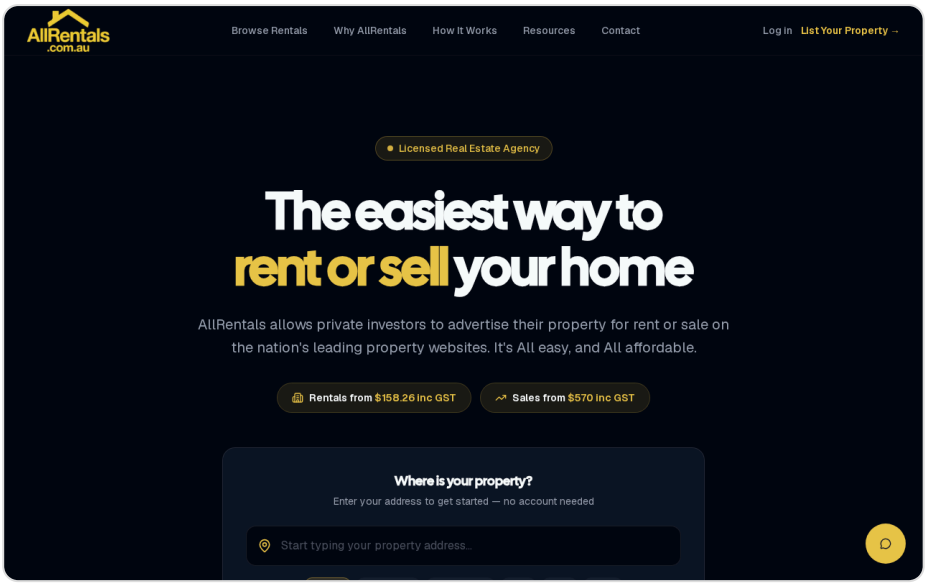


AllRentals Help Manual

For owners, landlords and renters

November 2026

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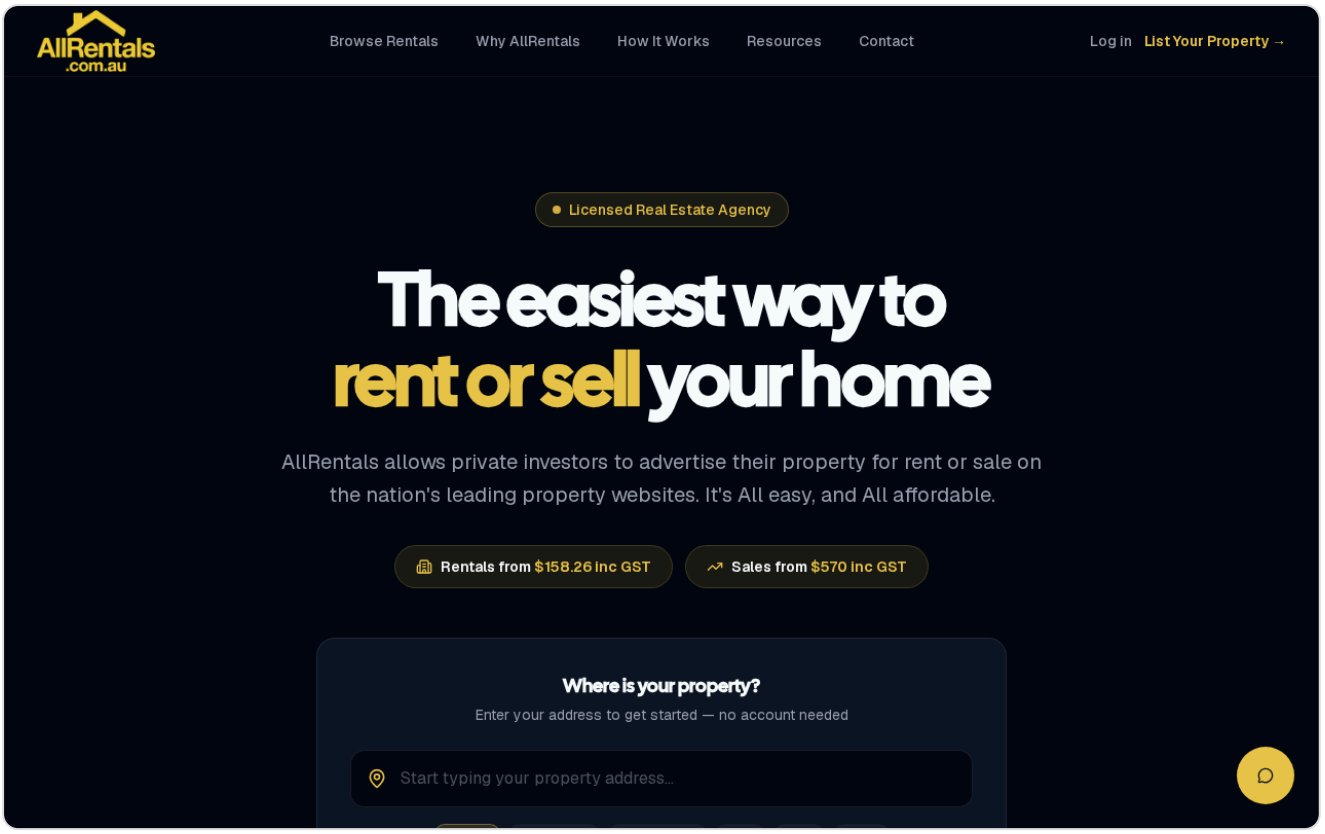
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Getting started



Photo: Kerry Raymond, CC BY 4.0, via Wikimedia Commons

AllRentals lets private owners advertise a home for rent or sale on Australia's biggest property websites, without paying an agent. Rentals start from $158.26 inc GST and sales from $570 inc GST: one fee, no contracts, and the ad stays up until the property is leased or sold.



The AllRentals home page

Your first listing, start to finish

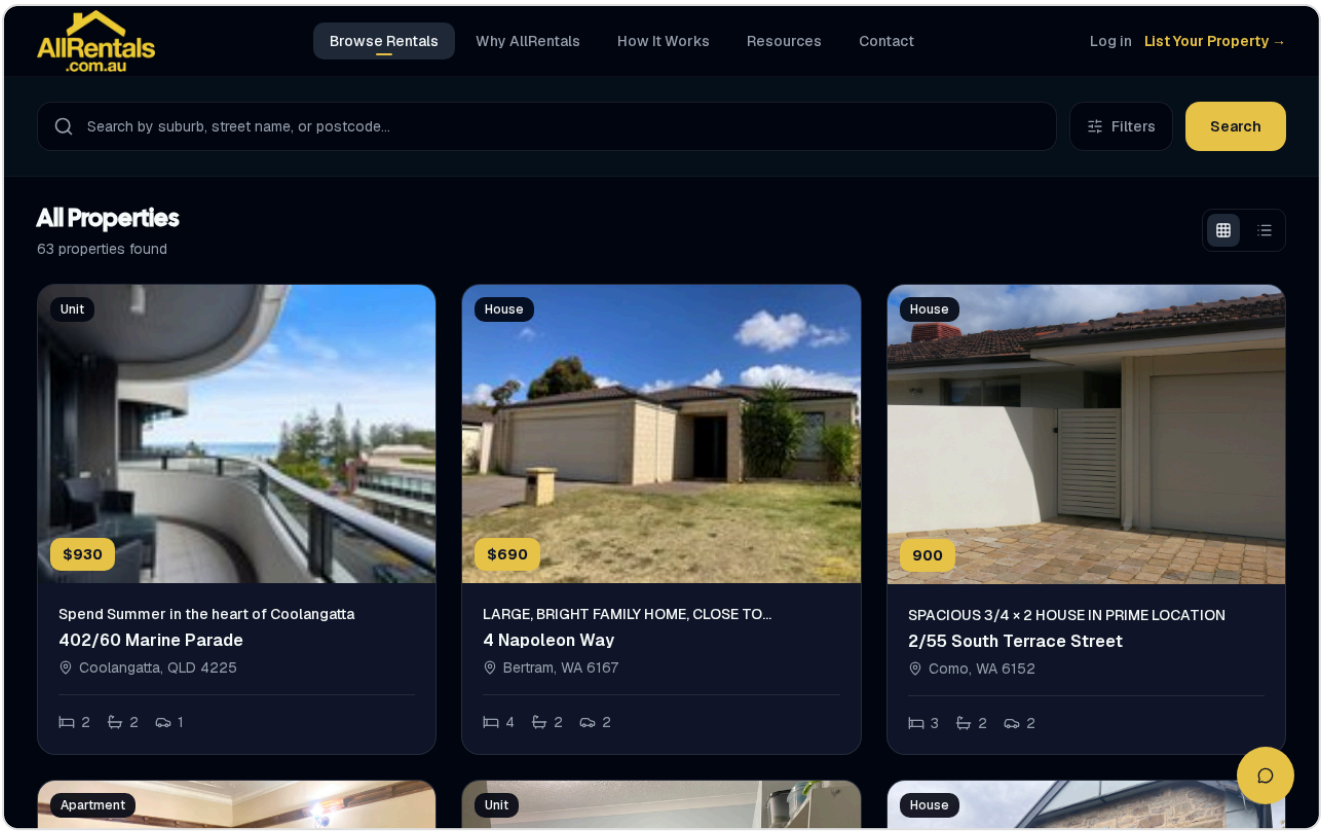


From sign-up to live listing

1. Click **List Your Property** → and create a free account.
2. Go to **Property Listings** and create a listing. The 6 steps are Address, Price, Details, Advertising, Images and Inspections.
3. Click **Publish Listing** to save it. It isn't live yet.
4. On the listing card, click **ACTIVATE LISTING**, then **Continue to Payment**, and pay the one-time fee.
5. Our team reviews your listing, usually within 1–2 hours in business hours, and then it goes live.

> Tip: have your photos (JPG), weekly rent, bond and available date ready before you start.

For renters



Browse Rentals

AllRentals is a listing service for private owners. We don't manage the properties, so the owner looks after your enquiry.

How to enquire

- **Email:** use the enquiry button on the site where you saw the listing.
- **Phone:** call **0415 326 355** and quote the 4-digit code shown on the listing. You'll be put straight through to the owner.



How phone enquiries reach the owner

Register for an inspection

1. On the AllRentals listing page, find **Inspections & applications** and click **Register for an inspection**.
2. Pick a time, then enter your full name, email, mobile and any comments. Click **Register**.
3. You'll see "You're registered" and get a confirmation email with calendar links, a map and the contact number. It also has a link to cancel.
4. We'll email you a reminder before the inspection.

No times listed? Request a time that suits you, or leave your details and the owner will contact you.

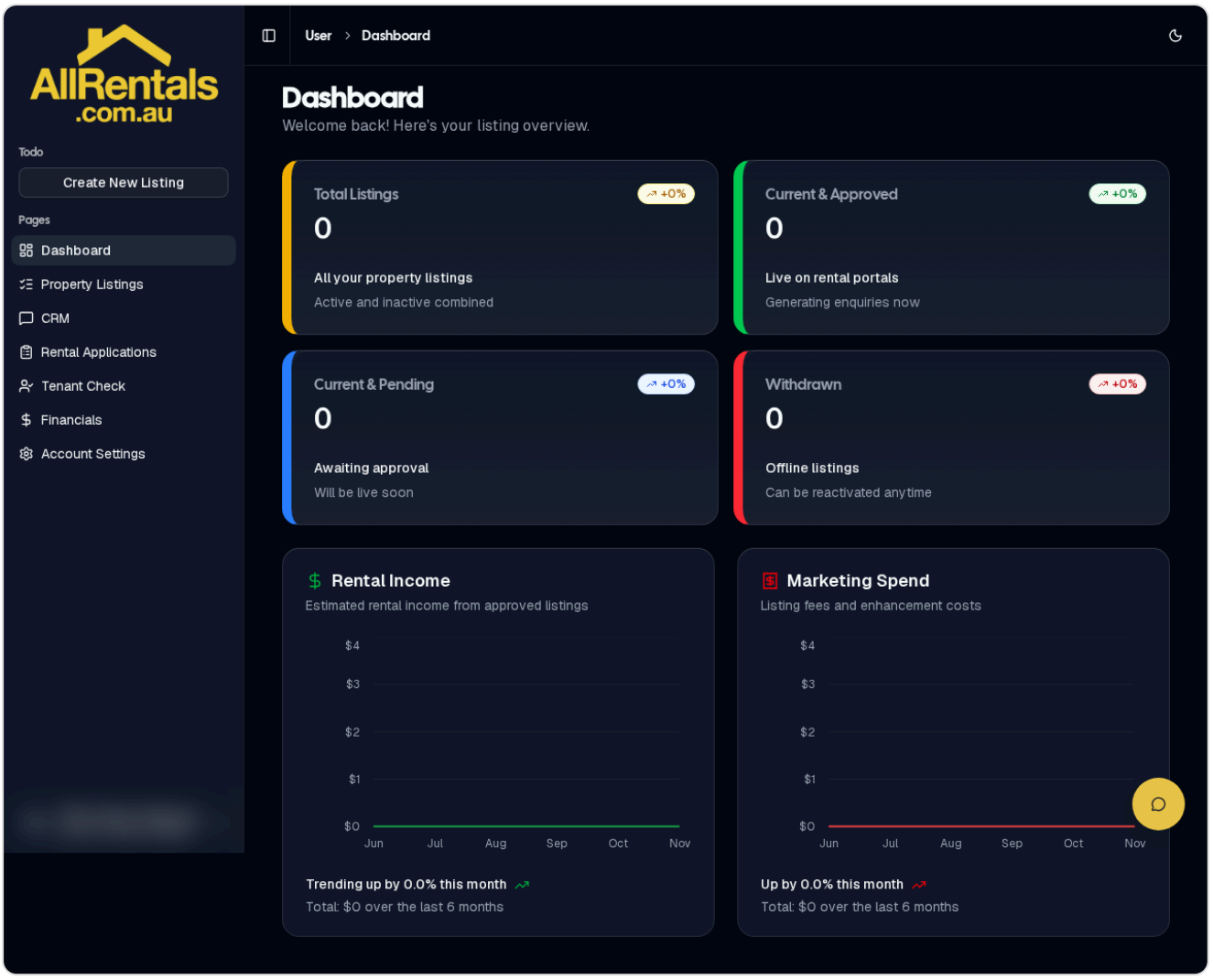
On the day: check in

Scan the QR code on the sign at the property. If you've already registered, use the same email. Walk-ins are welcome. Once you're checked in, we'll email you the link to apply.

Apply

Click **Apply for this listing** on the listing page, or use the link in your check-in email. Applications are completed through our partner VERIFII.

For landlords & owners



Your account: the side menu has Dashboard, Property Listings, CRM, Rental Applications, Tenant Check, Financials and Account Settings

Everything you need to manage your rental lives under **My Rentals** (the CRM), which is free for every AllRentals landlord.

- **Listings**: create, edit and update photos at no extra cost.
- **People**: everyone who enquires is added automatically.
- **Inspections**: open homes with QR check-in.
- **Tenancies & Tasks**: reminders for lease ends, bond lodgement and rent reviews.
- **Forms & Condition reports**: your state's official forms, filled in for you.

> General information only, not legal advice. As a self-managing landlord you're responsible for meeting your state's tenancy laws. See Resources for your state's

tenancy authority.

Listings

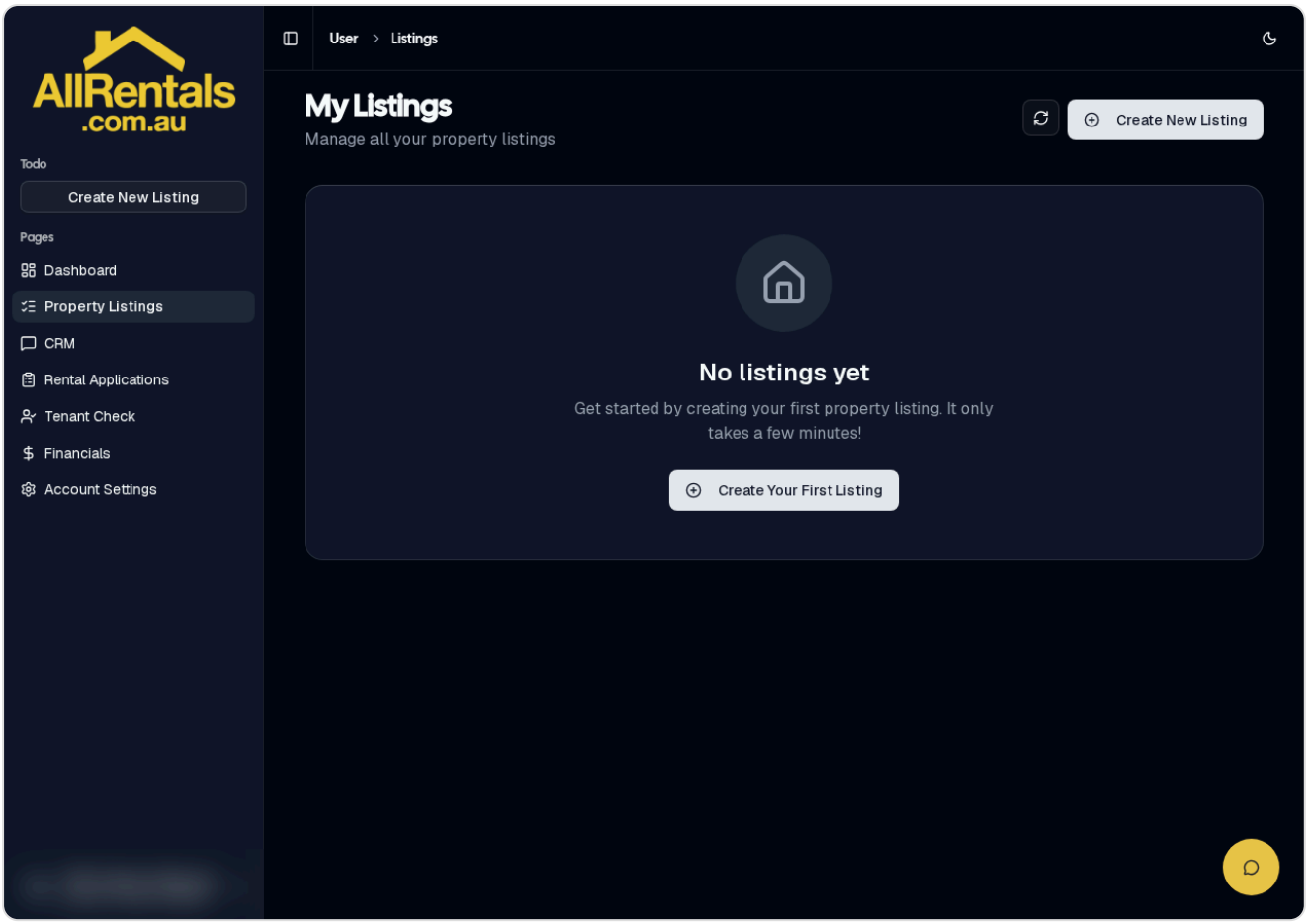


Listing journey

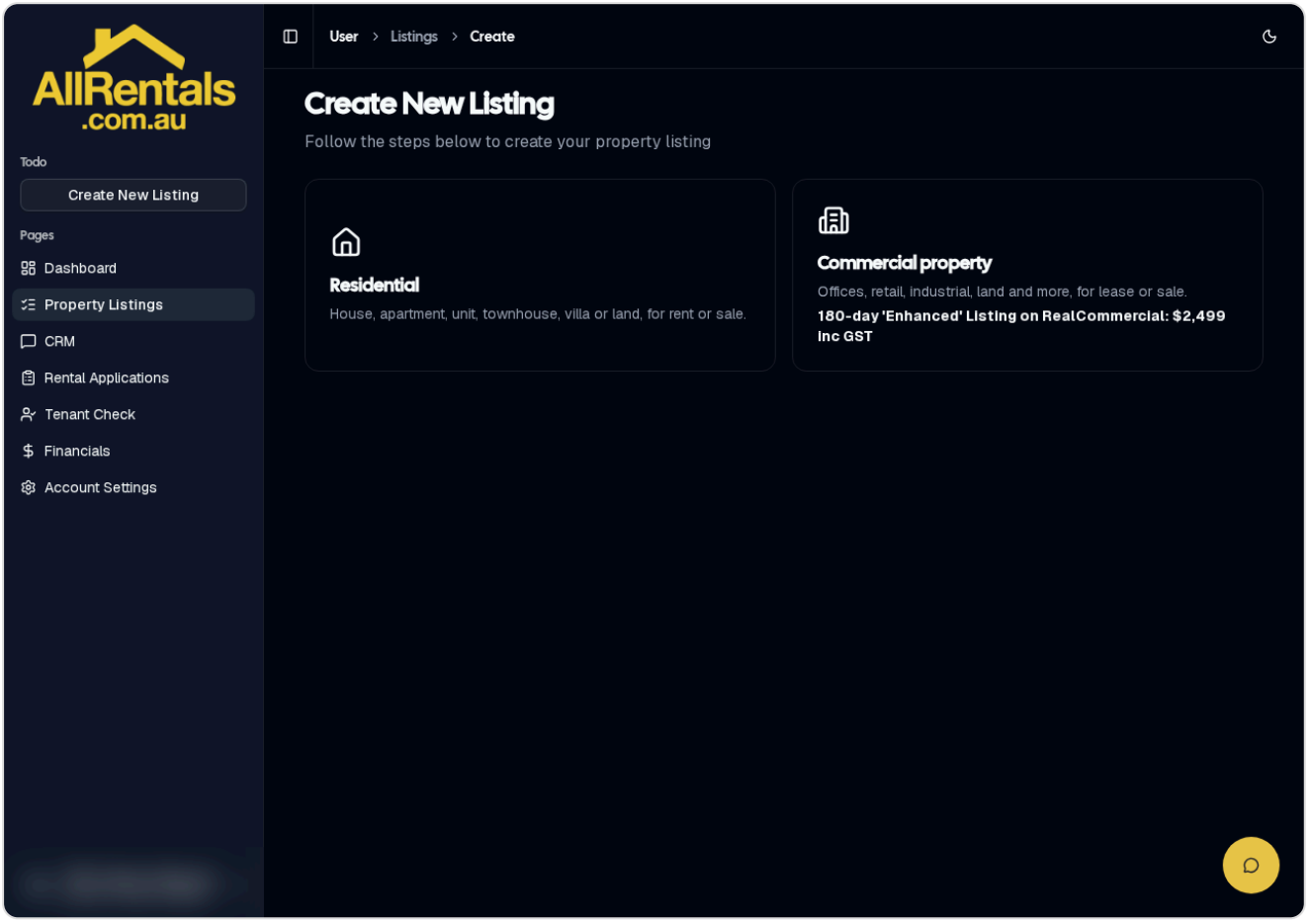


Photo: State Government Photographer, CC0, via Wikimedia Commons

Create a listing



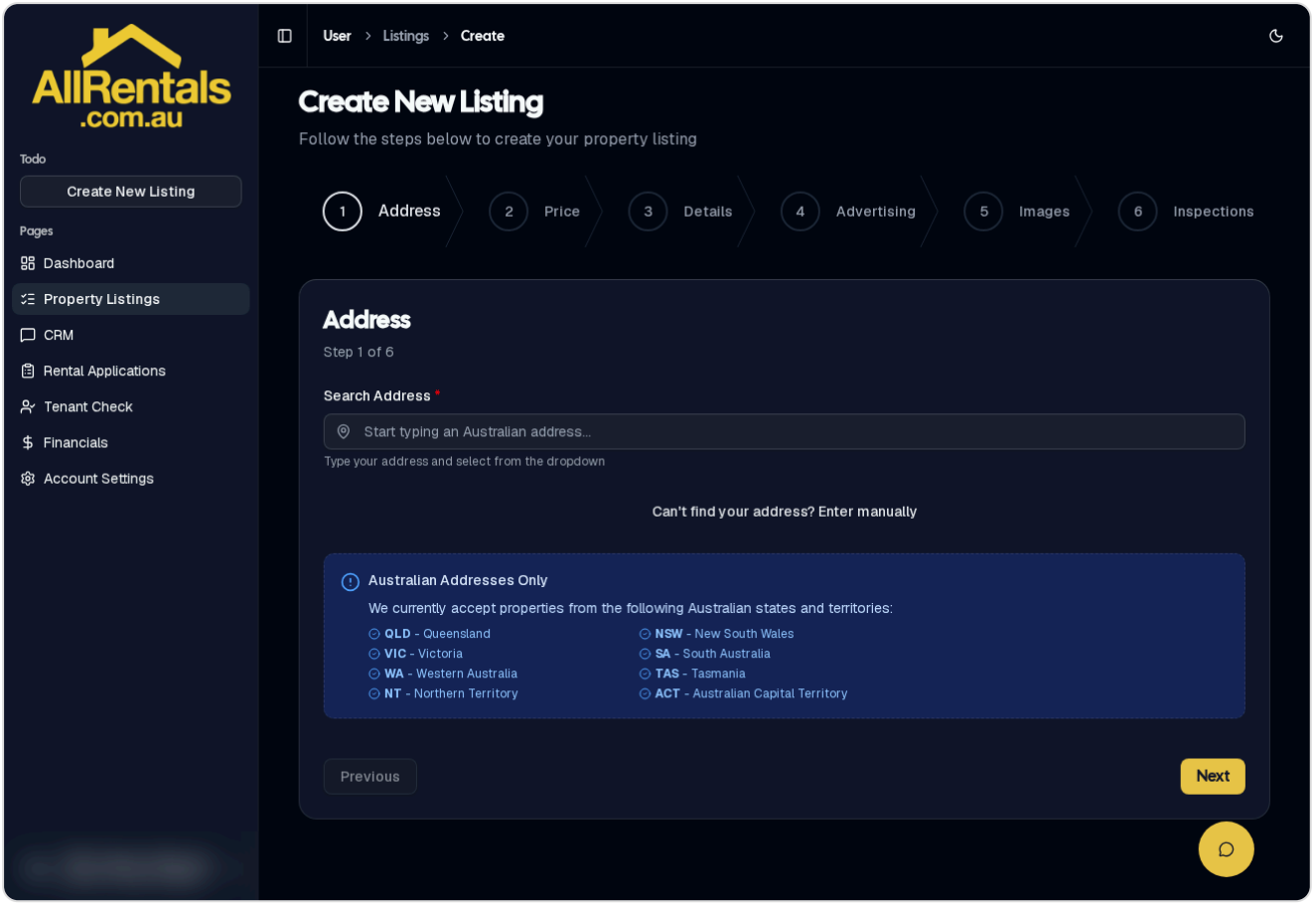
Property Listings: click Create New Listing



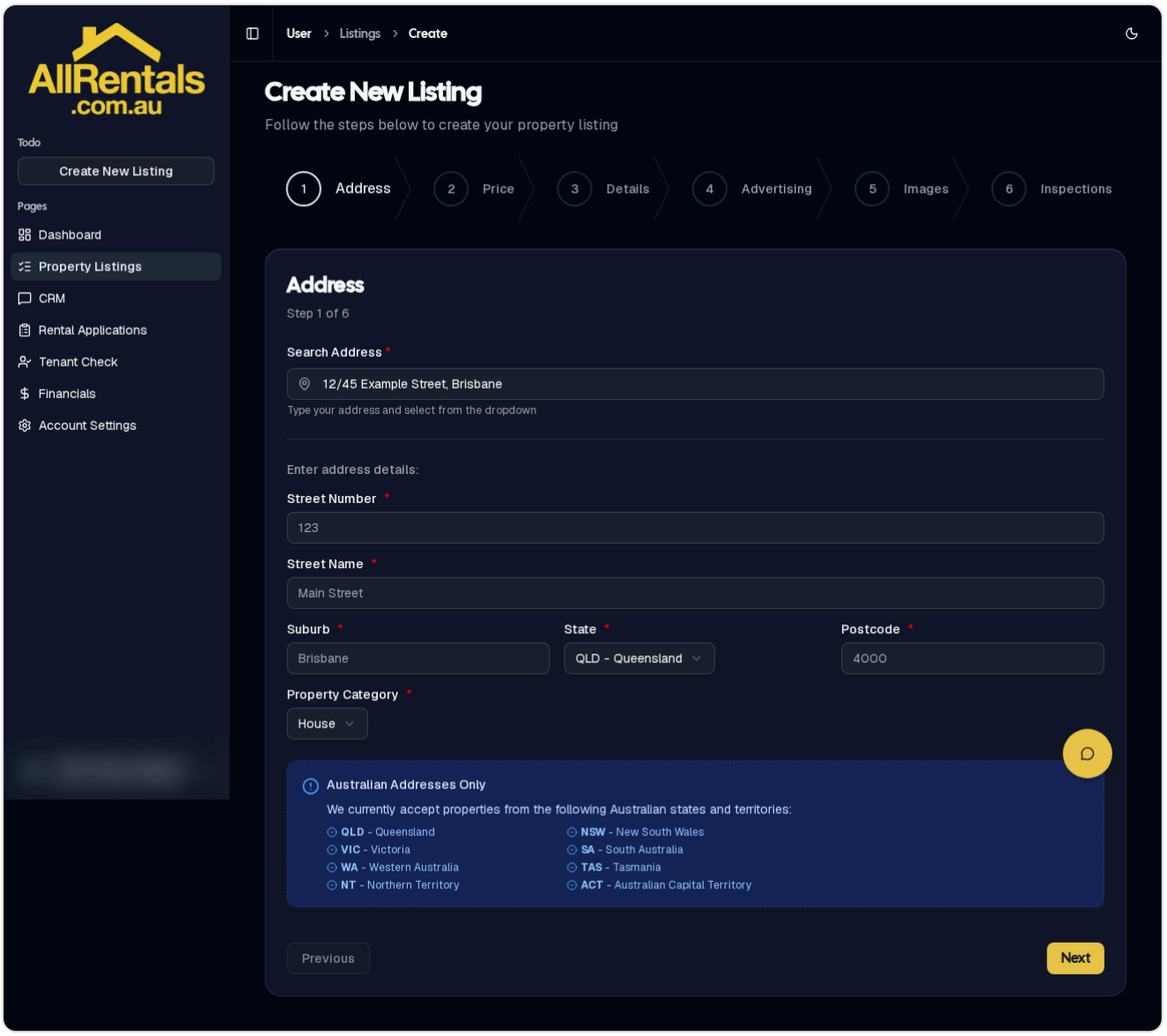
Choose Residential or Commercial

1. Go to **Property Listings** and start a new listing (**+ New Listing** on mobile).
2. Work through the 6 steps (Address, Price, Details, Advertising, Images, Inspections) using **Back** and **Next**.
3. Click **Publish Listing**. You'll see "Listing Created! 🎉".
4. On the listing card, click **ACTIVATE LISTING**, then **Continue to Payment**, and pay by card.
5. Our team approves your listing, and it is sent to the portals.

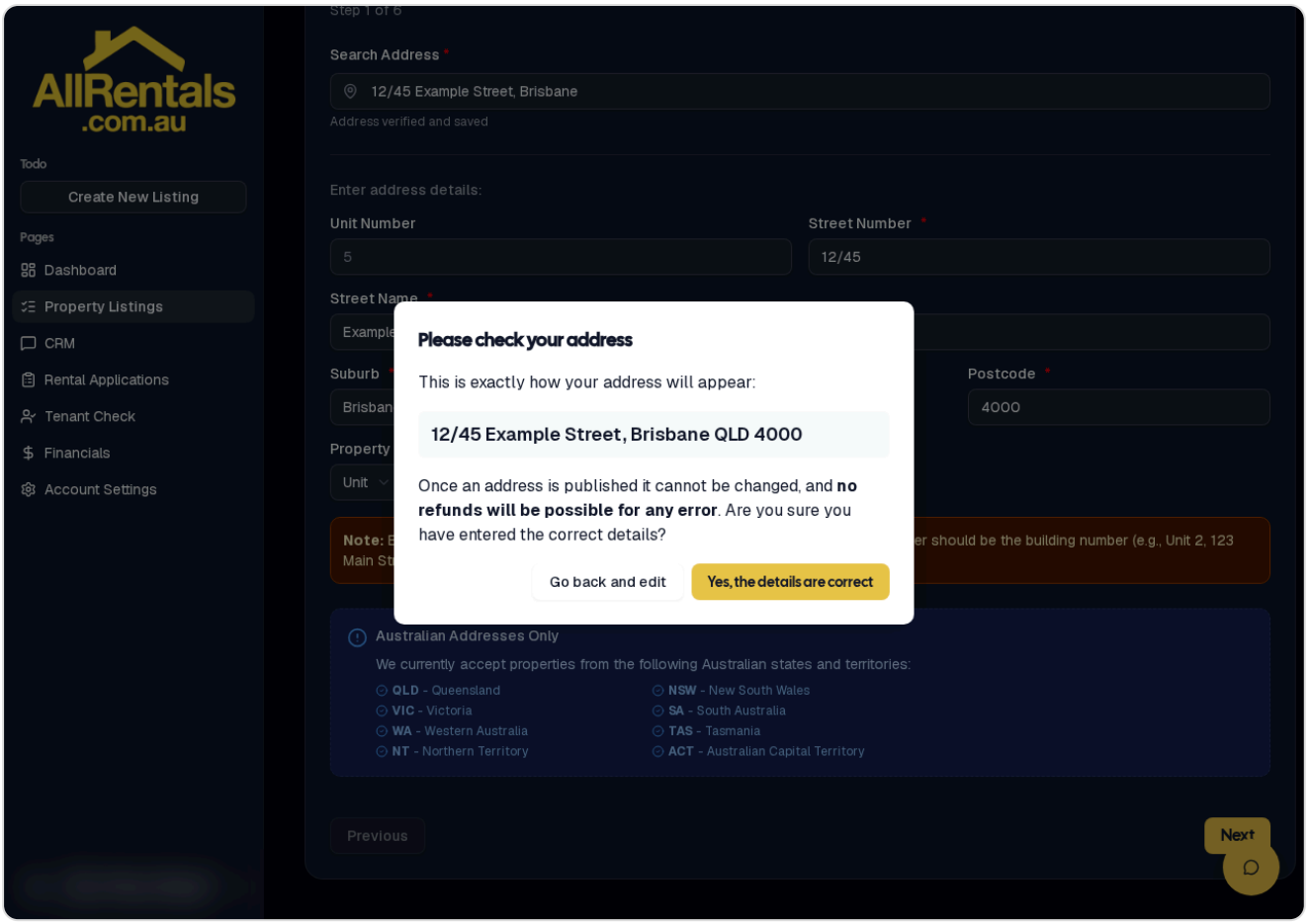
Step 1: Address



Start typing your address and pick it from the list

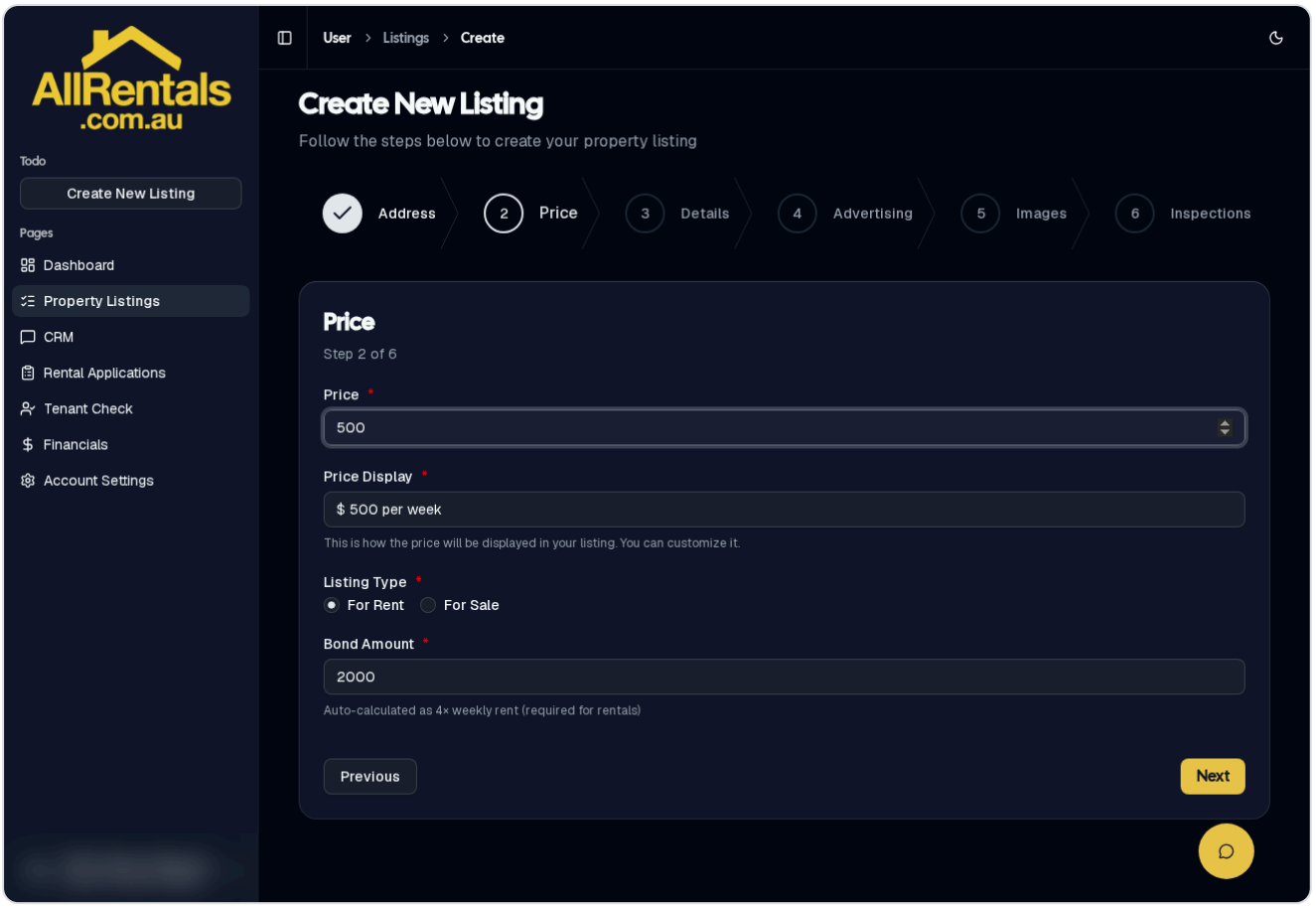


Or click "Can't find your address? Enter manually". Put a unit number in the Unit Number field.



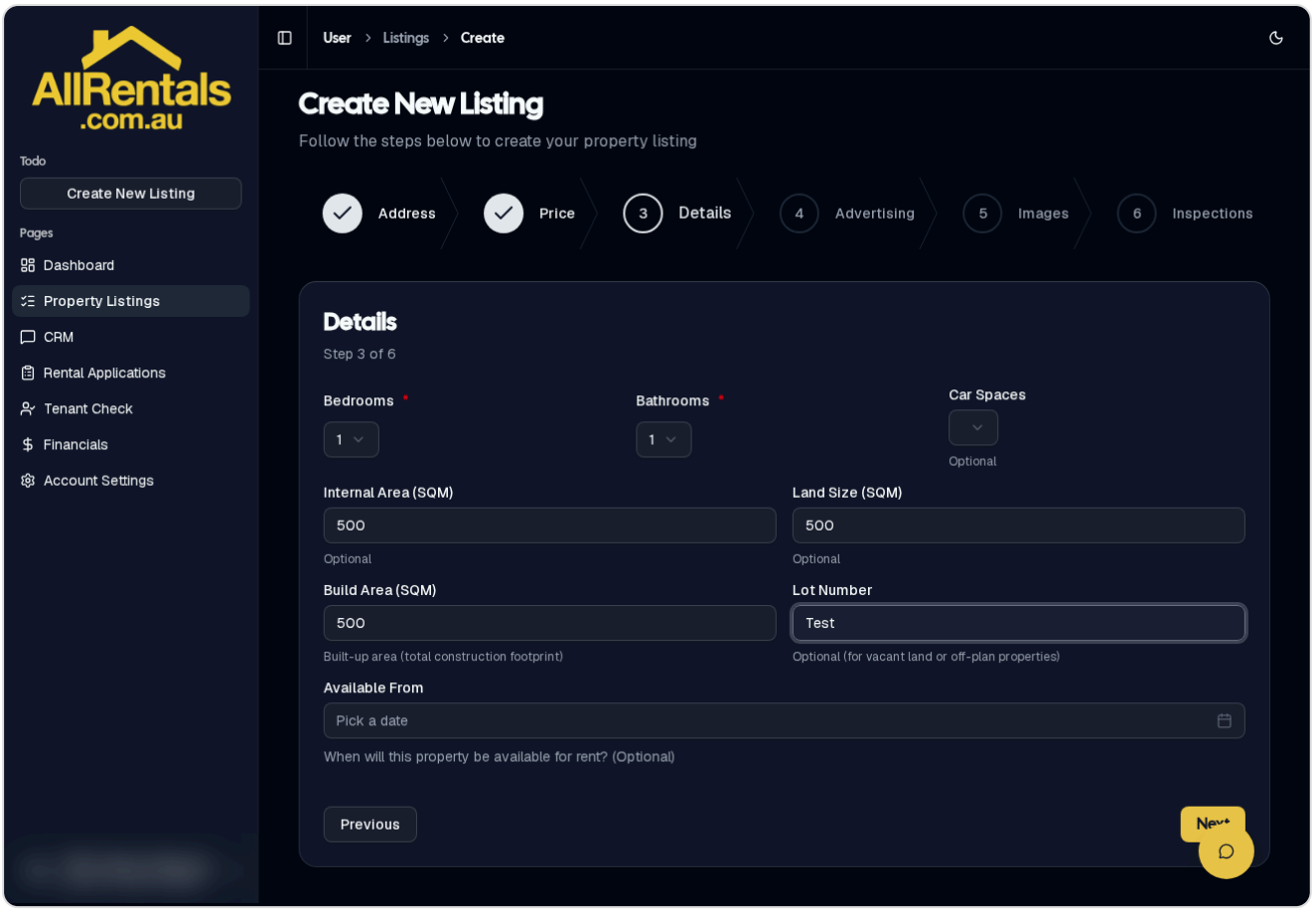
Check your address carefully: once published it cannot be changed

Step 2: Price



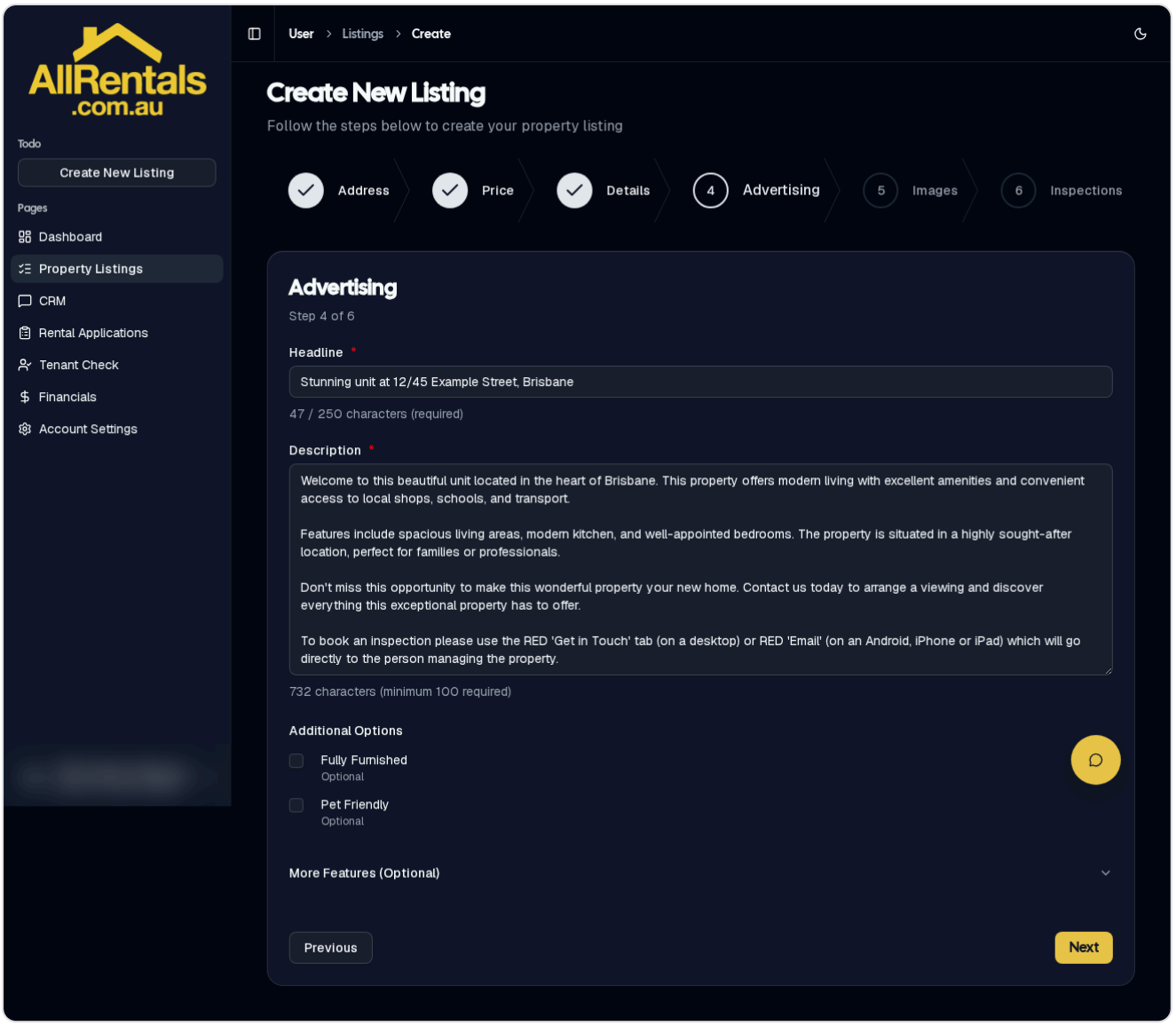
Price

Step 3: Details



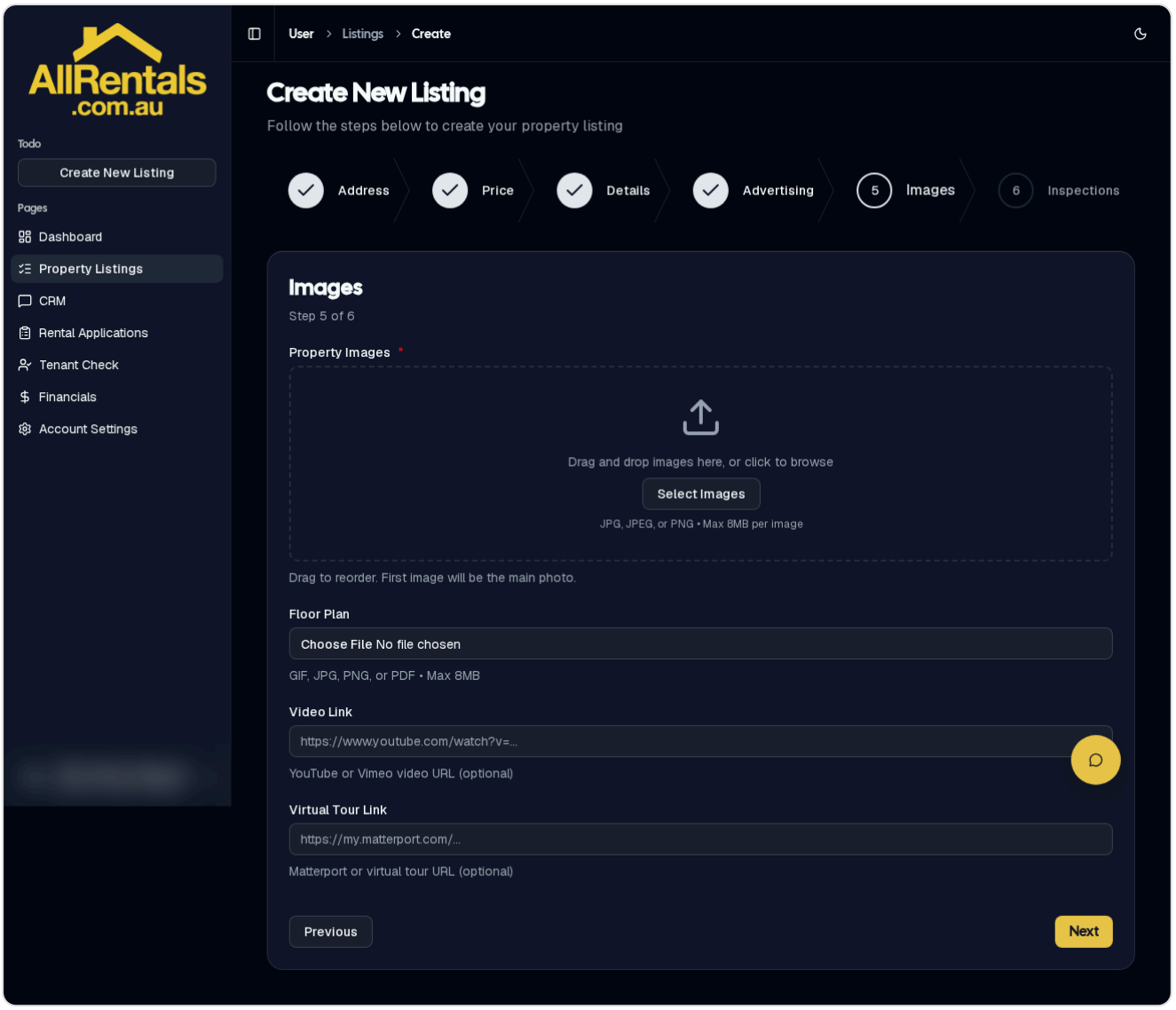
Bedrooms, bathrooms, car spaces and more

Step 4: Advertising



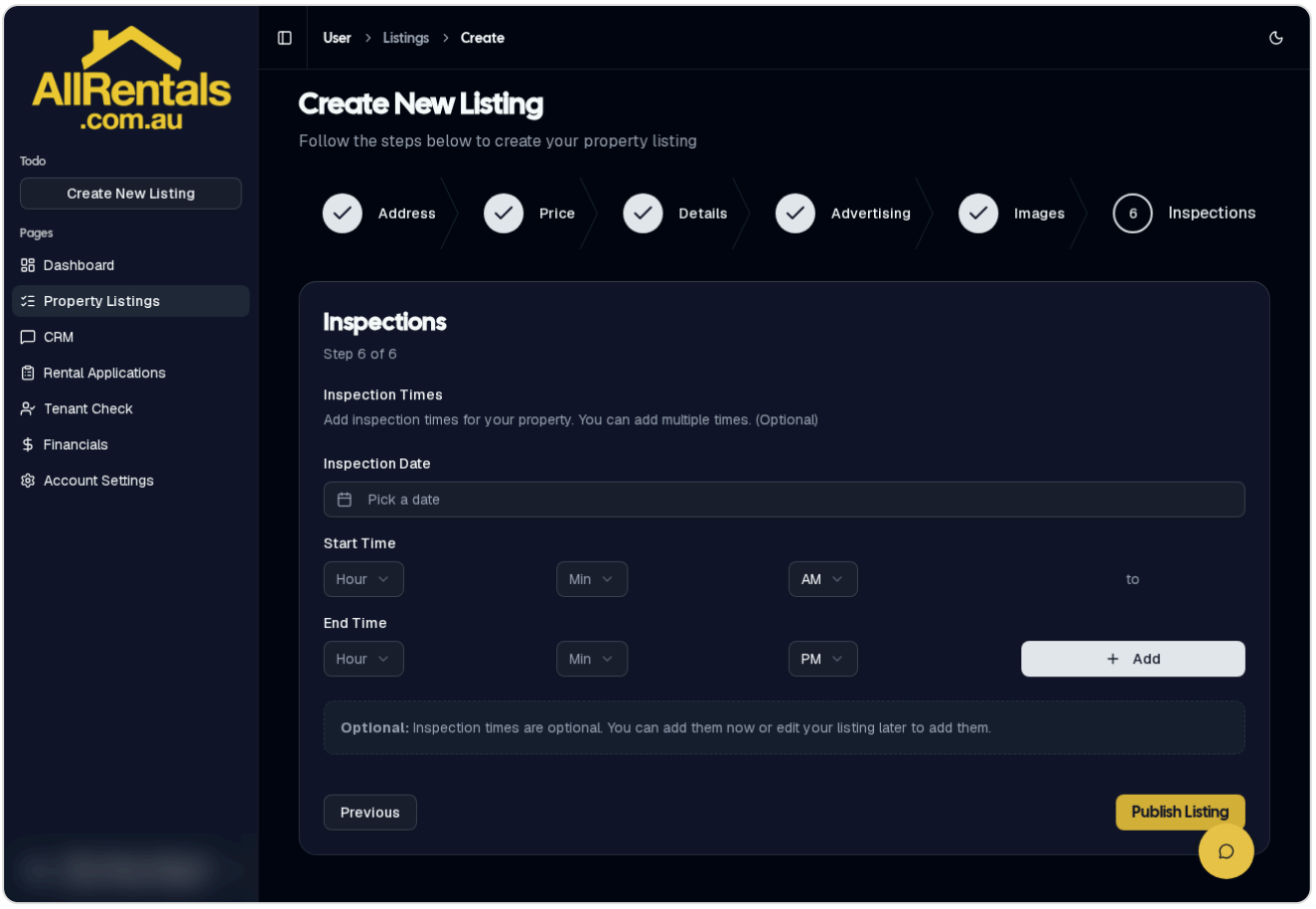
Headline and description

Step 5: Images



Upload your photos

Step 6: Inspections



Add inspection times (optional), then click Publish Listing

Fees: rental $158.26, sale $570.00, commercial $2,499 (all inc GST). The price is confirmed at checkout.

Where your ad appears

Residential: realestate.com.au, Domain.com.au, rent.com.au, Homely, RealEstateView, SQM Research, Homesales.com.au, property.com.au, OnTheHouse, PropertyValue and AllRentals.com.au.
Commercial: realcommercial.com.au.

Your call code

Portals only allow agency phone numbers, so your ad shows **0415 326 355** plus your own 4-digit code, and calls come straight to you. If you don't have a code yet, one is given to you automatically when your listing is published.

Edit a listing

Click **Edit Listing** on the card. Most changes go to the portals straight away. Changing the address, or the headline or description of an approved listing, needs our team to approve it

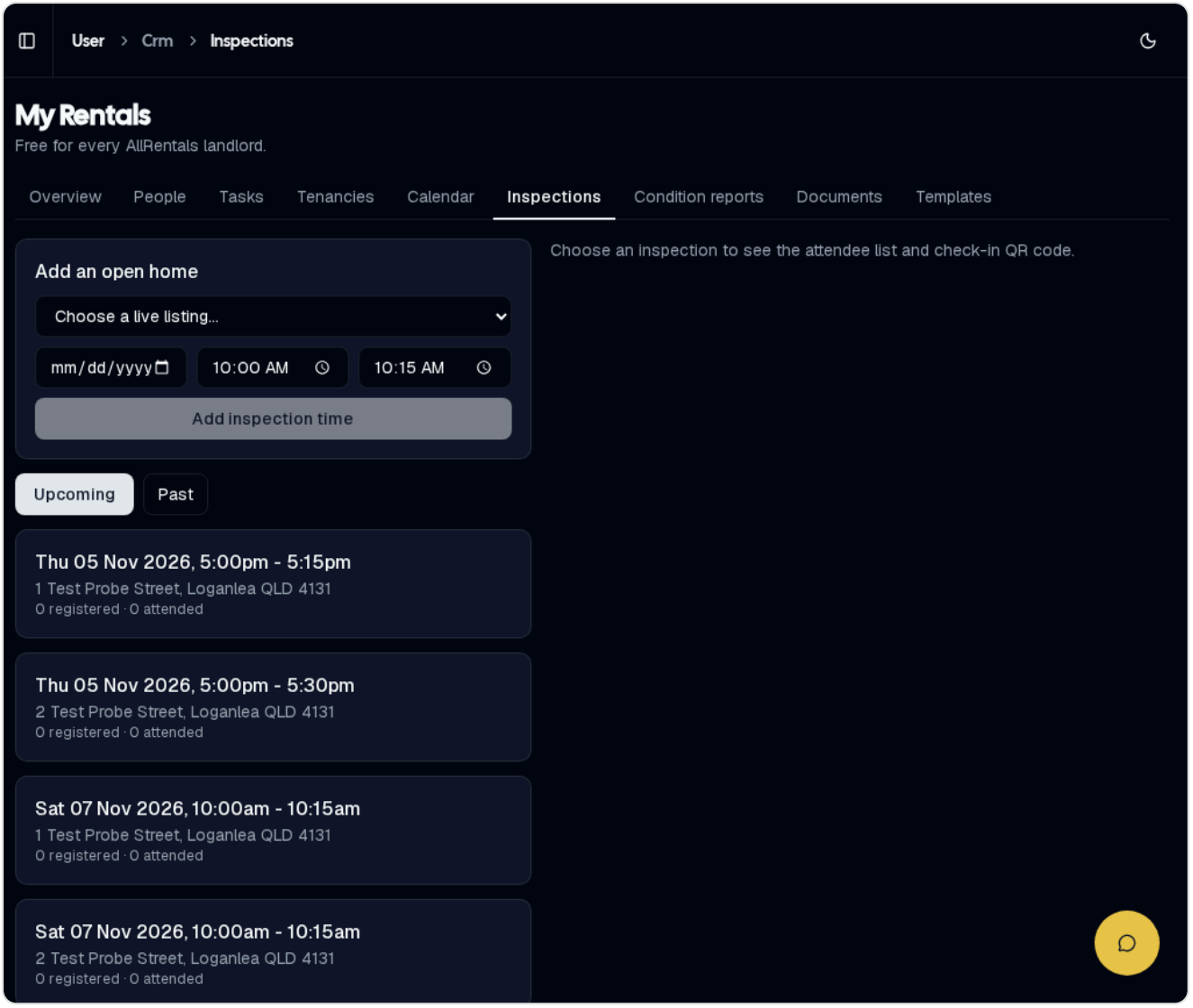
again, and we'll email you.

Withdraw a listing

- From the card menu, choose **Withdraw**, then **Yes, Withdraw Listing**. Or click **DEACTIVATE LISTING**, then **Yes, Deactivate Listing**. Your ad comes down from all portals.
- Or use the one-time **Withdraw** link in our "is your property still vacant?" reminder emails. You don't need to log in.

> To relist later, you'll pay the listing fee again and go through approval again. If an old ad is still showing on a portal after 48 hours, contact support.

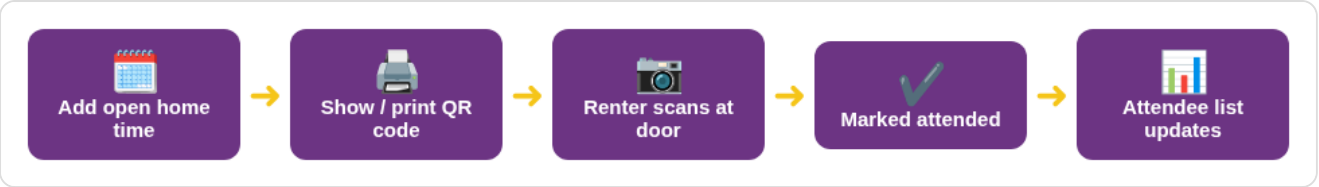
Inspections & QR check-in



My Rentals → Inspections

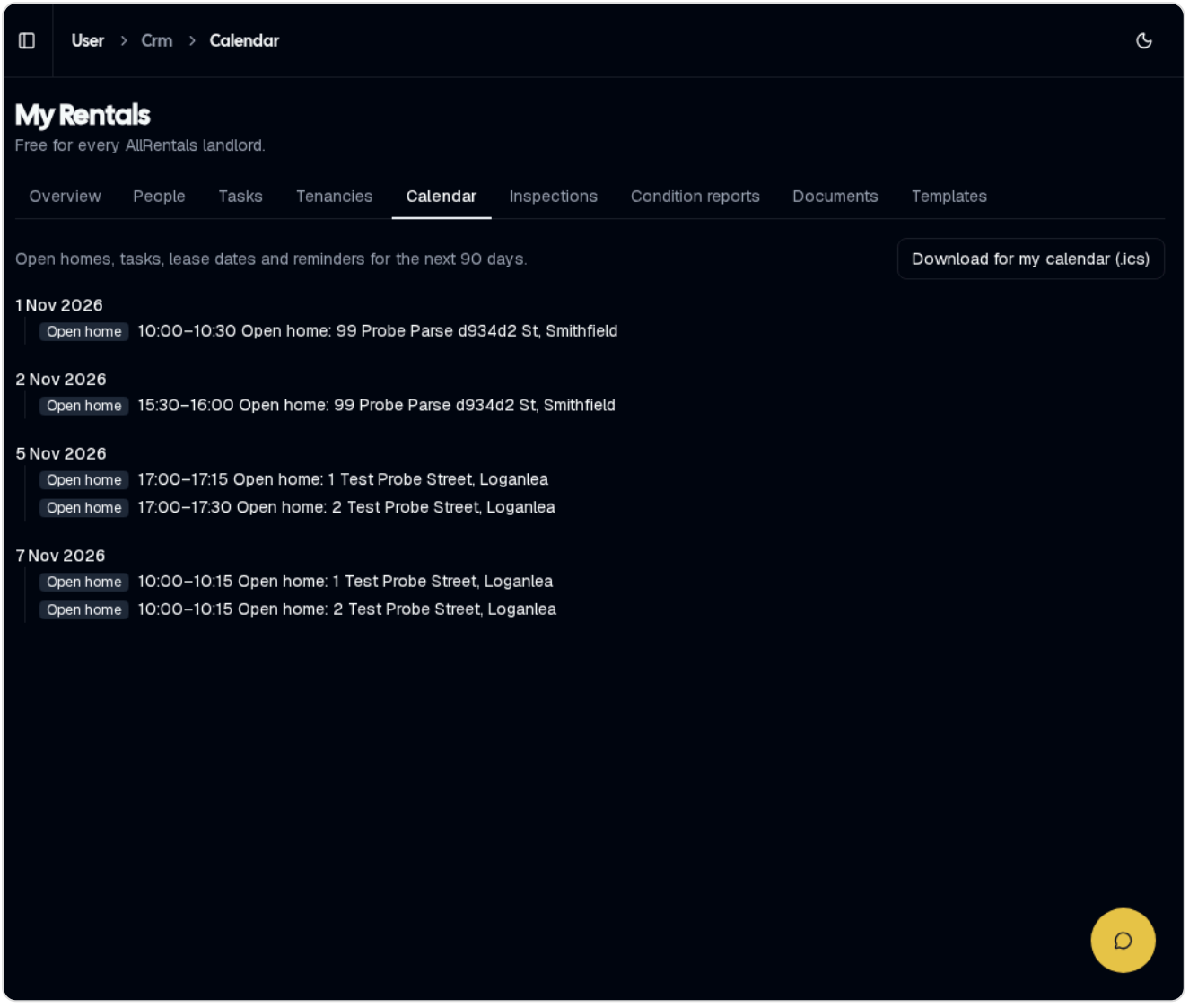
1. Add inspection times in step 6 of your listing, or under **My Rentals → Inspections → Add an open home**: choose the listing, date, start and finish time, then click **Add inspection time**.
2. Renters register from your listing page and get a confirmation email.
3. Every registered person gets an **email reminder** 2 to 26 hours before the inspection.
4. Need to cancel or change a time? Email your registered attendees from **My Rentals → Inspections**.

QR check-in



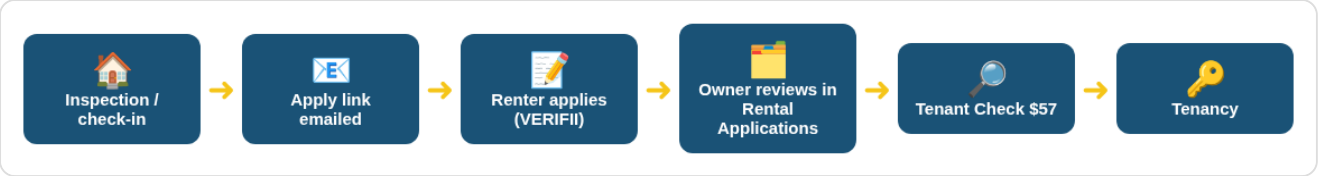
QR check-in on the day

1. On your listing card, click **Print Check In QR**. An A4 "Open for inspection – Scan to check in" sign opens. Click **Print this page (A4)**.
2. Put the sign up at the door. Visitors scan it and enter their details. Walk-ins are welcome.
3. They see "You're checked in" and are emailed the link to apply.
4. Each visitor is added to your People list and marked as attended. A second scan on the same day doesn't create a duplicate.



Calendar: download open homes to your own calendar (.ics)

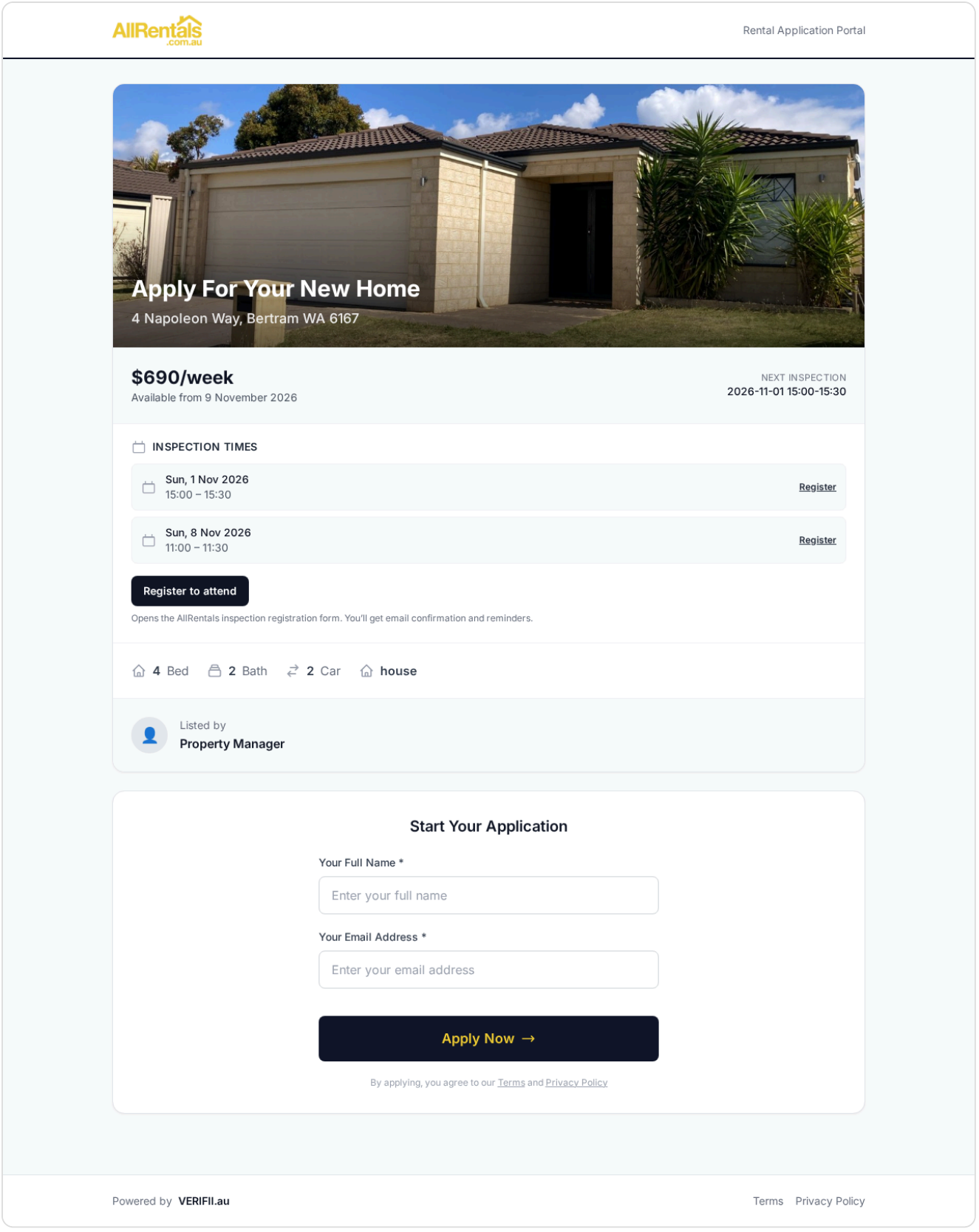
Applications & Tenant Check



Applications and Tenant Check

How renters apply

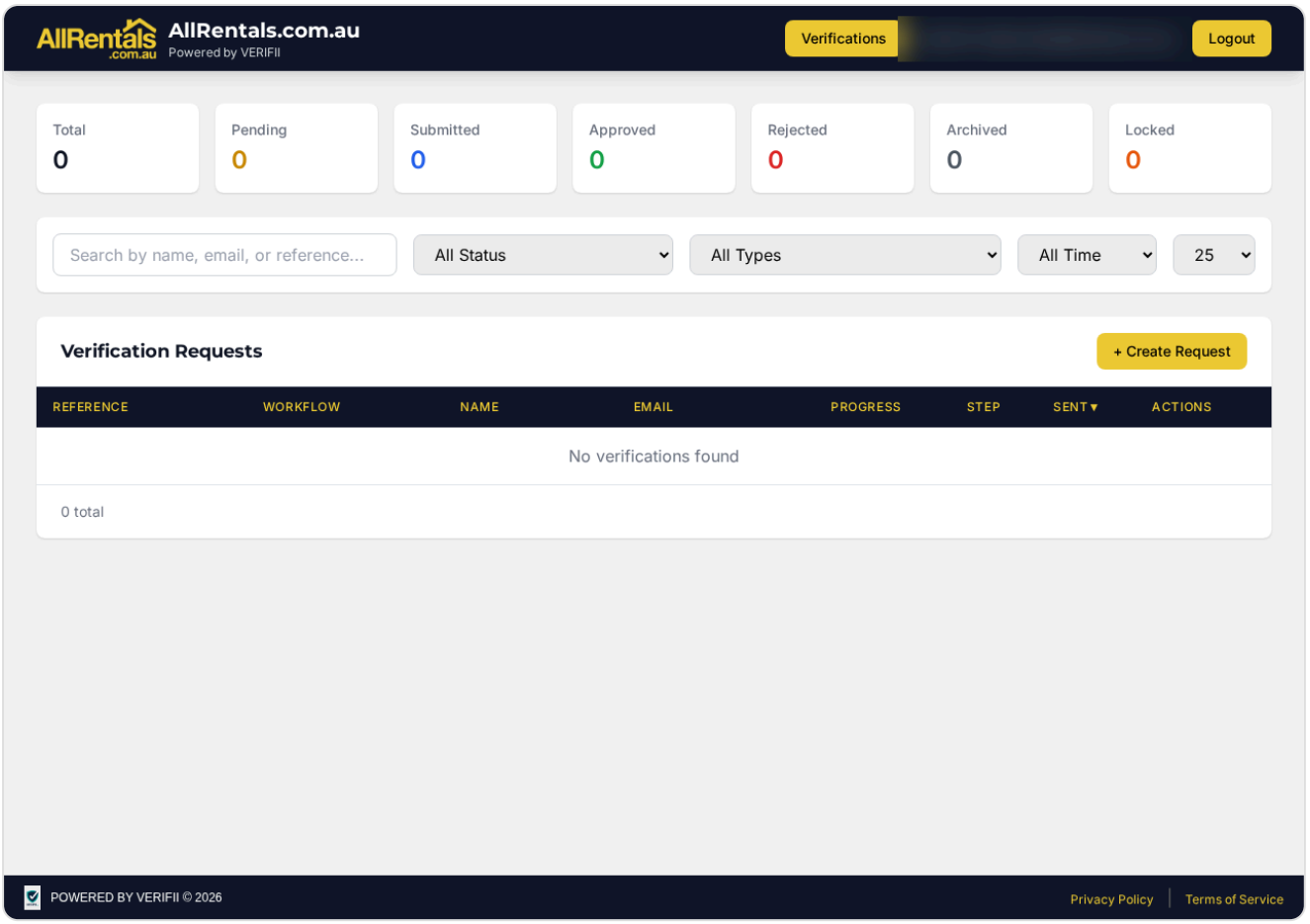
Renters click **Apply for this listing** on your listing page, or use the link they're emailed after checking in. The application is completed through our partner **VERIFII**.



The apply page renters see: inspection times, Register to attend, and Start Your Application

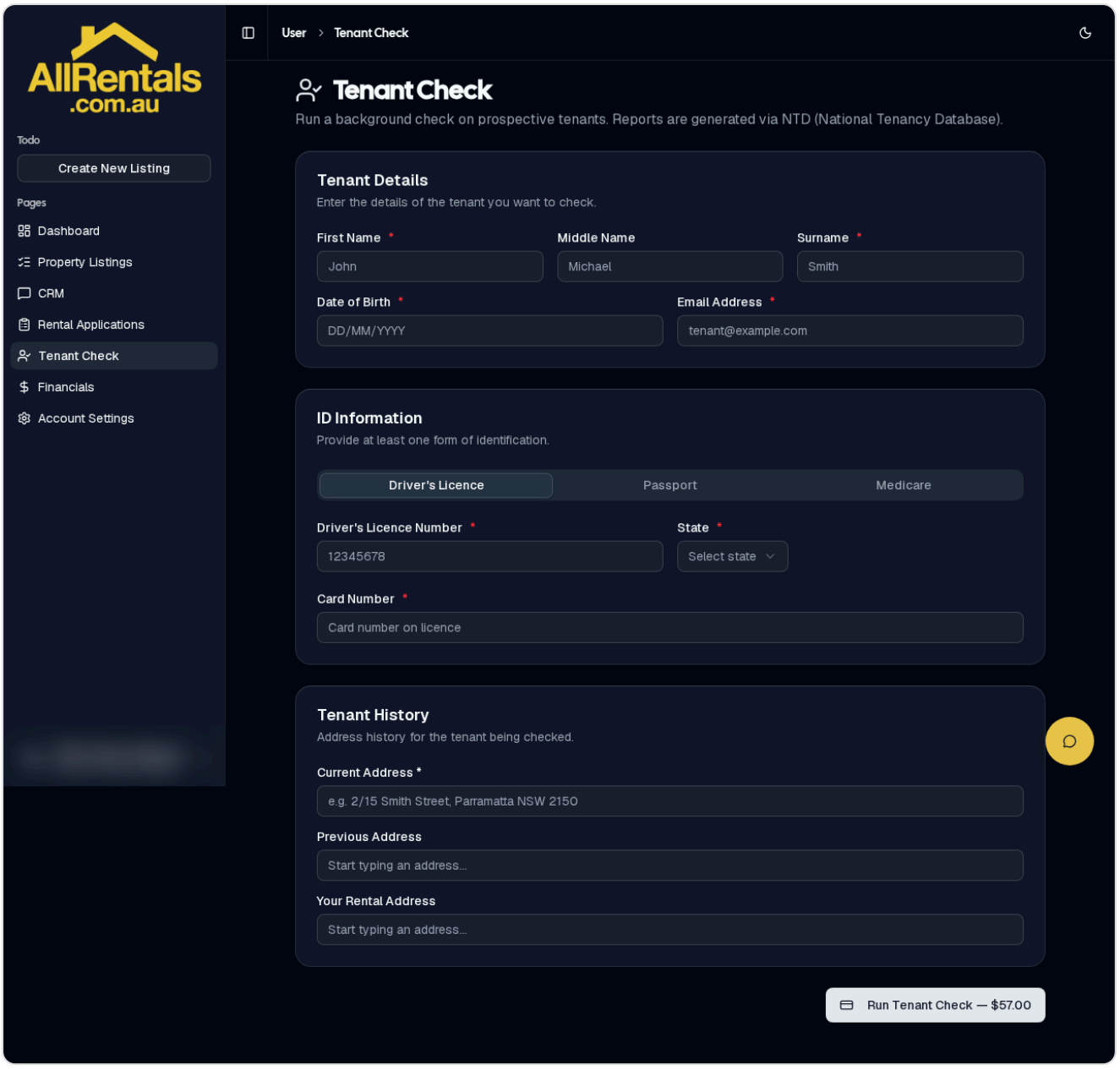
Reviewing applications

In your account's side menu, click **Rental Applications**. VERIFII opens in a new tab, already signed in, so you can review your applicants.



Rental Applications opens your VERIFII dashboard: totals by status, search and filters

Tenant Check (NTD)

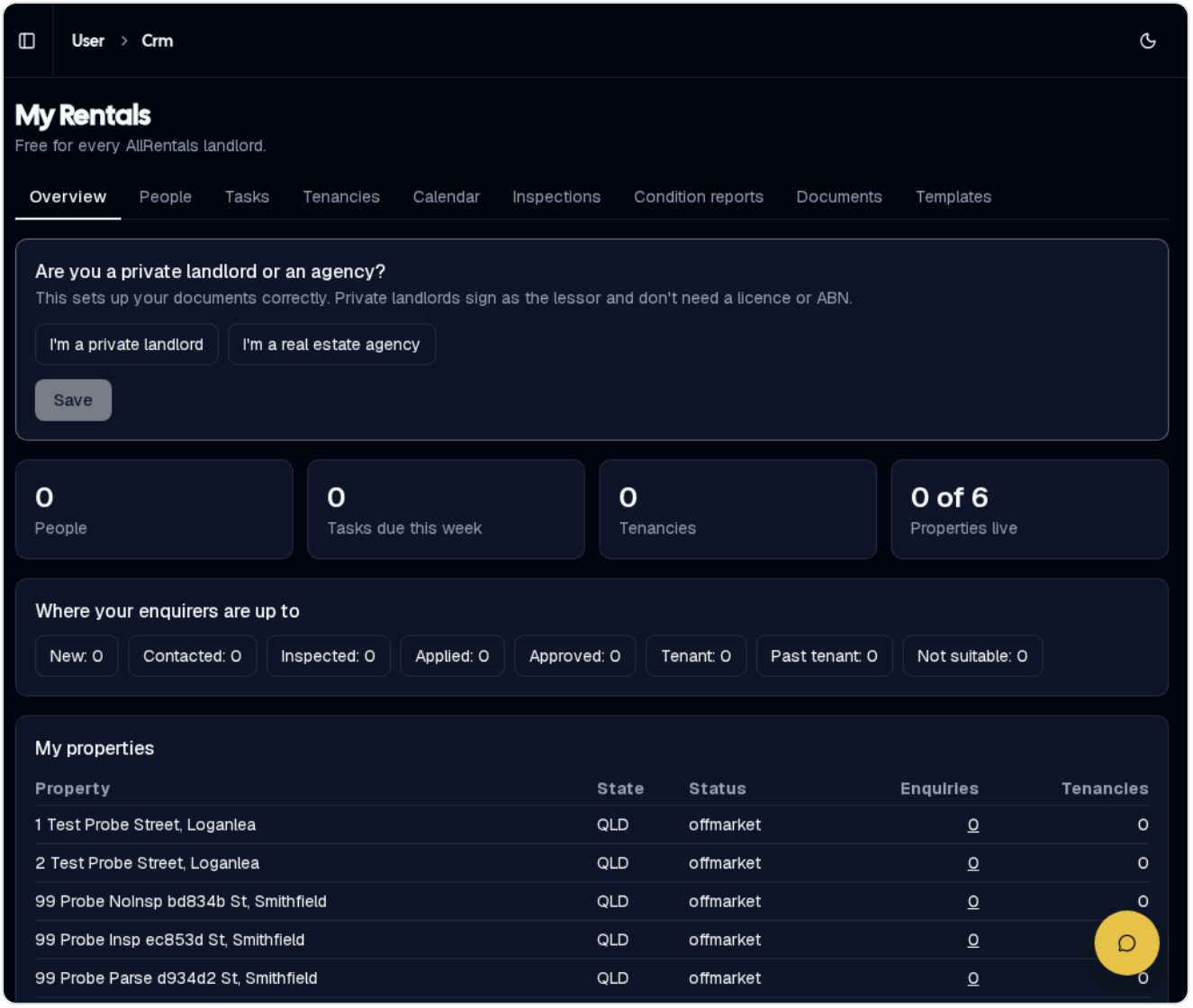


Tenant Check order form

1. Click **Tenant Check** in the side menu.
2. Enter the tenant's details, ID (driver licence, passport or Medicare) and rental history.
3. Click **Run Tenant Check** and pay by card. It's $57.00 inc GST, and the price is shown at checkout.
4. The report is emailed to you. You can also find it under **Previous Tenant Checks**, where you click **Download report** once it shows Completed.

Only check an applicant with their consent, and use the result fairly under your state's laws.

CRM (My Rentals)

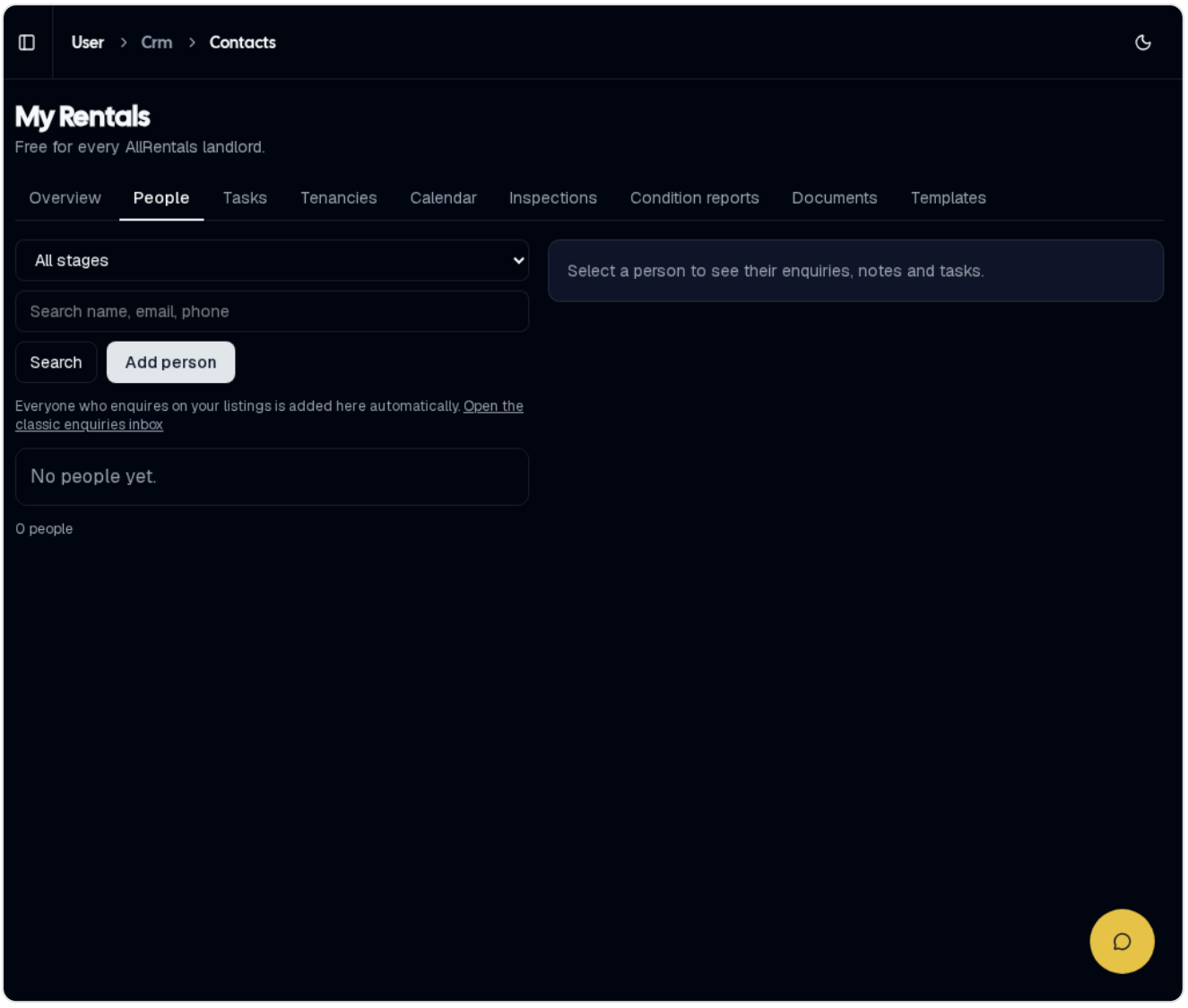


My Rentals overview

The Overview shows your people, tasks due this week, tenancies and properties, and a pipeline of where your enquirers are up to: **New** → **Contacted** → **Inspected** → **Applied** → **Approved** → **Tenant** → **Past tenant** (or Not suitable).

First time? Choose **I'm a private landlord** or **I'm a real estate agency** and click Save so your documents are set up correctly.

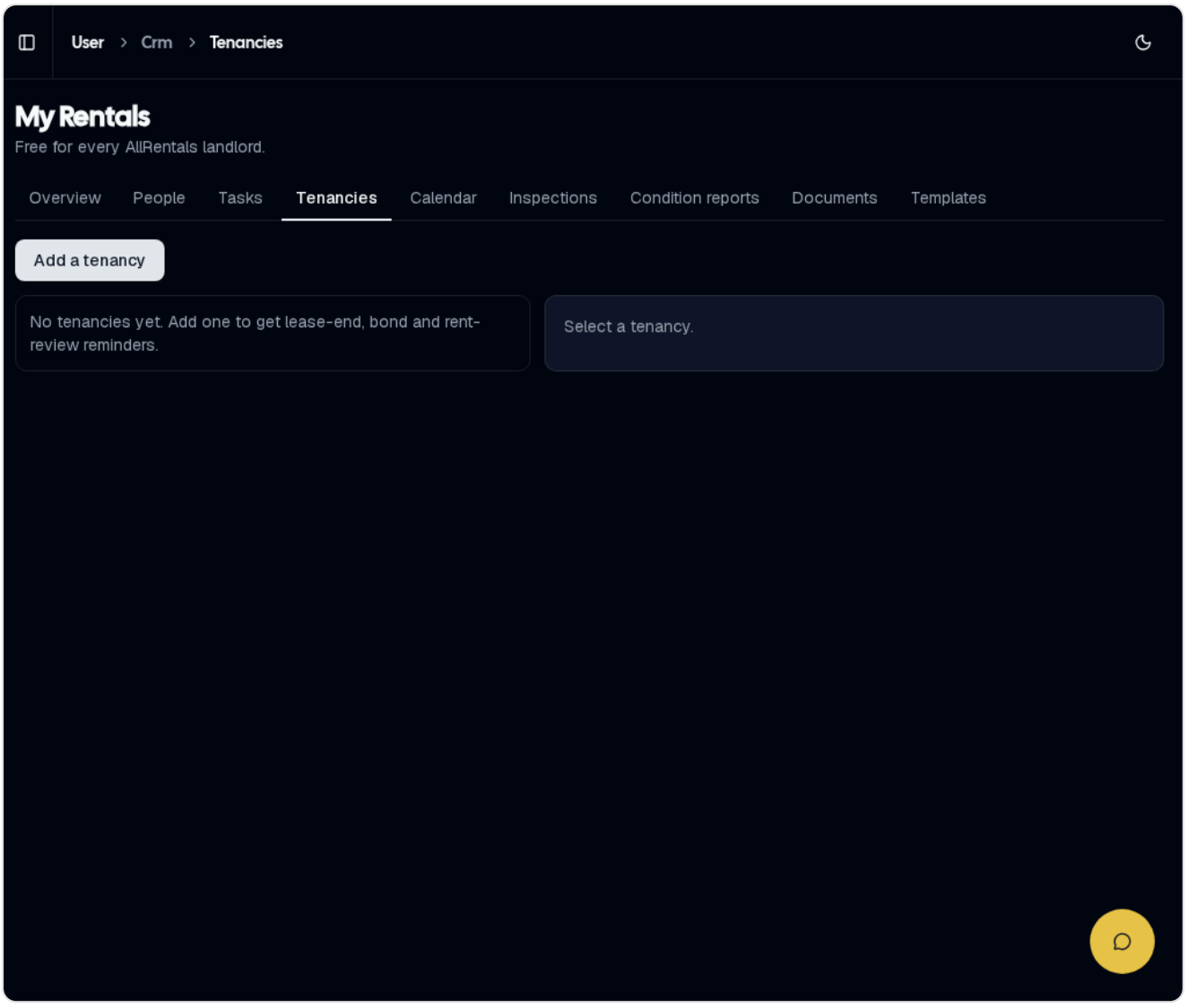
People



People: every enquirer, with their enquiries, notes and tasks

Filter by stage, search, or click **Add person**.

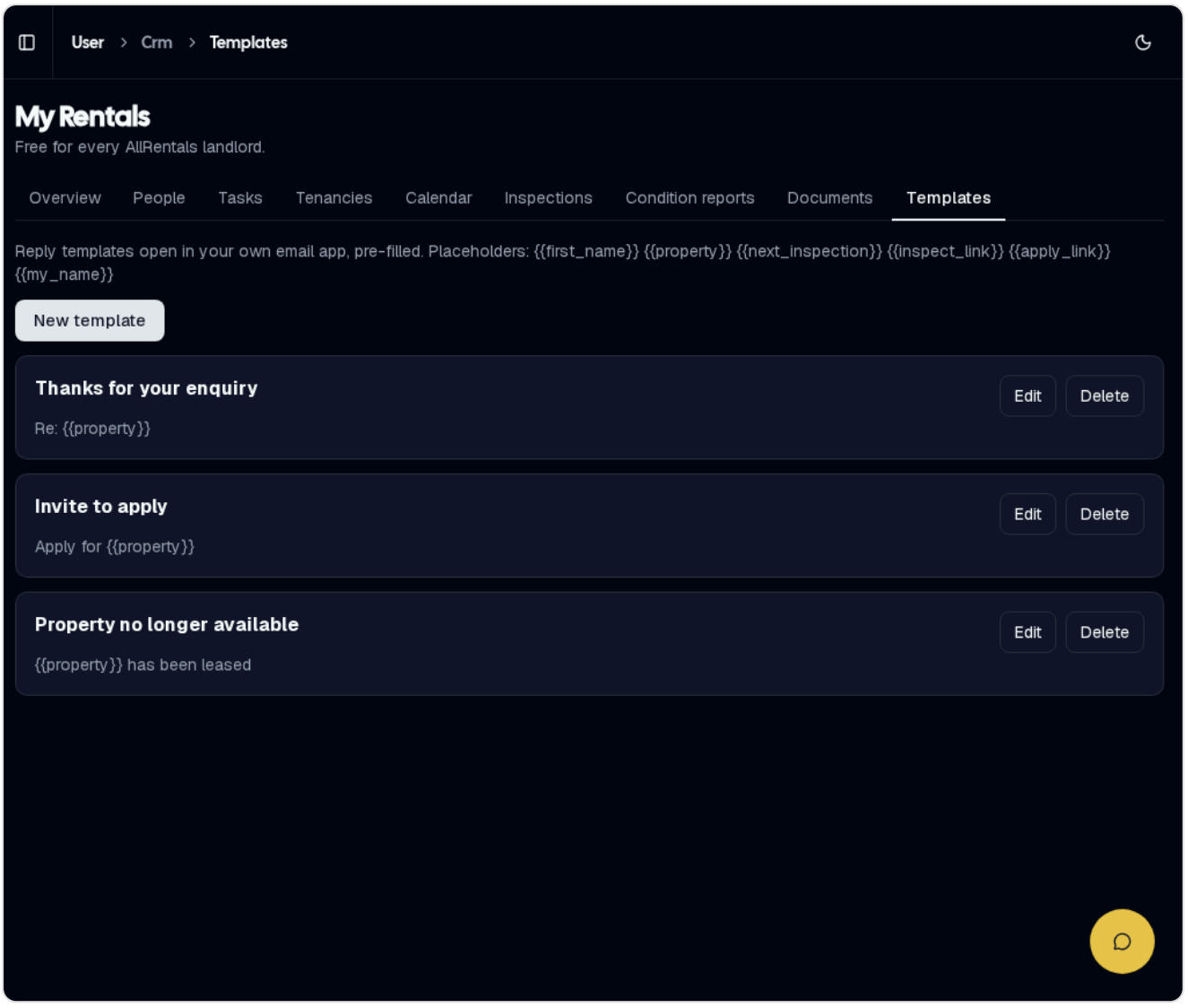
Tasks & Tenancies



Tenancies

Add a tenancy to get automatic lease-end, bond and rent-review reminders in Tasks.

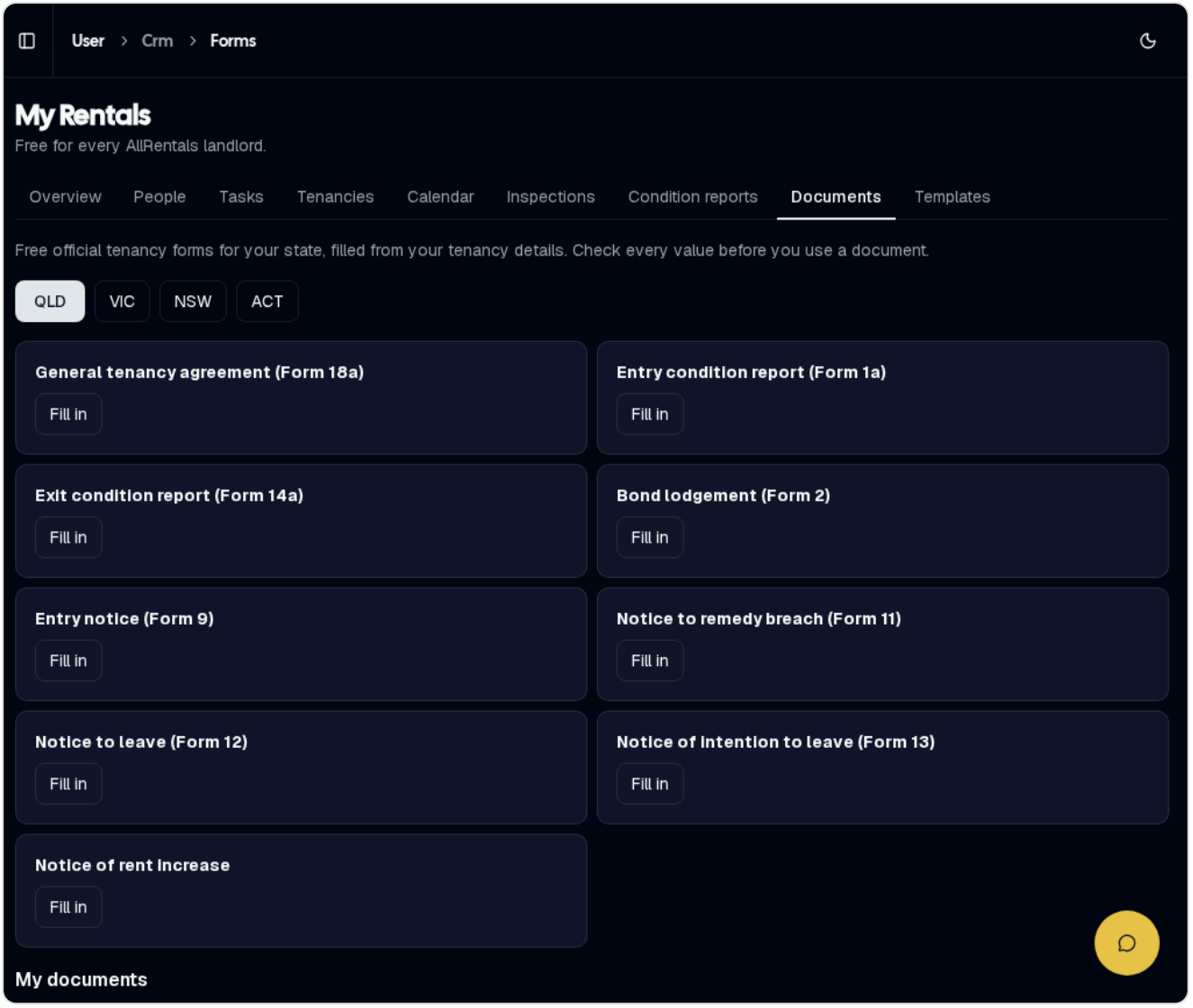
Reply templates



Templates open pre-filled in your own email app

Placeholders such as {{first_name}}, {{property}}, {{next_inspection}}, {{inspect_link}} and {{apply_link}} fill in automatically.

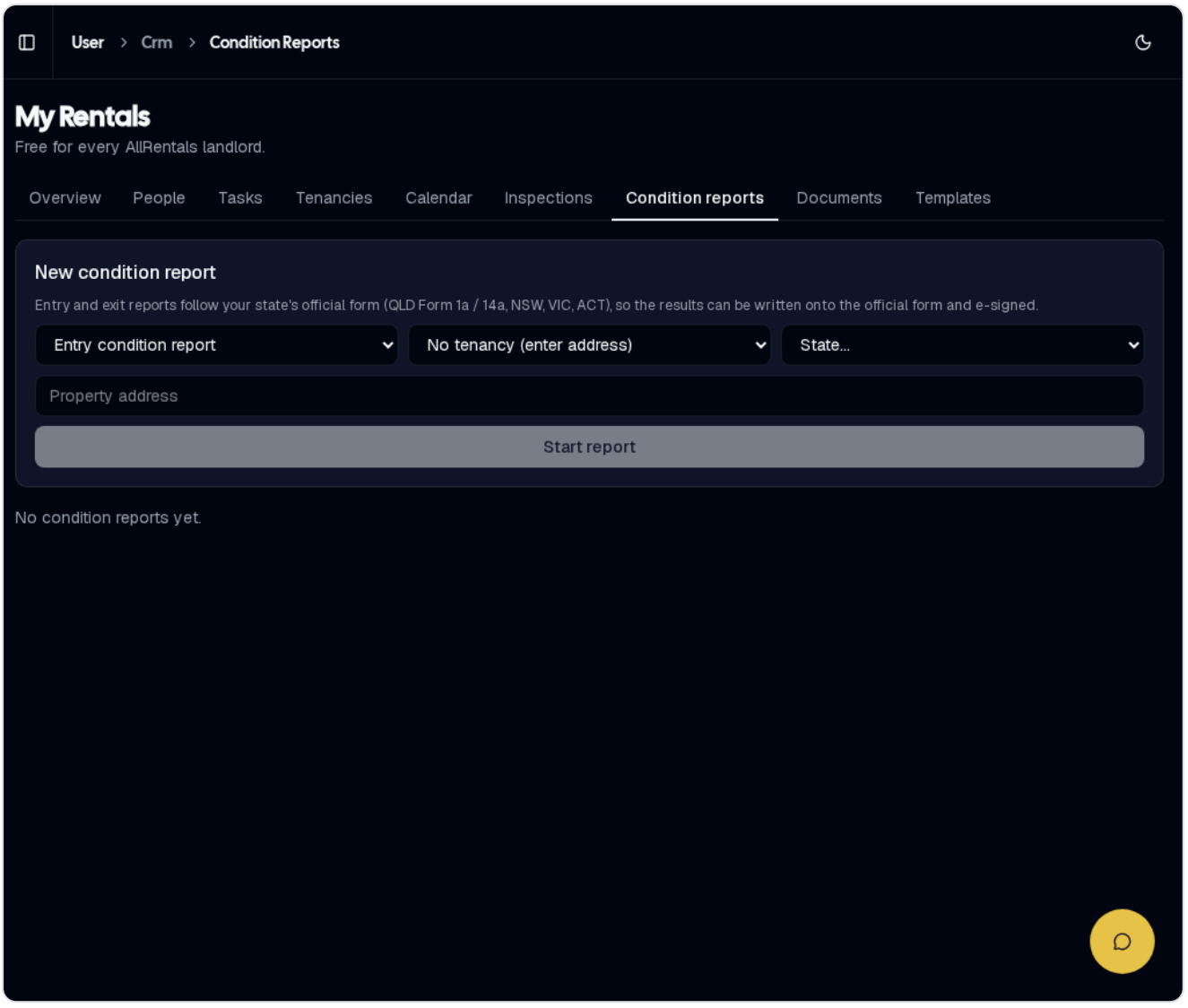
Form Manager & condition reports



Documents: official tenancy forms by state

Under **My Rentals → Documents**, choose your state (QLD, VIC, NSW, ACT) and click **Fill in** on a form, for example the General tenancy agreement (Form 18a), Bond lodgement (Form 2), Entry notice (Form 9), Notice to leave (Form 12) or a Notice of rent increase. Forms are filled from your tenancy details. Always check every value before you use a document.

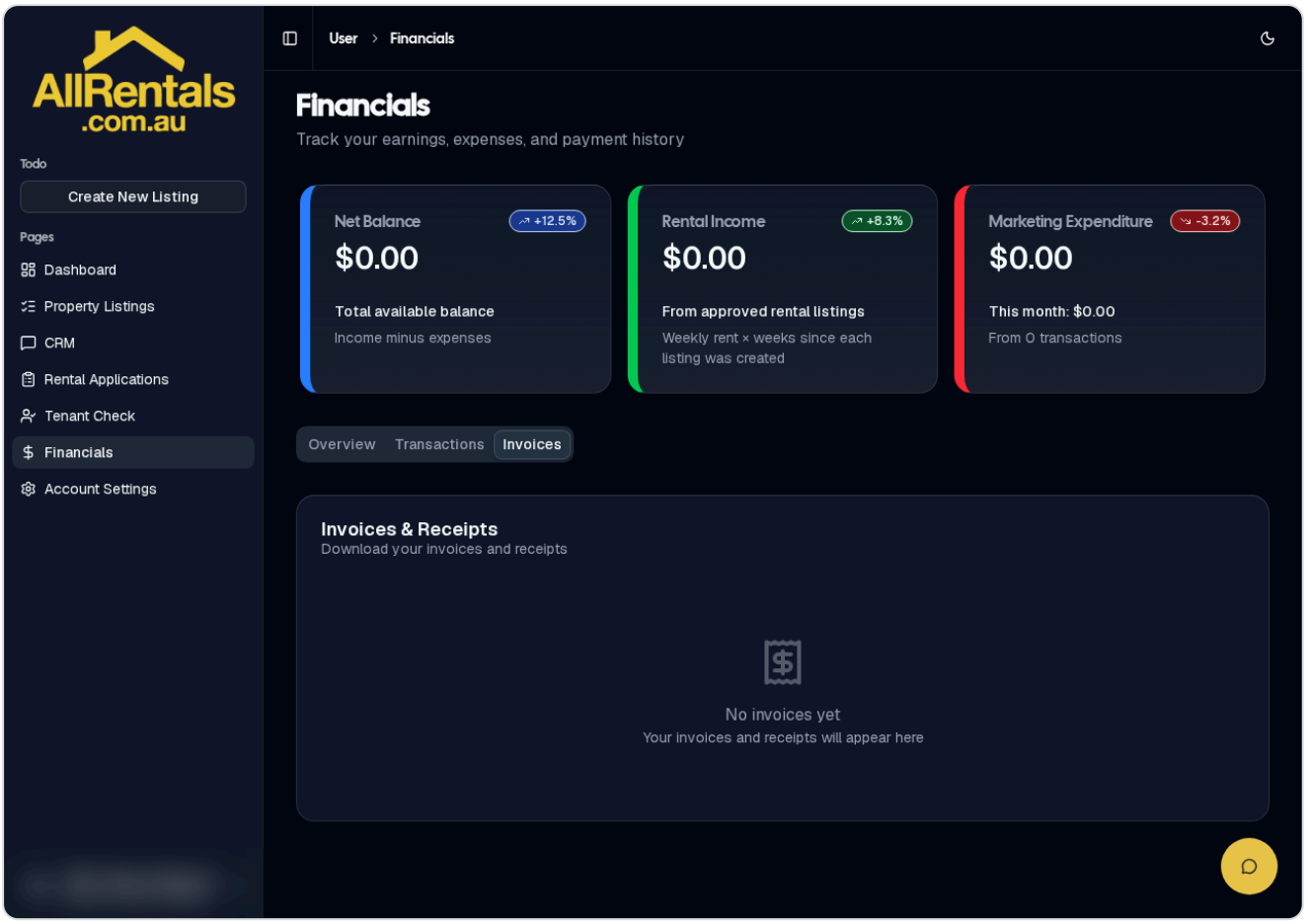
Condition reports



Condition reports

Choose Entry, Exit or Routine inspection, pick the tenancy (or enter an address and state) and click **Start report**. Entry and exit reports follow your state's official form so they can be written onto it and e-signed.

Billing & invoices

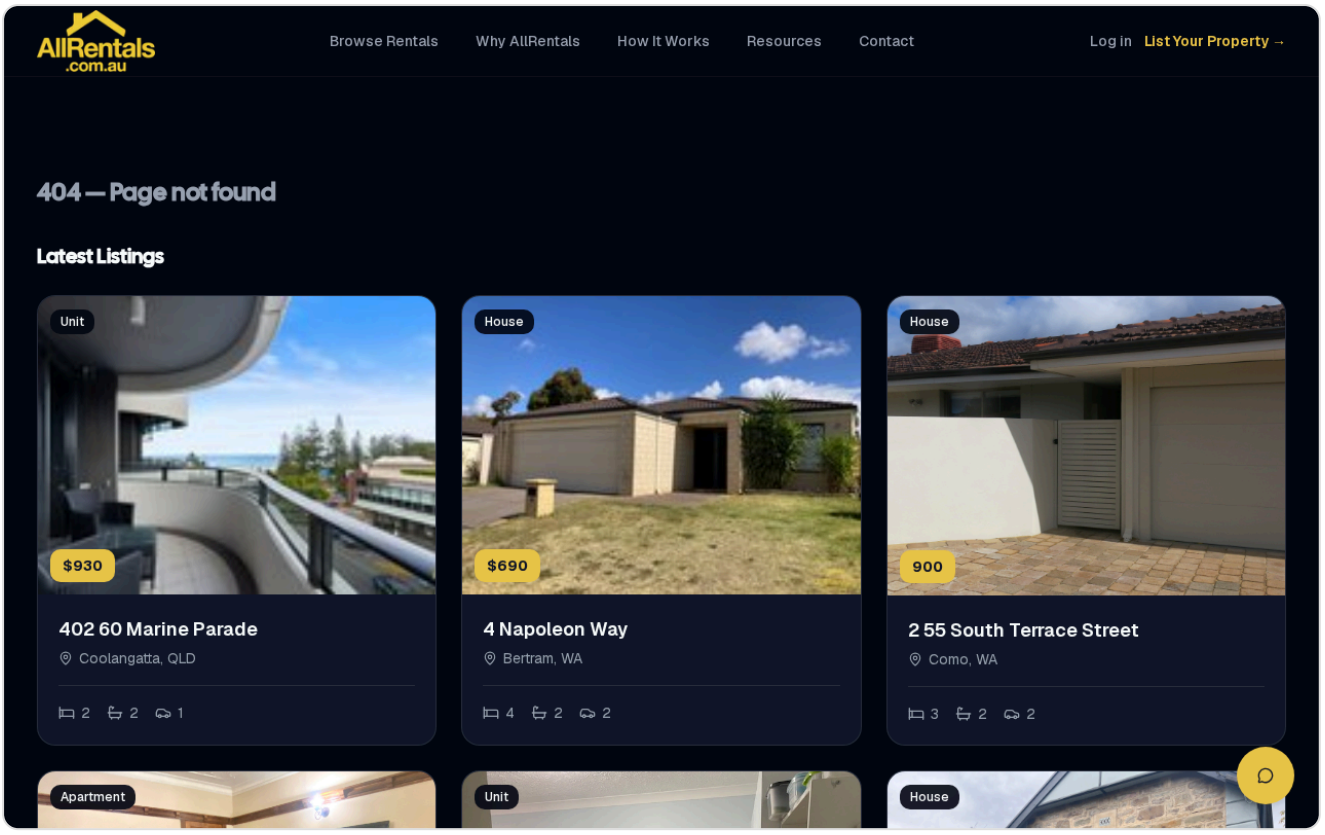


Financials → Invoices & Receipts

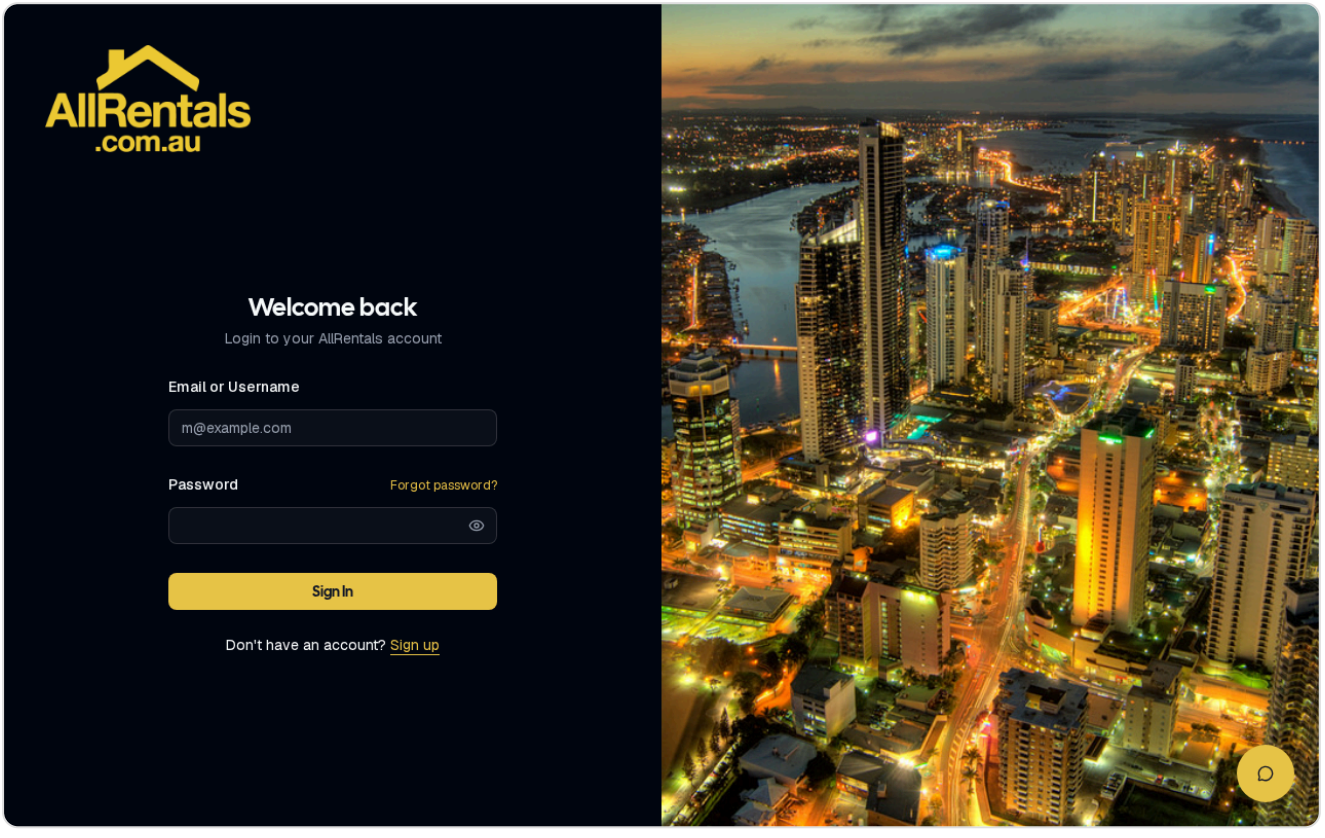
- You pay a one-time listing fee before your listing goes live. There are no monthly fees.
- A receipt is emailed to you automatically.
- Go to **Financials**, then the **Invoices & Receipts** tab. Click **Receipt** on any row to open your official tax invoice. For older invoices marked **Legacy**, click **View Receipt**, or email support@allrentals.com.au.
- Financials also has Overview and Transactions tabs.

Please check your details before you pay. Fees aren't refunded for mistakes made when creating or paying for a listing.

Account & verification



Sign up



Log in

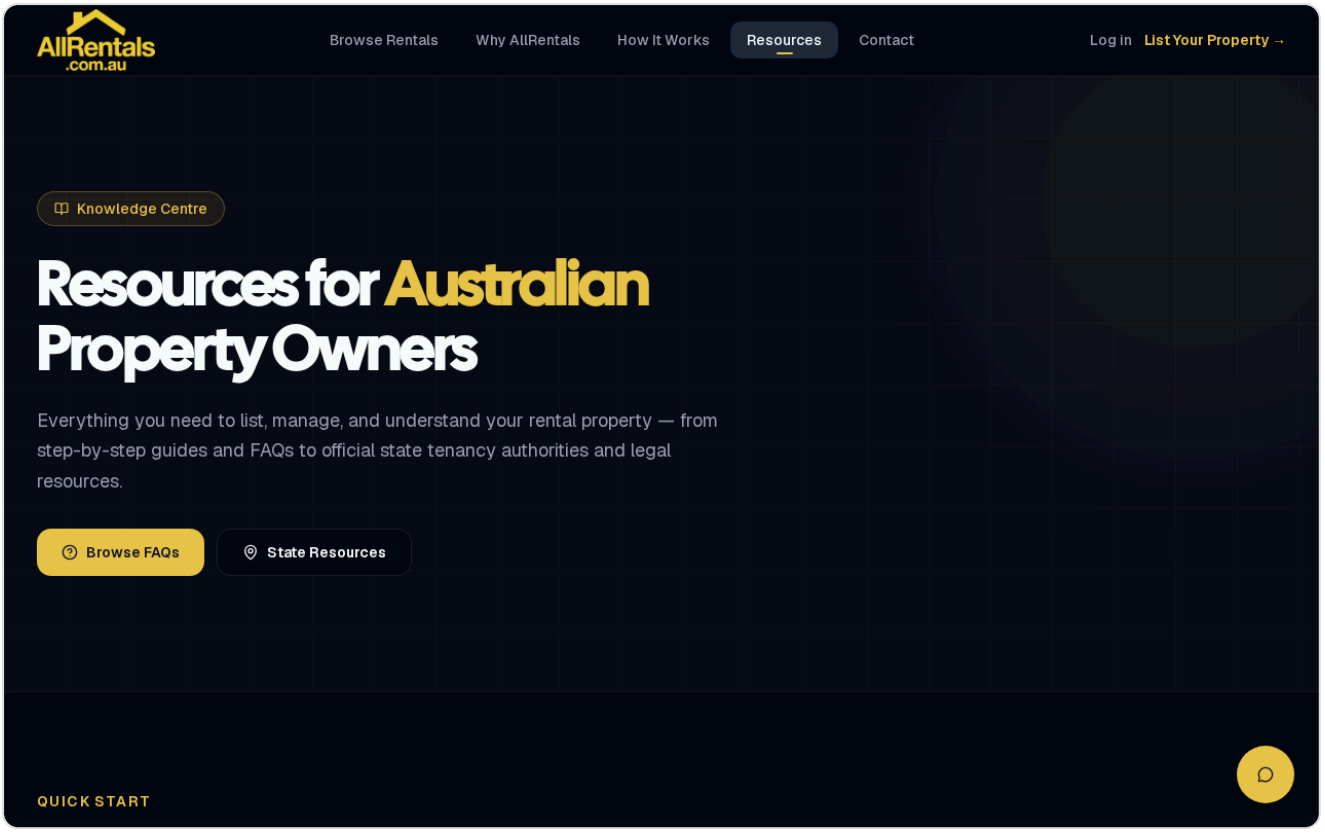
1. Click **List Your Property** → to create a free account.
2. Log in at any time with **Owner Login**.
3. Change your details under **Account Settings**.

Landlord verification (VERIFII)

We may ask you to verify your identity through our partner VERIFII. If so, you'll get an email with a link. Follow it to complete a quick ID check and a selfie (liveness) check. Verification doesn't stop you from creating or paying for a listing, but it can help your listing get approved faster.

Contact & support

- **Live chat**: click the yellow chat bubble at the bottom right of any page. This is the best way to get help with technical issues or questions.
- **Get in Touch**: scroll to the bottom of our home page for our email and phone details.
- **Renters**: call 0415 326 355 and quote the listing's 4-digit code to reach the owner. Please don't contact our office about tenancy matters.



Resources: guides, FAQs and state tenancy authorities

Photo credits

Suburban housing, Mount Peter: Kerry Raymond, CC BY 4.0, Wikimedia Commons. House exterior: State Government Photographer, CC0, Wikimedia Commons.

FAQ

Why can't I list on realestate.com.au myself?

It only accepts licensed agents. AllRentals is a licensed agency, so we list for you.

How long until my listing is live?

Usually 1–2 hours during business hours, after our team reviews it.

Can I put my own phone number in the ad?

No. The portals only allow agency numbers, so renters call 0415 326 355 and enter your 4-digit code.

How do enquiries reach me?

By email 24/7. They're also added to People in My Rentals.

Can I edit my listing?

Yes, at any time and free of charge.

Where's my tax invoice?

Financials → Invoices in your account.

Do you manage properties?

No. We advertise for owners, and the owner deals directly with renters.