – e.g. using the domain **www.realestate.com.au** or **www.domain.com.au**
- Visit your local real estate agents to obtain a list of rental properties in the area
- Once you have discovered a property that suits your needs contact the agent responsible for that property and book a viewing time
- Submit your application along with supporting documentation for the property of your choice

Managing inspections

Going to multiple property inspections can be tiring, but it is an important part of the process. The more properties you inspect, the more familiar you will become with what type of properties are available in your area of choice.

Be prepared by:

- Exploring the locations and areas you want to live
- Once you have found a property you are interested to inspect, contact the real estate agent to book a time to inspect the property
- Take a property inspection checklist with you as you inspect the property (opposite)
- Take your time inspecting the property, take photos and don't be afraid to ask the property manager questions whilst you are there

Be document-ready when applying for a property

Once you have filled in the rental application you will need to support this with documents that will identify who you are and information relating to income. Having these documents prepared, copied and put in a file ready to go will save a lot of time. What you will need:

- Reference list – this is a reference from people who will provide positive feedback in relation to your previous tenancy
- Identification (photo) – make copies of your driver's licence, key pass, Medicare card, birth certificate, health care card, bank cards, passport that is current or expired within a two-year period. If you think that you may not acquire the 100 points communicate this to the real estate agent prior to submitting your application
- You will need to provide a copy of your bank statement, pay slip, Centrelink income statement as proof of income

TIP

If you are having difficulty collecting your ID documents, speak to your NDIS care team and support network.

YOUR PROPERTY INSPECTION CHECKLIST

Here are a few things to think about and note when inspecting a property

- Does the property have gas, electricity, or both?
- Is there adequate heating and cooling?
- Are there smoke alarms?
- Is it easy to exit the property in case of emergency?
- Are the water quality and water pressure good?
- Are the stove and oven in good working order?
- Is there space for a washing machine or other appliances?
- Is there enough storage space?
- Does the home have the number of bedrooms you need?
- Does the home have the number of bathrooms you need?
- Do the windows open and close properly?
- Do the front and back doors have deadlocks?
- Do the doors and windows have flyscreens?
- Is there a security door?
- Are there enough power points?
- Are there enough light fittings?
- Does the property meet any specific cultural or religious needs you may have?
- Does the property have a garden?
- Are the fences and gates adequate?
- If you have a car, is there somewhere suitable for parking?
- Is it close to public transport, shops, doctor, etc.?
- Will it be convenient to travel to school/university/work?
- Is there heavy traffic or other noise that could bother you?
- Does the property allow pets?
- Does the home meet your accessibility needs?
- Is the home secure? Do you feel safe?
- Is the property in good overall condition?

Your rental application checklist

- Complete application form and include a cover letter
- Photocopy income statements and pay slips
- Photocopy all identification documents 100 points – passport, proof of age, drivers licence, Medicare card, bank card
- Provide references from previous agents, landlords, friends or support workers
- Sign your completed application form, include all required attachments and send it back to the agent or landlord

For further information and support

Tenancy

Consumer Affairs

1300 55 81 81

www.consumer.vic.gov.au

Victorian Office of the Public Advocate

1300 309 337

www.publicadvocate.vic.gov.au

Mental health

Wellways

Helpline: 1300 111 500

wellways.org

Lifeline

13 11 14

www.lifeline.org.au



wellways.org | 1300 111 400

