



ANNUAL REPORT 2023-2024



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The stories behind the cover photos



The two upper photos on the front cover show the **Southwest Sydney Renters Forum** at Revesby in June 2024 (top left) and the **Sydney Renters Forum** in Sydney CBD in May 2024 (top right). These forums were organised by the Tenants' Union together with Sydney Alliance, Better Renting, Shelter NSW, and other community groups, along with **NSW Rental Commissioner Trina Jones** (pictured at left on this page).



These face-to-face Renters Forums were designed for and by renters, and invited them to be part of a discussion devising policy solutions they think would best address issues and deliver a private rental market worth participating in. The Sydney Forum had 47 participants and the Southwest Sydney Forum had 75 participants (not including Tenants' Union or Sydney Alliance staff). The forums have continued through the second half of 2024, including in regional New South Wales. See also page 19.



Greg is one of the residents of a land lease community in Woronora who resisted repeated attempts by the operator to redevelop their community. He said, "Our lives were put on hold for seven years... the operator wanted to put a bulldozer through our homes... After it was done, when people from the community asked what happened, I told them: We won, you won, we all won! It's taken months to sink in – the community won!"

tenants.org.au/thenoticeboard/news/big-win-woronora



Diana Olmos, renter and Sydney Alliance Community Organiser, spoke at the press conference organised by the Tenants' Union to celebrate the NSW Government announcement of legislation to end no-grounds evictions. She commented, "These reforms will help renters exercise our basic rights like asking for repairs – without fear of being evicted in retaliation." See page 18.

tenants.org.au/news/celebrate-no-grounds-ban-announcement

ACKNOWLEDGEMENT OF COUNTRY

The Tenants' Union acknowledges that Aboriginal and Torres Strait Islanders were the first sovereign Nations of the Australian continent and its adjacent islands, and that these lands were possessed under the laws and customs of those Nations. The lands were never ceded and always remain Aboriginal and Torres Strait Islander Country. Our office is on the Country of the Gadigal people of the Eora Nation.

We acknowledge that the land, sea, sky and waterways are of spiritual, social, cultural and economic importance to Aboriginal and Torres Strait Islander Peoples and support their right to culture, language, land and various notions of self-determination.

We acknowledge that as a result of government policies and practices, Aboriginal and Torres Strait Islander Peoples have been dispossessed from Country without compensation.

Aboriginal and Torres Strait Islander Peoples are also over-represented in NSW renter households. We acknowledge the present and historical disadvantage experienced by Aboriginal and Torres Strait Islander Peoples and the role of government policies, past and present and racism throughout Australia in creating this disadvantage and the impact of this disadvantage on tenancy and housing issues.

We acknowledge that a lack of support for non-tenancy issues such as intergenerational trauma, mental health issues, financial hardship, substance dependence, family violence, and disabilities can often lead to an escalation of tenancy issues and result in tenants receiving termination notices and/or suffering other negative outcomes such as accruing large rent arrears.

We recognise, respect and value Aboriginal and Torres Strait Islander Peoples and their communities and will work in partnership with them and their advocates to deliver appropriate advice and advocacy for all Aboriginal and Torres Strait Islander tenants.

The Tenants' Union supports the reforms called for in the Uluru Statement from the Heart. We actively support Aboriginal people in their struggle for Treaty, Voice and Truth.



Tenants' Union and Community Legal Centre stall at Yabun, January 2024.



Tenants' Union staff and volunteers with Latoya Brown from Kadoo Tours, on an Aboriginal cultural learning walk at Kamay (Botany Bay), July 2023.

WHO WE ARE

The Tenants' Union of New South Wales is a Community Legal Centre specialising in NSW residential tenancies law. We are accredited by Community Legal Centres Australia.

We work to promote the interests of all renters facing housing disadvantage, including:

- Aboriginal tenants
- Boarders, lodgers, & other marginal renters
- Private rental tenants
- Public and community housing tenants
- Land lease community residents.

We are the main resourcing body for the Tenants Advice & Advocacy Services (TAASs) across New South Wales.

We are an independent, secular, not-for-profit membership-based co-operative under the *Co-operatives (Adoption of National Law) Act 2012 (NSW)*.

Our Vision

'We seek a future where all renters have the home they want.'

The Tenants' Union works with and for renters for housing justice. We work to ensure renters, particularly those in need, have homes that are safe, secure, affordable and sustainable.

To achieve our vision:

- We inform tenants, Tenant Advocates, and community workers.
- We educate Tenant Advocates, community agencies and government departments.
- We advise and assist tenants, Tenant Advocates and community workers.
- We advocate for systemic change in law and policy so tenants have more safe, secure, affordable and sustainable homes.
- We listen to and are accountable to renters.



Tenants' Union staff and volunteers 'Wear it Purple' to support safe, empowering and inclusive environments for rainbow young people, August 2023.



Charlie Wilde (Community Education Coordinator) and Lehana De Silva (Solicitor – Aboriginal Support) at 'Summer on the Green' in Waterloo, February 2024.



Tenants' Union staff and supporters participate in the City2Surf as the 'Home Runners', August 2023.

CHAIRPERSON'S MESSAGE

Housing continues to dominate political debate at all levels of government. Our strong media presence is a reflection of the Tenants' Union and Tenants Advice and Advocacy Service (TAAS) Network's credibility as advocates for renters as a cohort and as individuals. We have played a leading role in advocating for better outcomes for renters not only in NSW, but through our work with our colleagues in the National Association of Renters Organisations.

It would be impossible not to acknowledge the significant law reform achievements as a result of the Tenants' Union's advocacy that occurred after the end of the reporting period. Abolishing no-grounds evictions corrects a long-standing and fundamental power imbalance in tenancy regulation between renters and landlords. I would like to acknowledge the dogged persistence of many Tenants' Union staff and board members, past and present, along with our many allies and partners who campaigned for this change.

As these reforms are implemented, the value of our strong online presence, community education and training services is being underlined. Our digital services allow us to support renters and their advocates at scale, and the resources we provide will be critical to renters realising the promise of hard-won regulatory reform.

The Tenants' Union's advocacy has also influenced the delivery of NSW government services to renters – both as a regulator and a landlord. The creation of the Aboriginal Tenancy List at the NSW Civil and Administrative Tribunal (NCAT) is a significant step in addressing structural housing issues affecting Aboriginal and Torres Strait Islander peoples, and their access to housing justice. The Tenants' Union welcomes increased government investment in new social housing, and the promise of enhanced maintenance of the NSW government's social housing properties.

I would like to thank, and acknowledge, the Tenants' Union's passionate and expert staff



who have clocked up some serious individual and systematic wins for renters in NSW this year – and extend that thanks and acknowledgment to our colleagues in the TAAS network and the Community Legal sector. I would also like to thank my colleagues on the board – especially Maree O'Halloran, who will retire from the Board at the AGM after many years of service to the organisation. Looking back on Maree's tenure – and the progress we have made in that time – highlighted for me the significance of the reform program we have achieved this year. I hope you will join me in taking a moment to celebrate these victories before we turn our mind to the work ahead.

Melissa Brooks
Chairperson

As we celebrate another year of working for housing justice, we can be proud of the work we have done and still look towards the work still to be completed. We look to our achievements around rental reform, standing on many decades worth of shoulders, and reflect as well as plan.

The staff at the Tenants' Union are an incredible group of individuals with passion for life and justice both in and out of the workplace. I am privileged each day to be a part of this unique organisation as we grapple together with the challenges in our path. As providers of legal, educational, analytical and community services, and as a peak body, representatives of members and a movement we feel our responsibilities deeply. We're also learning to ensure we take care of ourselves as well as others.

We continue to call for bold and greater action from our elected representatives, acknowledging progress forward while remaining clear eyed about the road to the world renters need. Renters, struggling with mounting rental costs. Renters, facing uncertainty about where they will make home. Renters, confronted by processes that feel increasingly uncaring and ways of thinking about the world that tell them their home is not as important as others.

We ground ourselves in evidence – both renters' stories and experiences, and data. We listened deeply to the experiences of renters with our report *A Constant Worry* (see page 17) drawing out the emotional and financial impact that evictions can cause. We continue to grow our own use of data analysis – publishing new dashboards such as the End of Tenancy Survey and the NCAT Snapshot.

We seek collaboration in these efforts – a chief example was the Renter Forums with our Sydney Alliance partners and the NSW Rental Commissioner (page 19). We joined with Shelter NSW and Macquarie University researchers to start the conversation of what better rental pricing regulation looks like in NSW.



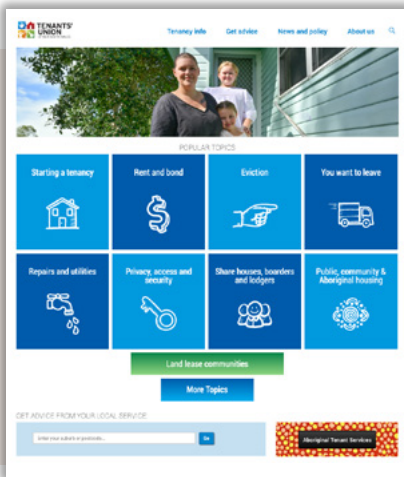
We are creative in our approach launching the *New Renters Kit* (page 14) with personality bouncing off the stage in cartoon form and partnering on the Know Your Landlord app where we imagined what a well-functioning renting system might look like – and showed how far we are from it.

And, we do the work – sometimes unglamorous work – of helping as many renters as possible navigate this system. Supporting a network of advocates with training and peer learning, engaging in our own litigation and continuing to make our website experience as useful as possible, we collectively helped more than 40,000 renters directly and many hundreds of thousands more online. As the renting population and pressure grows, so does the need for Tenant Advocates, our litigation expertise and our public advocacy. We look forward to the challenge of the next year!

Leo Patterson Ross
Tenants' Union CEO

We give accurate, timely information on tenancy law to:

- Tenants, land lease community residents, and other renters
- Advocates in the 19 Tenants Advice & Advocacy Services (TAASs) across NSW
- Community workers and other people working with tenants



tenants.org.au



Views: 3.8 million



Sessions: 2.2 million

Active users: 746,410

Factsheets unique page views: 1.6 million

Most popular topics: Landlord ends agreement, repairs and maintenance, rent increases, you want to leave, ending fixed-term tenancy early, sale of premises, bond, pets, access & privacy, rent arrears



Tenant News email newsletter

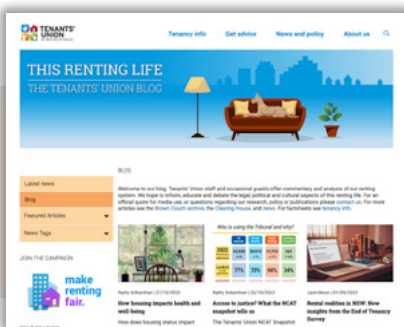


Subscribers: 4,006 (25% increase)



Issues over the year: 10

Average open rate: 35%



This Renting Life – Tenants' Union blog



Views: 66,731



Active users: 25,167

Posts over the year: 14



The Noticeboard – land lease communities



Views: 60,438 (22% increase)



Active users: 13,254 (32% increase)

Outasite print magazine: 2 issues, 6,350 copies

Outasite lite email newsletter: 1,743 subscribers (25% increase). **Issues:** 3. **Average open rate:** 53%



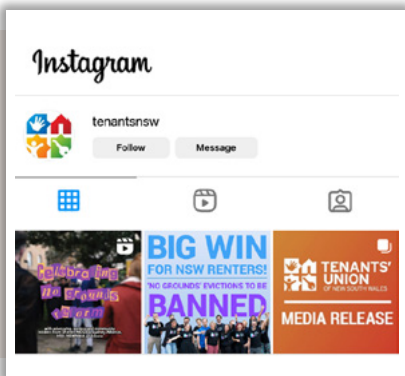


Media appearances



Total mainstream media appearances: 145

- **Print:** 109
- **TV and Radio:** 34



Social media



Facebook: 9,483 followers (5% increase) with 849 average engaged users per month



Instagram: 1,125 followers (39% increase) with a peak of 3,761 reach in a month



LinkedIn: 805 followers (29% increase)



X: 3,145 followers (1% increase)



New Renters Kit



Views: 14,652

Active users: 5,443



Rent Tracker postcode tool



Views: 67,063

Active users: 22,871



Rent Increase Negotiation Kit



Views: 48,134

Active users: 15,723



Housing News Digest email



Subscribers: 1,213 (29% increase)

Issues: approx 50 (one per week)

WE ADVISE AND ASSIST

We are a Community Legal Centre and give expert legal advice and assistance to:

- Tenants, land lease community residents, and other renters
- Advocates in the 19 Tenants Advice & Advocacy Services (TAASs) across NSW
- Community workers and other people working with tenants

Legal advice & assistance at a glance



9,000+ Total instances of advice and assistance



639 advices to TAASs

(to over 90 Tenant Advocates in 19 TAASs across NSW)



135 advices to Aboriginal TAASs



849 advices on the Advice Line (direct to renters)



47 additional advices direct to renters

in support of local TAASs during flooding and service difficulties



32 advices to other organisations

(e.g. Community Legal Centres, People with Disability Australia)



126 advices to Residential Land Lease Community residents



7,605 total referrals (including social media)

- 1,249 information/referrals by Tenants Union staff outside of advice line hours
- 6,356 by the Tenants' Union Digital Assistant



238 other services (e.g. title searches)

WE ADVISE AND ASSIST

Advice line case studies

Jacinta* lives in a block of flats. The whole building was sold at auction. She spoke to the new owner who did not say much. She wanted to know if she could be evicted because the place had been sold.

We were able to inform Jacinta that a 30 day termination notice can be given by the vendor landlord only if the contracts for sale of land require that the new owner be given vacant possession.

Vik* found a share house on gumtree. He had no written tenancy agreement with the head tenant. Negotiation for the accommodation happened via text message. The head tenant went away for a month. Vik noticed a camera in the kitchen. He turned it off. The head tenant phoned Vik and demanded that he turn the camera on and leave immediately. When the head tenant returned, he gave Vik 14 days to leave. Vik wanted to leave but couldn't leave for another week after the head tenant's deadline.

We had to advise Vik that:

- Without a written agreement it is not clear that his situation is covered by the *Residential Tenancies Act*.
- Sometimes there is enough content in texts to show that there is a written agreement.
- If the situation is covered by the Act, the camera can be in breach of his peace, comfort or privacy.

- Vic should consider how he will protect his possessions if he has to leave before he intends.
- He should contact his local Tenants Advice Service for further information and advice.

Alex* had left her last rental months ago but had not received her bond back yet. Her local Tenants Advice Service advised her to make a unilateral bond claim. The agent had ended their contract with the landlord. The landlord applied to NCAT and demanded money for repairs, loss of rent, labour and the application fee.

We advised Alex:

- Gather relevant documents, like the condition reports and any correspondence or photos.
- Write a chronology of events to help clarify the facts.
- Consider & make notes about each individual claim.
- Do not fail to attend the Tribunal.
- The Tribunal does not usually order compensation for the landlord's labour.
- The claim for the application fee is a costs claim, also not usually ordered.
- She should look at tenants.org.au and eats.org.au for bond claim information.
- She should go back to her local Tenants Advice Service if she has further questions.

* Names have been changed for privacy.

Tenants' Union staff and volunteers on the Advice Line.



WE ADVISE AND ASSIST

NCAT Aboriginal Tenancy List

In September 2023, the NSW Civil and Administrative Tribunal (NCAT) introduced a fortnightly Aboriginal Tenancy List in its Consumer and Commercial Division. The List is available for tenants and landlords who identify as Aboriginal and/or Torres Strait Islander. This initiative marks a significant step toward ensuring that our legal system addresses the cultural and socio-economic needs specific to these communities.

The Aboriginal Tenancy List provides a unique space where parties are given time and support to address their legal issues within a culturally sensitive framework. Each session begins with an Acknowledgment of Country, and Tribunal Members take care to explain the hearing process in a way that aligns with Aboriginal and Torres Strait Islander ways of being, including allowing for the presence of extended family and children.

For anyone looking to have their matter included on the Aboriginal Tenancy List, tenants can nominate their case: email AboriginalTenancyList@ncat.nsw.gov.au after an application is lodged with NCAT. Be sure to include your case number, hearing date, and a request for your matter to be heard in the Aboriginal Tenancy List. For advice before your Tribunal hearing, reach out to your local Tenants Advice & Advocacy Service (TAAS).

The Tenants' Union is proud to support the fortnightly List. The Tenants' Union administers a duty advocacy roster, with representatives from the TAAS network to try to ensure adequate legal representation of tenants each List Day. The TAASs, especially the online TAASs have a strong presence at the List Day both online and in person. One or two members of the Tenants Union Legal team usually attend the List Day to support the Aboriginal TAASs with duty advocacy.

Reflections on the NCAT Aboriginal Tenancy List

Paula-Rose Bassett, Tenants' Union Paralegal

My recent visit to the NCAT Aboriginal list was unique and inspiring – offering a glimpse of how our legal system could better accommodate cultural and socio-economic needs.



The informal nature of the hearing room space catered to Aboriginal and Torres Strait Islander ways of being, accommodating extended family and children. Each session of the day began with an Acknowledgement of Country and Tribunal Members took the time to explain the hearing process. There were Tribunal conciliators available and during conciliations the parties were provided with time & support to address the grounds for the NCAT application. Parties had the opportunity to work towards positive and realistic outcomes. These outcomes included tenants sustaining their tenancies, establishing realistic payment plans, and getting orders for repairs.

One of the best features I observed at the List Day was the access it provided to wrap-around support services. These included Tenants Advocates, a financial counsellor, and staff from Centrelink. These features make a really positive difference to the Tribunal experience, and could be considered as a model across the whole Tribunal. These services help to foster positive outcomes for tenants, such as sustainable tenancies, realistic payment plans, and orders for repairs.



Tenant Advocates outside the NCAT Aboriginal Tenancy List, October 2024.

We provide training and support to:

- Advocates in the 19 Tenants Advice & Advocacy Services (TAASs) across NSW
- Community workers and other people working with tenants
- Community legal education for advocates, community workers, and renters

2023–2024 education highlights



220 Tenant Advocates trained

Including workers and volunteers from TAASs, Land Lease Communities Residents Associations. **7% from Koori TAASs; 50% from regional services.**



700+ participants in our community legal education sessions

Our community legal education presentations included **9 workshops, 9 panel presentations, and 5 community events/expos**. Community workers participated from organisations such as Legal Aid, People With Disability Australia, St Vincent de Paul, University of Sydney, and Newtown Neighbourhood Centre. We worked with Sydney Alliance to train International Student Community Organisers in basic tenancy rights, and presented at Sydney Alliance's Housing Energy Alliance Training sessions in Parramatta and Blacktown.



40,962 views of the TAAS Portal

The TAAS Portal is our resource website for Tenant Advocates.



14,652 views of our *New Renters Kit*

The Kit combines practical tips, legal information in plain English, and engaging illustrations. See page 14.



Disaster preparation and mitigation

We continued our work to help renters prepare for a disaster or deal with the aftermath, with new and updated publications: ***Tips: Renting After a Disaster*** and ***Tips: Preparing for a Disaster***. Along with these resources, we facilitated a panel discussion for legal practitioners and support workers on issues in disaster response, featuring TAAS Coordinators with experience in supporting renters following disasters.



Working to end domestic violence

We published rewritten and updated **resources for victim-survivors of domestic violence**, working with our colleagues at Women's Legal Service NSW.

Feedback

"This has reinvigorated my passion for tenant rights and helped me see and understand the nuances of tenancy law."

– Participant in Tenancy Advice & Advocacy training, September 2023.

"The resources are amazing! Case studies were helpful to apply skills and knowledge. Thanks!"

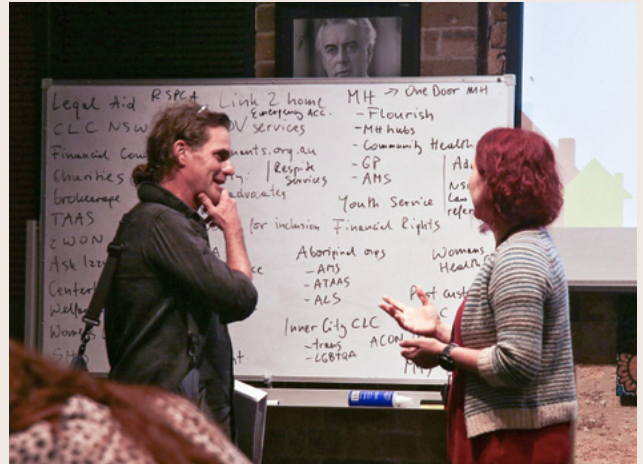
– Participant in NCAT Appeals training, December 2023.

"I really enjoyed the training, thank you. I love having the training available online as it saves time on travel"

– Participant in Introduction to NCAT, March 2024.

"It exceeded my expectations, very helpful, a few clients I advised come to mind."

– Participant in Tenancy and Criminal Law, May 2024.



Tenancy Advice & Advocacy training, February 2024.

Training for land lease community residents

The Tenants' Union land lease communities team travelled to Pottsville, Ballina, Lismore, and Albury to provide training for over 70 residents and resident advocates in total. The local Tenants Advice and Advocacy Services (Northern Rivers TAAS and VERTO Southwest NSW TAAS) and the Tweed Residents Parks Home Owners Association helped us to organise these trainings.



RLLC Resident Advocate training, Pottsville, February 2024.

Resident advocates have stepped into the role of advocate to try and resolve disputes with the operator of their communities. Participants in the resident advocate training were taken through the role of an advocate, negotiating disputes and the NCAT process from lodging an application through to a hearing. One attendee gave feedback that "This training will assist me to support others through the NCAT process."

The general community education sessions for residents covered their rights and responsibilities as land lease community residents. Poor operator conduct was raised as the biggest issue in their communities.

New Renters Kit

The *New Renters Kit* is a 52-page (A5) practical legal information resource. The Kit features scenarios, comics, and tips to help renters avoid problems, work through issues, and get help if needed. Since being published in October 2023, it has been viewed 14,652 times online.

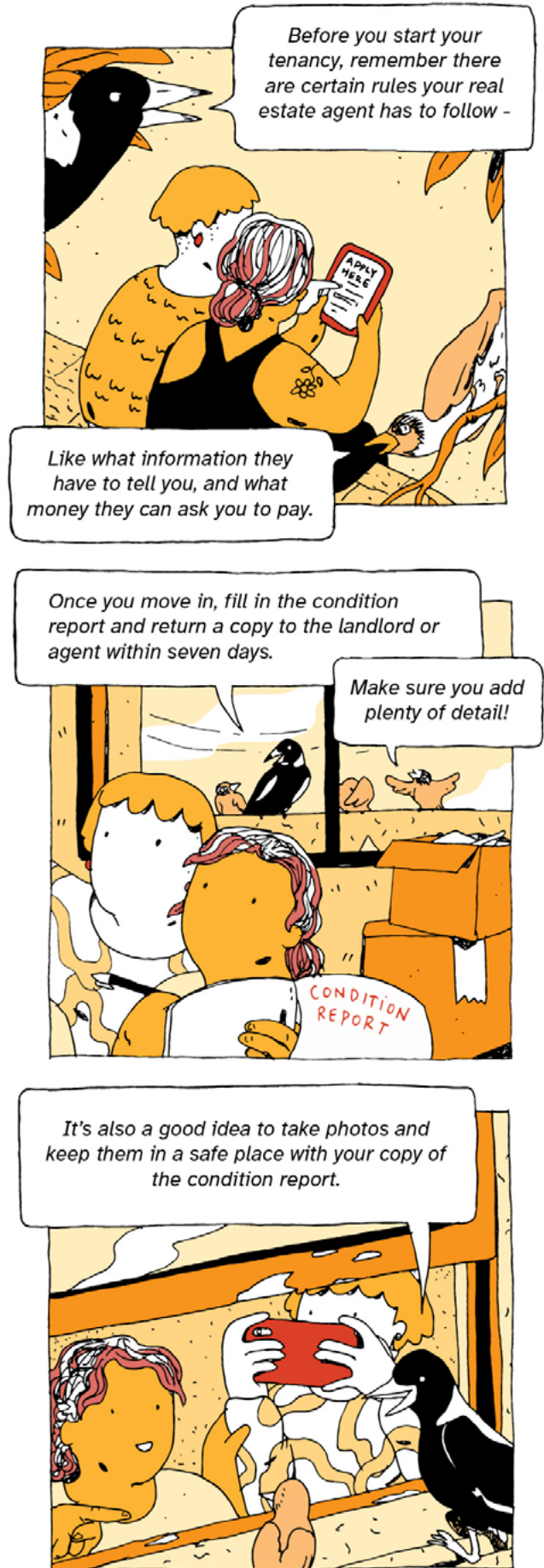


We promoted the Kit and the advocacy available from TAASs at NSW Fair Trading Community Networks, community sector meetings, and Council Interagencies.



We commissioned comic artist Meg O'Shea to illustrate the Kit. Meg's vibrant and engaging art makes the legal information more accessible and really brings the Kit to life. Thanks Meg – we love your work! She is based on Gadigal and Wangal land and has been a renter in two countries. She says she dreams of one day not having to rely on 3M hooks to hang up all her pictures! megoshea.com

Find the *New Renters Kit* at tenants.org.au/resource/nrk



TAAS Network Meetings



TAAS Network Conference, Birpai Country, November 2023.

Tenant advocacy is a unique field of work, and it is important for Advocates to meet regularly – both online and in person. The 2023 Regional TAAS Conference took place on Birpai Country, in Port Macquarie, and the theme was “Nurture & Grow.” The Conference helps advocates build and maintain connections with colleagues, and facilitates learning to stay on top of the constant changes that take place in the housing space.

This year, Advocates had an opportunity to meet the new NSW Rental Commissioner, Trina Jones. We also reflected on the NCAT Aboriginal Tenancy List (see page 11), and analysed the progress of the promised end to ‘no grounds’ evictions. In addition, there were informative sessions on hoarding disorder, Centrelink payments, the Aboriginal Housing Office’s newly updated Rent Policy, and several new online tools produced by the Tenants’ Union to help renters.

An integral part of the Conference is an experience of the Aboriginal Country we are visiting. This year we had the honour to be guided by local Elder Uncle Bill O’Brien, who introduced us to local bush tucker and bush medicine in the rainforest in the Sea Acres National Park, Birpai Country.

The conference was attended by a record 77 Advocates, representing general and Aboriginal TAASs from across NSW.



Tenant Advocates listening to Uncle Bill O’Brien, local Elder and recipient of the Medal of the Order of Australia.



TAAS Network Meeting, online, April 2024.

WE ADVOCATE

Winning 'No Grounds' Eviction Reform

This year was pivotal in securing the election commitments that renters, advocates, and community organisations won from the NSW Labor Government.



Locking in and Consulting on Change

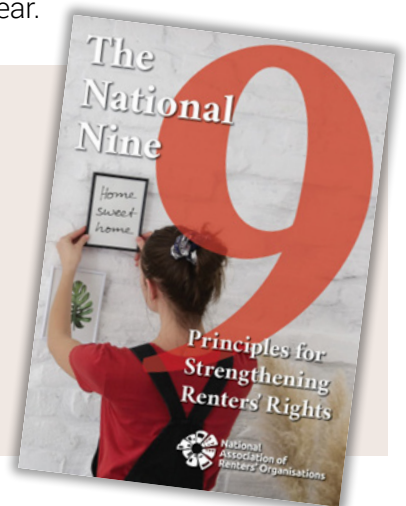
In July 2023 the Tenants' Union submitted **substantial recommendations** to the NSW Government's consultation on Improving NSW Rental Laws, drawing on insights from the Tenants' Advice and Advocacy Services network. We also mobilised renters to participate, developing resources to help them submit their own responses. Alongside this, we worked with renters and community groups to build capacity for community advocacy – such as engaging with Members of Parliament and sharing their stories with the media. The Make Renting Fair campaign amplified renters' personal experiences of no-grounds evictions, highlighting their impact across social media.

In Conversation with the Rental Commissioner

In August 2023, Trina Jones was appointed NSW's first Rental Commissioner. We developed a positive, productive working relationship, which has allowed for ongoing discussions about necessary changes in the rental system. This included sharing with the Commissioner our insights from Fair Trading's end-of-tenancy survey. **Our analysis** of the data underscores the need for comprehensive reforms to avoid leaving vulnerable renters behind. Notably, 71% of no-grounds evictions involved renters on fixed-term leases. The data also made clear the urgency of reforms, revealing an estimated 30,000 renting households received a 'no grounds' eviction every year.

Federal Advocacy

At the national level, the Tenants' Union coordinated a **joint statement** with 80 housing and community organisations to contribute to the **Federal Senate rental crisis inquiry**, advocating for urgent reforms – including eviction reforms – and greater investment in social housing. We also provided guidance to the National Cabinet, in partnership with the National Association of Renters' Organisations (NARO), offering key principles for the **Better Deal for Renters** agenda. These were outlined in the NARO report, **The National Nine** and shared through an accompanying webinar, **Navigating to Home**.



NSW reform on 'No Grounds' evictions: why changes can't come soon enough

Every hour, every day, three renting households in NSW are being evicted through "no grounds" terminations – but this is set to change, says Tenants Union CEO Leo Patterson Ross.



One Final Push

In early 2024, the Tenants' Union met with decision-makers to stress the importance and urgency of rental reform, focusing particularly on eviction reform. We also launched an email campaign that generated over 4,600 emails to decision-makers between February and May. Our media advocacy included our **CEO's opinion piece** in news.com.au, our report **A Constant Worry** and **Ipsos Public Affairs polling** (see more below) conducted in March 2024 on community attitudes to rental reform. The polling demonstrated broad public and landlord support for ending 'no grounds' evictions. These insights were amplified through social media and news coverage, maintaining pressure on policy-makers.

Op Ed in news.com.au by Leo Patterson Ross, Tenants' Union CEO, February 2024.

A Constant Worry

Research Report published in April 2024

Eviction impacts lives. Moving house is generally considered one of life's most stressful events: the financial costs, and stress involved are substantial, and these are exacerbated when a household is forced to move.

We surveyed 123 NSW renters to examine the impact of eviction can have on renters, and specifically those who have been evicted without being provided a reason. What renters shared was collated in our report [A Constant Worry](#). The report paints a compelling picture of the pervasive sense of housing insecurity, financial strain, and emotional distress many experience in the private rental market. Renters consistently described eviction as leading to financial difficulty and uncertainty about the future.

Just under two thirds of respondents had directly experienced a 'no grounds' eviction. The remaining respondents had not yet received a 'no grounds' while renting, but shared how 'no grounds' eviction has nonetheless impacted their housing experience. Those who had received eviction letters reported feeling blind-sided by the notices and believed they deserved an explanation or opportunity to negotiate terms before being asked to vacate.

The impact on mental health was profound, exacerbating existing conditions and triggering

anxiety-related health issues. Additionally, the imbalance of power between renters and landlords left many feeling powerless and vulnerable, reluctant to report property issues or assert their rights for fear of retaliation.

Many renters who were forced to move faced challenges involved in securing a new home. These were particularly hard for renters with specific needs, such as renters with a disability, or households with children or pets.

In July 2024, the NSW Government announced reforms to remove 'no grounds' evictions provisions, and introduce in their place a set of new additional reasonable grounds for ending a tenancy. Given the repercussions of eviction highlighted within this report, it is clear these reforms will have significant impact on the everyday lives and housing outcomes for renters across NSW.



Ipsos polling

The polling showed:

- **Renters want eviction reform**
- **Strong backing from landlords and community**

Early in 2024, the Tenants' Union commissioned independent polling by Ipsos Public Affairs on opinions regarding 'no grounds' eviction reform.

The results showed significant support for the reforms from both renters and landlords across the political spectrum. This research added to the growing body of evidence that helped convince Labor to introduce the Residential Tenancies Amendment Bill.

Key findings:

- 84% of people agree if a renter is being told to leave their home they should be provided with a reason
- 88% of renters support the NSW Government's proposal to introduce reasonable grounds and end 'no grounds' evictions
- 77% of landlords and 76% within the community also support the proposed eviction reform
- 2 out of 3 people feel eviction reforms should apply for all renters; 75% of renters agree
- 82.5% of renters report a recent increase in their housing costs; with 84% cutting back on discretionary spending or other household costs
- 75% of people polled think the government should act to reduce unfair evictions as a cost-of-living measure

WE ADVOCATE



Leo Patterson Ross, Tenants' Union CEO, speaking at the joint press conference following the NSW Government announcement, July 2024.

Securing the Reform

In July 2024, the NSW Government announced it would introduce reforms to end no-grounds evictions by the end of the year.

We celebrated this historic milestone with a **joint press conference** across the sector and with allies. The success of the no-grounds eviction reforms is a testament to the power of collective action and community organising to ensure a more secure future for renters across NSW.

Pictured below: Champions of the Make Renting Fair campaign, renters Lauren and Jason, once again told their story of experiencing multiple 'no grounds' evictions to media and to Premier Chris Minns and Minister for Better Regulation and Fair Trading Anoulack Chanthivong, following the NSW Government announcement, July 2024.





Rental Commissioner Trina Jones (centre) at the Sydney Renters Forum, May 2024, with organisers from the Tenants' Union, Sydney Alliance, Make Renting Fair, Better Renting, and Shelter NSW.

Other Advocacy Highlights

In 2023-2024 we also:

- co-ordinated a **joint statement** from over 25 community legal centres and Tenants Advice & Advocacy Services demanding urgent action to ensure safe and habitable homes for people living in public and community housing
- provided public submissions to Governments on **Build-to-rent tax concessions**; **Regulation and supply of short-term rental accommodation**; the Commonwealth Government's **Housing and Homelessness Plan**; the review of the **planning and approval processes for caravan parks**, camping grounds, manufactured home estates and moveable dwellings; the **Residential Tenancies Amendment (Rental Fairness) Bill 2023**; the planning system and **changes to create low and mid-rise housing**; and delivering resources through the **2024 Budget** to build trust in the NSW rental system.
- co-commissioned with Shelter NSW the report, **Regulating rents: international examples and experience**. In this report, Alistair Sisson and Penelope Bowyer-Pont examine the range of rent regulations in place internationally and present considerations for how rent regulation might be implemented in NSW.
- hosted two face-to-face **Renters' Forums** with the Sydney Alliance and in partnership with the NSW Rental Commissioner (see photos on this page, front cover, and page 2). These forums were designed for and by renters, and invited them to be part of a discussion devising policy solutions they think would best address issues and deliver a private rental market worth participating in. The Sydney Forum had 47 participants and the Southwest Sydney Forum had 75 participants (not including Tenants' Union or Sydney Alliance staff). The forums continued through the second half of 2024, including in regional NSW.



Renters voting on key issues at the Southwest Renters Forum in Revesby, June 2024.

Strategic litigation

Strategic litigation in 2023-24 included:

- appealing a termination order for property care issues in public housing
- resisting no grounds termination by raising a Constitutional challenge in the Local Court
- making representations to the Cost Assessment Review Panel to recover costs in prior Supreme Court matter after a win
- challenging an exorbitant rent proposal by the landlord under the repealed *Landlord and Tenant Amendment Act 1948*

Constitutional question

The NSW Civil and Administrative Tribunal (NCAT) does not have jurisdiction where parties to a matter reside in different states of Australia. Those matters are dismissed by NCAT and may be recommenced in the Local Court. Our client's landlord resided in Tasmania. In early 2023, the landlord served a 'no grounds' termination notice on our client. The notice expired and the landlord applied to NCAT. The application was dismissed and recommenced in the Local Court. The Tenants' Union raised a Constitutional challenge on the basis that mandatory termination in the Residential Tenancies Act is not compatible with judicial discretion. The NSW Attorney General intervened and resisted our challenge. The matter was heard November 2023 and determined in December. We were not successful, however the Magistrate allowed six months suspension of eviction and that each party pay their own costs. Our client was already unwell and his health deteriorated in the new year. He died in March 2024.

Appeal matter about the 'boarding and lodging exemption.'

An Aboriginal family (the Appellants) were evicted by a company claiming to be a boarding house operator (the Respondent). In April 2023, the electricity was cut off by the Respondent, prompting the Appellants to file an application with NCAT on to be formally recognised as tenants (s11 of the Residential Tenancies Act). Two days later, demolition work began without notice while the Appellants were still living in the property, leading to them leaving without most of their belongings. The Tribunal declined jurisdiction on the basis that they were lodgers, not tenants. The question for the NCAT Appeal Panel was whether the 'boarders and lodgers' exemption under s8 of the Residential Tenancies Act applied to the clients' circumstances. The Respondent had considerable bargaining power against the Appellants who were relatively vulnerable due to their financial constraints and a lack of alternative housing options. On appeal, the Tenants' Union submitted that the Tribunal should not interpret the agreements in such a manner that would allow the landlord to evade the Residential Tenancies Act, to allow itself to enrich itself in ways in which it could not do under the Residential Tenancies Act. The hearing was listed in March 2024 but the matter settled when our clients were offered, and accepted, compensation.

Winning change in residential land lease communities

This year has also seen some significant wins for residents of land lease communities.



Tenants' Union Land Lease Communities Solicitor Paul Smyth and Tenants' Union Land Lease Communities Officer Eloise Parrab.



Anoulack Chanthivong MP, Minister for Better Regulation and Fair Trading, Second Reading Debate of the Residential (Land Lease) Communities Amendment Bill 2024. Source: Parliament livestream.

Strategic litigation highlights

Our strategic litigation work for residential land lease communities (RLLC) included:

- Representing a RLLC homeowner in an Australian Consumer Law matter before NCAT concerning unfair contract terms to a residential site agreement.
- Representing homeowners at Mediation with their operator where the local council issued orders to the operator regarding non-compliance of the manufactured homes under *Local Government Regulations*.

Unfair contract terms?

An Australian Consumer Law matter was heard by the NSW Civil and Administrative Tribunal (NCAT) during September 2024 and involved a claim for a refund of additional site fees paid by the homeowner to the operator. The application for orders of the Tribunal was made on the basis that the site fee increase term in the residential site agreement between the parties is void because it is an unfair term within the meaning of s23 of the Australian Consumer Law. If a successful determination is made the Tribunal can order a refund of overpaid site fees. The Tribunal may also order a refund to other homeowners in the residential community. The Tribunal decision is reserved.

Amendments passed

In June 2024, Minister for Better Regulation and Fair Trading Anoulack Chanthivong MP introduced into NSW Parliament a Bill to amend the *Residential (Land Lease) Communities Act 2013*. The Residential (Land Lease) Communities Amendment Bill 2024 addressed 21 of the 48 recommendations that came out of the five year Statutory review.

Residents of land lease communities have been waiting a long time for these amendments, with the report from the Statutory review tabled in NSW Parliament in November 2021.

Some of the key amendments that the Tenants' Union has been advocating for include improving home owners rights in relation to site fee increases, alterations to the exterior of their home and restrictions on when an operator can access their home. There is a big overhaul of electricity pricing in embedded networks which was essential after all the litigation that occurred in 2019-2020 when it was discovered that some operators were overcharging home owners for electricity supplied through embedded networks.

The Tenants' Union will be working hard to ensure residents are updated on these important changes to their rights and also calling on the NSW Government to introduce a Bill to address the other important 27 recommendations from the Statutory review.

A STRONG & DYNAMIC ORGANISATION

Effective management and governance

In 2023-2024 we :

- Met all our performance indicators and reporting requirements.
- Successfully continued online work-from-home and training operations under COVID-19 health and safety precautions.
- Undertook staff professional development, including attending discrete training in Community Legal Centres NSW Quarterlies.
- Held regular staff, legal practice and social club meetings to connect, communicate and collaborate across the organisation.
- Our Board met seven times during 2023-2024, including a strategic planning day.
- Our Finance and Human Resources subcommittee formally met six times during 2023-2024 and made additional decisions by circular.
- The Board maintained its other subcommittee meetings as needed in Governance & Membership, and Policy Review.
- Worked with the Tenants Advice & Advocacy Services to help ensure the network's service delivery continues to meet community needs.
- Continued bargaining for a new Enterprise Agreement to ensure the organisation maintains fair working conditions.

New office premises

A major operational success this year was our procurement of new and more suitable office premises for the Tenants' Union. Our operations continued seamlessly through the move – thanks to the hard work of our organisational support staff, and temporary office space provided by Community Legal Centres Australia.



Thank you to Uncle Michael West (Metropolitan Local Aboriginal Land Council) for Welcoming us to Country at the new office warming, March 2024.



Michael Morrison (Homelessness NSW), Leo Patterson Ross (Tenants' Union CEO), and David Latimer (Tenants' Union member) at the new office warming, March 2024.



Tenants' Union staff, Board members, and guests at the new office warming, March 2024.

A STRONG & DYNAMIC ORGANISATION

Our Staff

- **Grant Arbuthnot** (Principal Solicitor)
- **Patrycja Arvidssen** (Learning and Development Coordinator)
- **Paula-Rose Bassett** (Paralegal, from February 2024)
- **Zuzia Buszewicz** (Policy and Campaigns Officer, from November 2024)
- **Anne Coates** (Administrative Projects, to July 2023)
- **Katharine Cooke** (Finance Coordinator, from December 2023)
- **Anwen Crawford** (Training Officer, from March 2024)
- **Mia Dabelstein** (Training Officer, December 2023 to February 2024)
- **Lehana De Silva** (Solicitor – Aboriginal Support)
- **Justin Dowswell** (Technology Coordinator)
- **Keisha Galbraith** (Administration Coordinator)
- **Jeremy Kerbel** (Communications Coordinator)
- **Eliza Lourenço** (Media & Communications Project Officer, to July 2023)
- **Riley Michelmore** (Media & Communications Officer, from December 2023)
- **Jack Moon** (Data and Research Officer)
- **Jemima Mowbray** (Policy and Campaigns Manager)
- **Olivia Nielsen-Gurung** (Advocacy Officer)
- **Eloise Parrab** (Land Lease Communities Officer)
- **Leo Patterson Ross** (Chief Executive Officer)
- **Daen Phillips** (Aboriginal Paralegal, to February 2024)
- **Ashmita Rao-Chand** (Videography Project Officer, to August 2023)
- **Paul Smyth** (Land Lease Communities Solicitor)
- **Rathy Srikanthan** (Policy and Campaigns Officer, October 2023)
- **Isobel Stockler** (Administration Officer)
- **Paul van Reyk** (Operational Support Manager, to August 2023)
- **Charlotte Wilde** (Community Education Coordinator)
- **Rita Wilkinson** (Project Officer, to August 2023)
- **Cass Wong** (Solicitor – Strategic Litigation)

Holiday Hotline staff – summer 2023-2024

- **John Mewburn**
- **Samir Pokharel**
- **Layla Pope**
- **Ashmita Rao-Chand**
- **Phoenix van Dyke**

Our Board

- **Melissa Brooks** (Secretary to February 2024; elected Chair from November 2023)
- **Julia Davis** (Chair to November 2023)
- **Charles Dalglish** (from November 2023, Deputy Chair from February 2024)
- **Lauren Stubbs** (from August 2023, Secretary from February 2024)
- **Hayley Winchcombe** (Treasurer)
- **Giancarlo de Vera**
- **Olivier Gonfond**
- **Brendon McKeon**
- **Maree O'Halloran**
- **Linda Przhedetsky**

FINANCIAL STATEMENTS

Tenants' Union of NSW Co-operative limited | ABN 88 984 223 164

Extract from the Financial Report for the year ended 30 June 2024

What follows is an extract from the Tenants' Union's financial statements. The full financial statements are available at tenants.org.au, and are also available from the Australian Charities Register, on the Australian Charities and Not-for-profits Commission website, acnc.gov.au

Tenants' Union of NSW Co-operative Limited
Statement of profit or loss and other comprehensive income
For the year ended 30 June 2024



	Note	2024 \$	2023 \$
Revenue	3	2,703,371	2,457,077
Interest income		77,216	35,592
Total revenue		<u>2,780,587</u>	<u>2,492,669</u>
Expenses			
Accounting fees		(21,506)	(48,204)
Client support costs		(17,606)	(18,331)
Computer expenses		(32,905)	(21,849)
Consultancy fees		(33,971)	(15,945)
Depreciation and amortisation expense	4	(162,238)	(147,043)
Employee benefits expense		(2,192,517)	(2,011,954)
Finance costs	4	(33,385)	(2,686)
Meeting expenses		(43,474)	(40,379)
Membership fees		(16,355)	(20,130)
Postage, printing and stationery		(16,208)	(13,327)
Telephone and internet		(18,526)	(11,201)
Travel and accommodation		(25,321)	(18,544)
Other expenses		(91,530)	(82,672)
Bad Debts		(380)	-
Office relocation costs		(23,925)	-
Total expenses		<u>(2,729,847)</u>	<u>(2,452,265)</u>
Surplus for the year		50,740	40,404
Other comprehensive income for the year		-	-
Total comprehensive income for the year		<u>50,740</u>	<u>40,404</u>

The above statement of profit or loss and other comprehensive income should be read in conjunction with the accompanying notes

FINANCIAL STATEMENTS

Tenants' Union of NSW Co-operative limited | ABN 88 984 223 164

Tenants' Union of NSW Co-operative Limited
Statement of financial position
As at 30 June 2024



	Note	2024 \$	2023 \$
Assets			
Current assets			
Cash and cash equivalents	5	1,632,187	531,135
Trade and other receivables	7	151,902	172,639
Other financial assets	6	-	1,024,750
Other assets	8	33,735	38,848
Total current assets		<u>1,817,824</u>	<u>1,767,372</u>
Non-current assets			
Property, plant and equipment	9	168,829	21,386
Right-of-use assets	10	509,565	14,701
Other financial assets	6	35,475	-
Total non-current assets		<u>713,869</u>	<u>36,087</u>
Total assets		<u>2,531,693</u>	<u>1,803,459</u>
Liabilities			
Current liabilities			
Trade and other payables	11	276,036	268,707
Contract liabilities	12	412,176	343,663
Lease liabilities	13	99,394	16,194
Employee benefits	14	554,475	494,175
Provisions	15	35,295	33,898
Total current liabilities		<u>1,377,376</u>	<u>1,156,637</u>
Non-current liabilities			
Lease liabilities	13	402,463	-
Employee benefits	14	184,378	165,561
Provisions	15	35,475	-
Total non-current liabilities		<u>622,316</u>	<u>165,561</u>
Total liabilities		<u>1,999,692</u>	<u>1,322,198</u>
Net assets		<u>532,001</u>	<u>481,261</u>
Equity			
Reserves	16	-	9,330
Retained surplus		<u>532,001</u>	<u>471,931</u>
Total equity		<u>532,001</u>	<u>481,261</u>

The above statement of financial position should be read in conjunction with the accompanying notes

FINANCIAL STATEMENTS

Tenants' Union of NSW Co-operative limited | ABN 88 984 223 164

Director's declaration

This declaration relates to the full financial statements.

The full financial statements are available at tenants.org.au, and are also available from the Australian Charities Register, on the Australian Charities and Not-for-profits Commission website, acnc.gov.au

Tenants' Union of NSW Co-operative Limited
Directors' declaration
30 June 2024




In the directors' opinion:

- the Co-operative is not a reporting entity because there are no users dependent on general purpose financial statements. Accordingly, as described in note 2 to the financial statements, the attached special purpose financial statements have been prepared for the purposes of complying with the *Australian Charities and Not-for-profits Commission Act 2012* and the *Co-operatives (Adoption of National Law) Act 2012* and associated regulations requirements to prepare and distribute financial statements to the members of Tenants' Union of NSW Co-operative Limited;
- the attached financial statements and notes give a true and fair view of the Co-operative's financial position as at 30 June 2024 and of its performance for the financial year ended on that date; and
- there are reasonable grounds to believe that the Co-operative will be able to pay its debts as and when they become due and payable.

Signed in accordance with a resolution of directors.

On behalf of the directors



Melissa Brooks
Chairperson



Hayley Winchcombe
Treasurer

31 October 2024

FINANCIAL STATEMENTS

Tenants' Union of NSW Co-operative limited | ABN 88 984 223 164

Independent Auditor's Report to the Members of the Tenants' Union of NSW



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Chartered Accountants & Business Advisors
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Tenants' Union of NSW Co-operative Limited

ABN: 88 984 223 164

Independent Auditor's Report to the Members of Tenants' Union of NSW Co-operative Limited

Opinion

We have audited the accompanying special purpose financial report of Tenants' Union of NSW Co-operative Limited (the Co-operative), which comprises the statement of financial position as at 30 June 2024, the statement of profit or loss and other comprehensive income, the statement of changes in equity and the statement of cash flows for the year then ended, and notes to the financial statements, including material accounting policy information and the directors' declaration.

In our opinion, the accompanying financial report of the Co-operative is in accordance with the Division 60 of the *Australian Charities and Not-for-profits Commission Act 2012* (ACNC Act) and the *Co-operatives (Adoption of National Law) Act 2012*, including:

- (i) giving a true and fair view of the Co-operative's financial position as at 30 June 2024 and of its financial performance for the year then ended; and
- (ii) complying with Australian Accounting Standards to the extent described in Note 2, and Division 60 of the *Australian Charities and Not-for-profits Commission Regulations 2022*.

Basis for Opinion

We conducted our audit in accordance with Australian Auditing Standards. Our responsibilities under those standards are further described in the *Auditor's Responsibilities for the Audit of the Financial Report* section of our report. We are independent of the Co-operative in accordance with the ethical requirements of the ACNC Act and Accounting Professional and Ethical Standards Board's APES 110 *Code of Ethics for Professional Accountants (including independence standards)* (the Code) that are relevant to our audit of the financial report in Australia. We have also fulfilled our other ethical responsibilities in accordance with the Code.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Emphasis of Matter - Basis of Accounting

We draw attention to Note 2 to the financial report, which describes the basis of accounting. The financial report has been prepared for the purpose of fulfilling the Co-operative's financial reporting responsibilities under the ACNC Act and the *Co-operatives (Adoption of National Law) Act 2012*. As a result, the financial report may not be suitable for another purpose. Our opinion is not modified in respect of this matter.

Responsibilities of Directors for the Financial Report

The directors are responsible for the preparation of the financial report that gives a true and fair view and have determined that the basis of preparation described in Note 2 to the financial report is appropriate to meet the requirements of the ACNC Act and the *Co-operatives (Adoption of National Law) Act 2012*. The directors' responsibility also includes such internal control as the directors determine is necessary to enable the preparation of the financial report that gives a true and fair view and is free from material misstatement, whether due to fraud or error.

Independent Auditor's Report to the Members of the Tenants' Union of NSW



Tenants' Union of NSW Co-operative Limited

ABN: 88 984 223 164

Independent Auditor's Report to the Members of Tenants' Union of NSW Co-operative Limited

In preparing the financial report, the directors are responsible for assessing the Co-operative's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the directors either intend to liquidate the Co-operative or to cease operations, or have no realistic alternative but to do so.

Auditor's Responsibilities for the Audit of the Financial Report

Our objectives are to obtain reasonable assurance about whether the financial report as a whole is free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with Australian Auditing Standards will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of the financial report.

As part of an audit in accordance with the Australian Auditing Standards, we exercise professional judgement and maintain professional scepticism throughout the audit. We also:

- Identify and assess the risks of material misstatement of the financial report, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the Co-operative's internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the directors.
- Conclude on the appropriateness of the directors' use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the Co-operative's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial report or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the Co-operative to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the financial report, including the disclosures, and whether the financial report represents the underlying transactions and events in a manner that achieves fair presentation.

Independent Auditor's Report to the Members of the Tenants' Union of NSW



Tenants' Union of NSW Co-operative Limited

ABN: 88 984 223 164

Independent Auditor's Report to the Members of Tenants' Union of NSW Co-operative Limited

We communicate with the directors regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

We also provide the directors with a statement that we have complied with relevant ethical requirements regarding independence, and to communicate with them all relationships and other matters that may reasonably be thought to bear on our independence, and where applicable, actions taken to eliminate threats or safeguards applied.

Independence

We confirm that the independence declaration required by the ACNC Act, which has been given to the directors of the Co-operative, would be in the same terms if given to the directors as at the time of this auditor's report.

Rupaninga Dharmasiri
Partner

LBW & Partners
Chartered Accountants
Level 3, 845 Pacific Highway
CHATSWOOD NSW 2067

Date: 4 November 2024

ACKNOWLEDGEMENTS

The Tenants' Union would like to extend our thanks and acknowledgement to all the renter champions, supporters and colleagues – too many to list individually – who make this work possible. You fill us with strength and hope!

We acknowledge the crucial work of the Tenants Advice and Advocacy Services who provide frontline advice and advocacy to NSW tenants. Our work in law and policy reform and resource development is dependent on your invaluable experience and insight.

We acknowledge the funding provided by: the Australian Government through the National Legal Assistance Partnership; the NSW Government through both the Rental Bond Board administered by NSW Fair Trading and through the Community Legal Centres Program administered by Legal Aid NSW and the Public Purpose Fund; and the City of Sydney.

We value our members who continue to support our work and contribute their knowledge and experiences.

We also acknowledge and thank the many individuals and partner organisations who have provided advice, support, expertise and labour over the past year.

Barristers and legal staff

Paul Batley, Frederick Jordan Chambers
Julie Boland, Costs Plus
Nick Eastman, Martin Place Chambers
David Evans of Mourd Evans Solicitors
Greg James AM KC, 11 Garfield Barwick Chambers
Liam James, Level 22 Chambers
Michele Kearns, Martin Place Chambers
Chris Koikas, 11 Garfield Barwick Chambers
Pat Lane, Level 22 Chambers
Laura Lombardo (Gilbert & Tobin)
Ross Nicholas, Costs Plus
Lara Nurpuri, Martin Place Chambers
Zach Rymer, Eleven Wentworth
Mark Seymour SC, Martin Place Chambers
Andrew Tokley KC, 5 Wentworth

Our Volunteers

Advice Line

Bibha Bhusal	Hamish McPherson
Hilary Chesworth	Steven Menteith
Oliver He	Rita Wilkinson
Merrilyn Kennedy	

Standing Advisory Groups

Aboriginal Advisory Committee

Zachary Armytage	Gemma McKinnon
Michelle Craig	Lucinda Walder
Olli Wynyard Gonfond	

Residential Land Lease Communities Forum



Rebecca Bryant	Emma McGuire
Steve Climpson	Pam Meatheringham
Charles Dalgleish	Bob Morris
David Dodge	Margaret Nicoll
Jill Edmonds	Jock Plimmer
Ian Finlayson	Gordon Polley
Judy Fogarty	Mary Preston
Sandy Gilbert	Franya Repolusk
Nicole Grgas	Noleen Robinson
Hazel Grosman	Barry Sanders
Lynn Harvey	Greg Skinner
Ann Holmes	Trevor Sullivan
Dorothy Hudson	Garry Warfield
Judith Janczuk	Lyn Wilson
John MacKenzie	Kim Wright
John McCabe	

Renter forum and campaign supporters

Dave Nguyen
Asma Bahadurmia
Aden Hennings
Lauren Grgurevic
Brandon Lim
Fatima Rekas
Asma Nayim Ullah
Miguel Ferrero
Vittoria Albanese
Isabelle Waters
Laura Riera
Aleksandar Damjanovski
Amity Lynch
Murray Mayes
Joan Sebastian Carmona
Amelia England
Faizan Ali
Dave Monck
Lauren and Jason Perry
Kirby Warren
Sheik Adid Alrubai
Matthew Powell
Sandra Olarte
Cassandra Ngurah
Sheik Jalal Chami
Sally Coleman



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Tenants' Union of NSW Annual Report 2023-2024. Published November 2024.

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