RENT TRACKER

TENANTS' UNION OF NEW SOUTH WALES

Welcome to the second issue of the Tenants' Union of NSW's Rent Tracker. With Rent Tracker, we bring multiple sources of information together to give tenants, journalists and others a clear and easy way to understand rent movements in New South Wales.

Issue 2016 **2**

There are more tenants in NSW than ever before, with bonds held in the Rental Bond Board rising much more quickly than the population.

Key Stats: September 2016		
Bonds Held		Yearly Increase
Greater Sydney	551,315	5.27%
Rest of NSW	239,572	2.84%
Median Rents: Houses		Yearly Increase
Greater Sydney	$520	4.00%
Rest of NSW	$330	3.13%
Median Rents: Units		Yearly Increase
Greater Sydney	$525	5.00%
Rest of NSW	$245	2.08%
Value of all bonds Held		**$1.31 billion**

Source: Rent and Sales Reports

For tenants renting houses in the west of Sydney there hasn't been a lot of movement in rents for new dwellings over the last year. Of course that's no guarantee a sitting tenant hasn't had to deal with a rent increase or two.

However, for tenants in units there has been a lot of new stock coming on to the market - and because homes are not like other items, this means median rent prices have gone up, not down. A new building is generally nicer than both the building it replaced, and the other, older properties still on the market. This difference means it rents at the higher end of the scale, pushing the median rent higher.

For example Sydney, Parramatta and Rockdale LGAs together added more than 5200 new apartments in the last year, and new rents went up about 5% in each of those areas.

Greater Sydney generally added more than 27500 new rented homes to the market, with the fastest growing areas Camden lodging 20% more bonds than this time last year, and Lane Cove just over 15%.

The renting population of NSW also grew, though somewhat more slowly. Lithgow-Mudgee and Lake Macquarie both saw increases of around 6% of rental stock and were the largest increases outside of the Greater Sydney area.
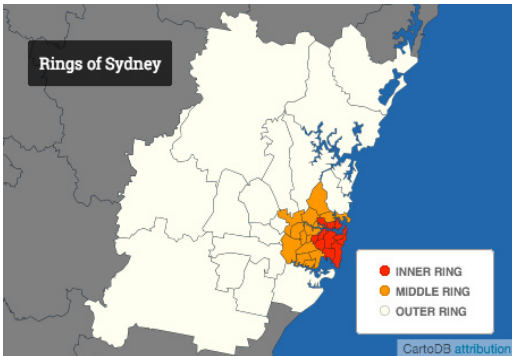
**TENANTS' UNION** OF NEW SOUTH WALES

Sydney's Rents

When Sydney's rents are discussed, we often use just one number for the whole city. This makes information quick to impart but it can be easy to miss that different parts of the city experience things differently. A map of Greater Sydney makes it quite hard to see information about the smaller inner areas.


Using the maps to the right it is easier to see how different parts of Sydney change over time. You can access interactive versions of the maps along with extra historical information at tenants.org.au/tu/rent-tracker.

We have demonstrated this with the last years increases (or decreases in rent). These hex maps show that house rents were quite flat, or even fell in many parts of Greater Sydney over the last year to September 2016.

Units on the other hand, continued to rise in most of Sydney, except for a couple of pockets. These pockets have been the sites of quite large increases in rent costs over recent years because of the release of large numbers of newer, more expensive units into the market.
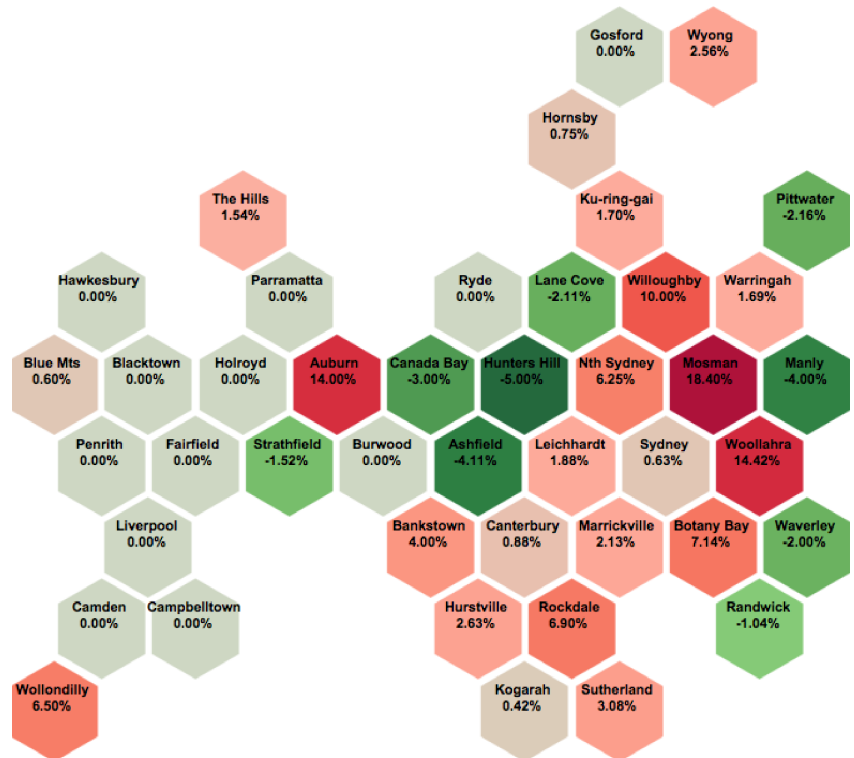
New house rents increase Sep 2015 - Sep 2016, Greater Sydney.
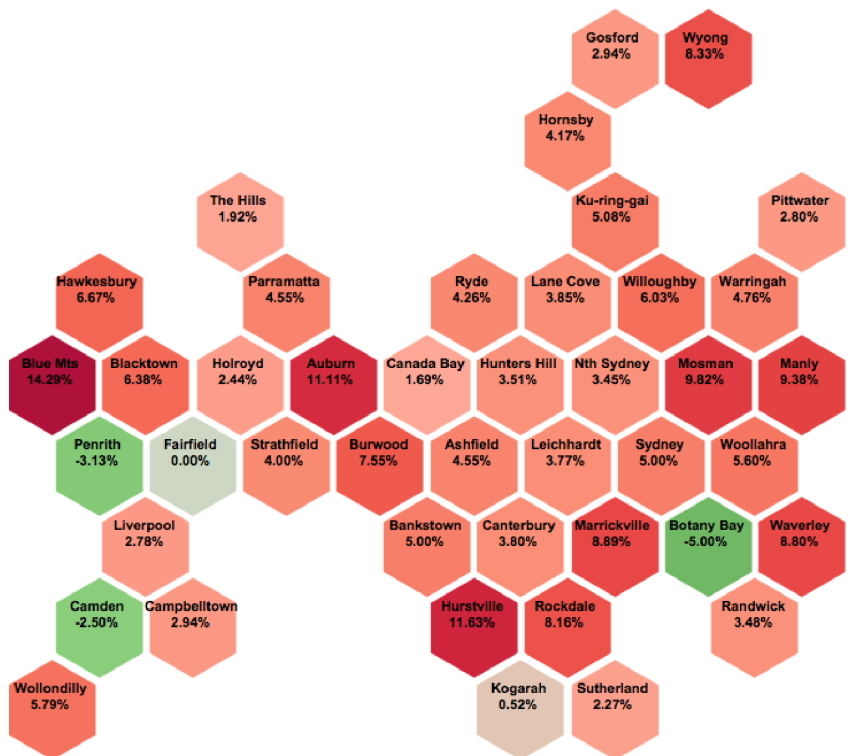
New unit rents increase Sep 2015 - Sep 2016, Greater Sydney.
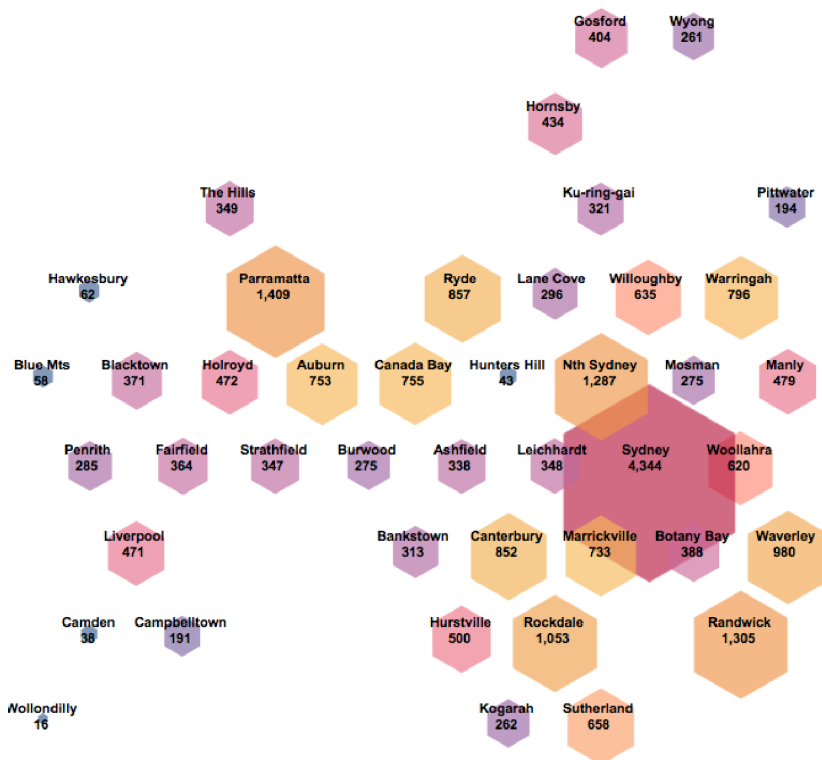
TENANTS' UNION
OF NEW SOUTH WALES

However, when we start looking at where different kinds of properties are located, this gives us a much greater insight regarding the difference between house and rent prices.

Houses are largely concentrated in the west, south west and central coast. Units on the other hand make up the majority of rented dwellings in the inner rings, and in particularly built-up areas like Parramatta. Areas close to CBDs and the jobs located around them are going to be more expensive.

This goes a long way to explaining why the median unit rent lodged during July-September was $525 per week while the median house rent was only $520. Of course in the same area, a house will almost always cost more than a unit, not least because they generally have more bedrooms, and living space, including private external. However across such a large and varied city as Sydney, rented units and houses mostly aren't located in the same areas.
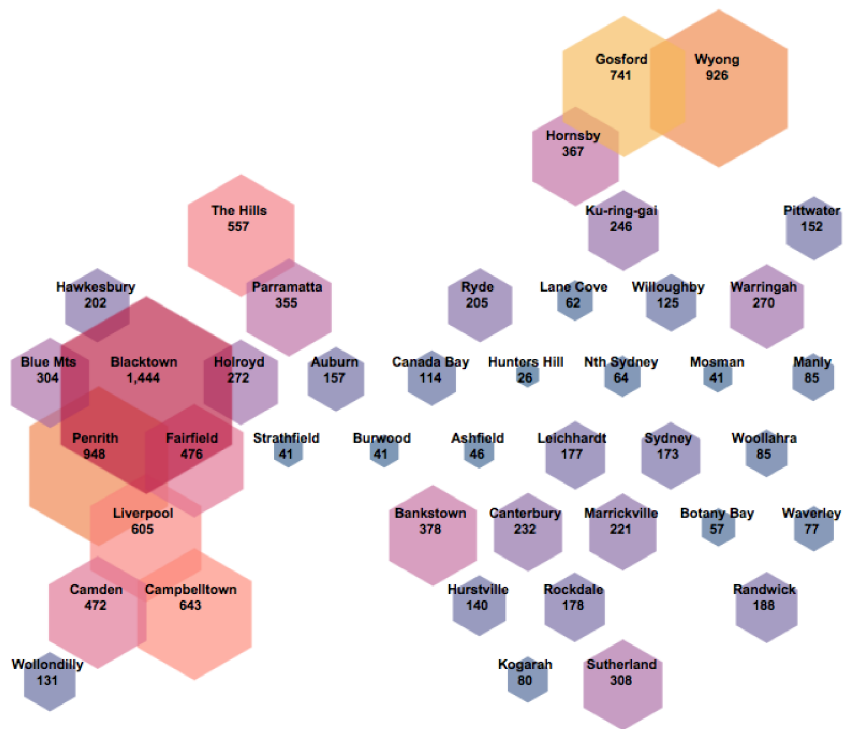
Number of new bonds lodged for houses, July - Sep 2016, Greater Sydney.

Number of new bonds lodged for units, July - Sep 2016 Greater Sydney.

TENANTS' UNION
OF NEW SOUTH WALES

Rent Tracker Index

Rent Tracker Index is a creation of the Tenants' Union to help make sense of media reporting of rents. It demonstrates the difference in movements of rents advertised by landlords compared to the actual rents paid by tenants.

Data sources

The *Advertised Rents* index combines the SQM Research *Weekly Asking Rents Index* for Greater Sydney, and Domain-APM's data series for Greater Sydney, using both their houses and their units measures as separate lines of data. We intend to include Core Logic-RP Data's data series in future publications.

Figure 1 shows the figures SQM, Domain-APM and the *Rent and Sales Report* reported new rents in flats and units over the period December 2010 to September 2016. Figure 2 does the same for houses.

The *Actual Rents* index uses the median rent for All Dwellings, All Bedrooms published in the *Rent and Sales Report* Trend for Greater Sydney, and the Sydney 'Rents component' of the Australian Bureau of Statistics *Consumer Price Index*.

The 'Rents component' takes a sample of rents from agents across Sydney, and therefore represents a mix of new and established rents. Figure 3 demonstrates the Rents Component when applied to the median rent in Sydney in 1990.

Creating the Index

The two asking rent measures and the two actual rents measures have been indexed back to December 2010 and adjusted for inflation.

If rents had increased with inflation over the period of the index, they would appear as a flat line at the 100 mark.
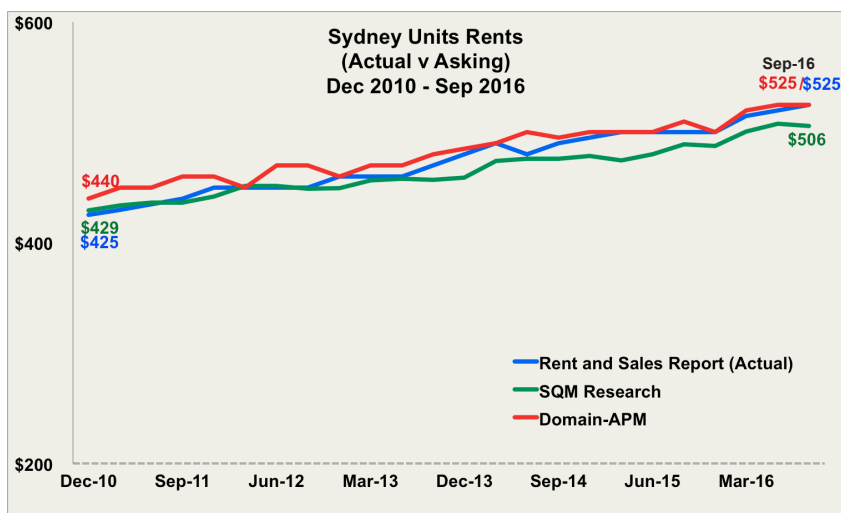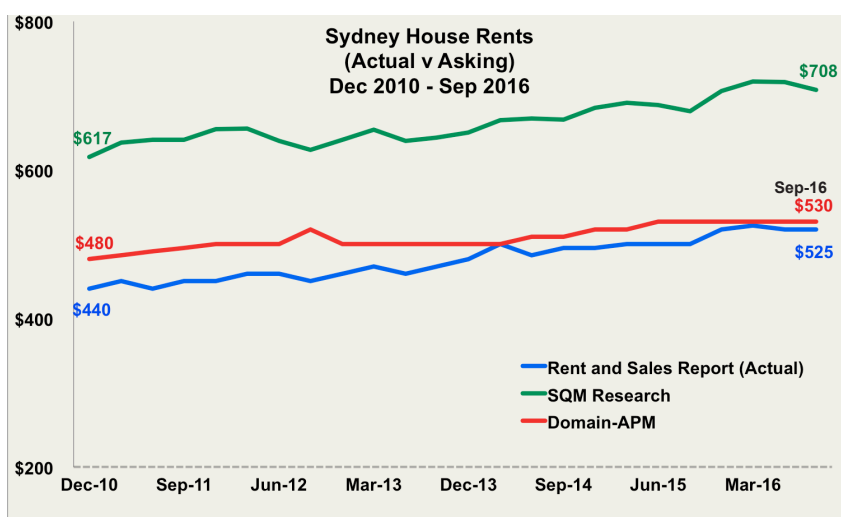

Figure 1

Figure 2

Figure 3

Rent Tracker Index to September 2016

— Advertised Rents Series
— Actual Rents Series

108.39

105.37
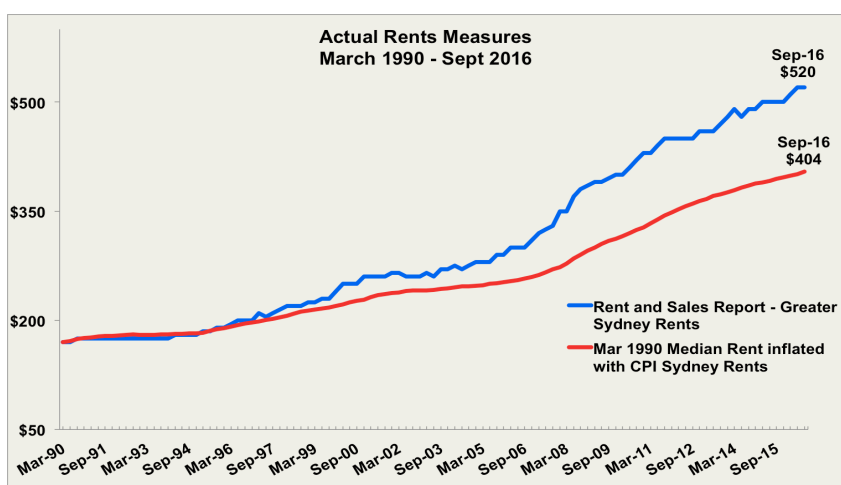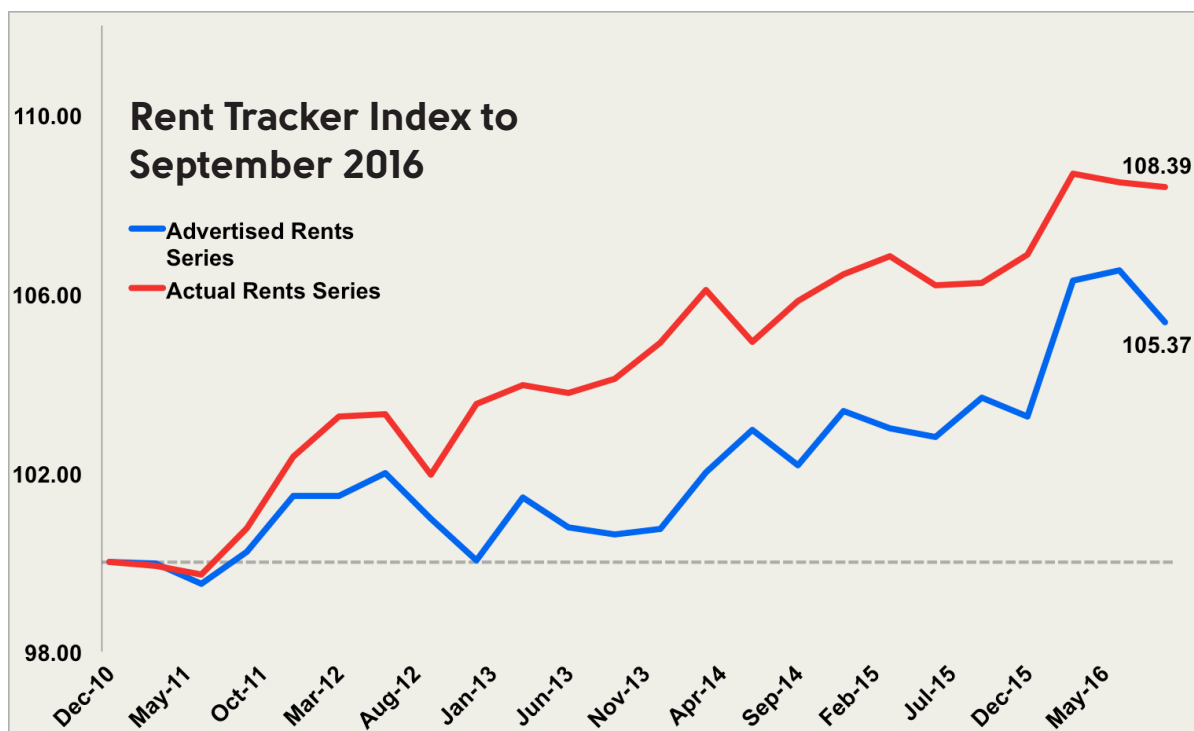
Source: Rent and Sales Reports, Consumer Price Index, Domain Group-APM, SQM Research

Advertised rents are generally higher than actual rents, but the Rent Tracker Index brings both down series down to the same level at the start point in December 2010, to allow for better comparison of their movements over time.

Figure 4 shows the movements across quarters and appears to show actual rents tending to move in the quarter before asking rents show the same kind of movement. Figure 5 demonstrates the annual change.
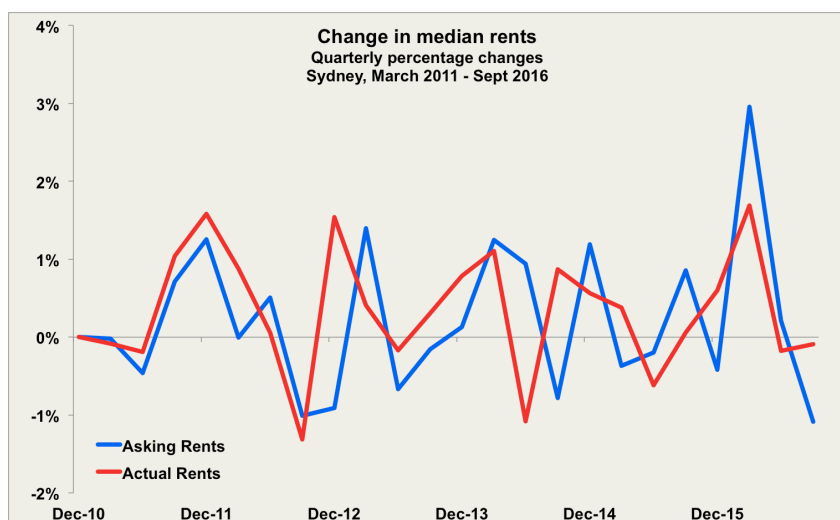
Results

The full Rent Tracker Index shows us that over the last five years, measuring advertised rents has broadly reflected actual rent movements. However, it appears that advertised rents pick up trends a quarter late, and are generally underestimating the actual size of those movements. The *Advertised Rents* series describes rents moving half as fast as Actual Rents

One explanation for this might be that landlords and agents are advertising rents at a more optimistic level than they are ultimately receiving for the property and actual rents are being dragged up in a rubber-band effect.

Change in median rents
Quarterly percentage changes
Sydney, March 2011 - Sept 2016

— Asking Rents
— Actual Rents

Figure 4

Change in median rents
Annual rolling percentage changes
Sydney, Dec 2011 - Sep 2016

— Asking Rents
— Actual Rents

Figure 5

TENANTS' UNION OF NEW SOUTH WALES
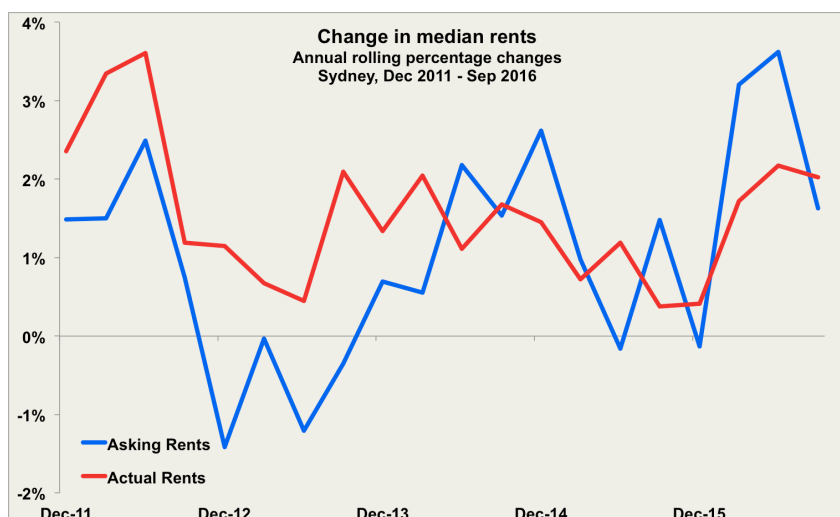
NSW Rents Over Time

The tables and charts over the following pages are here to help contextualise the Rent and Sales Report. The report has been running for 26 years, and is a deep and powerful data set.

Inflation and Rents

Where would rents be if rents had risen in line with the cost of living generally? The answer is that housing would be a lot cheaper. Median units would be more than $200 per week cheaper than now, and houses similarly reduced, though not by quite as much. The prices would also be more distinct - rather than the $5 per week difference between units and houses, they would be nearly $60 apart.

This is largely due to rented properties in the more expensive

Inner Ring being largely units, outweighing the less expensive houses in the outer ring.

As shown in the long graph below, at different periods since March 1990, rents have actually risen more slowly than inflation. This was particularly true for the first half of 1990s and the first few years of the 21st century.

Then and Now- Sydney Rents

Greater Sydney	Units	Adjusted for inflation ($2016)
Mar 1990	$160	$314
Sep 2016	$525	$525
Increase:	228%	67%
Greater Sydney	Houses	Adjusted for inflation ($2016)
Mar 1990	$190	$373
Sep 2016	$520	$520
Increase:	174%	39%

Source: Rent and Sales Reports, Consumer Price Index

Source: Rent and Sales Reports, Consumer Price Index

TENANTS' UNION OF NEW SOUTH WALES
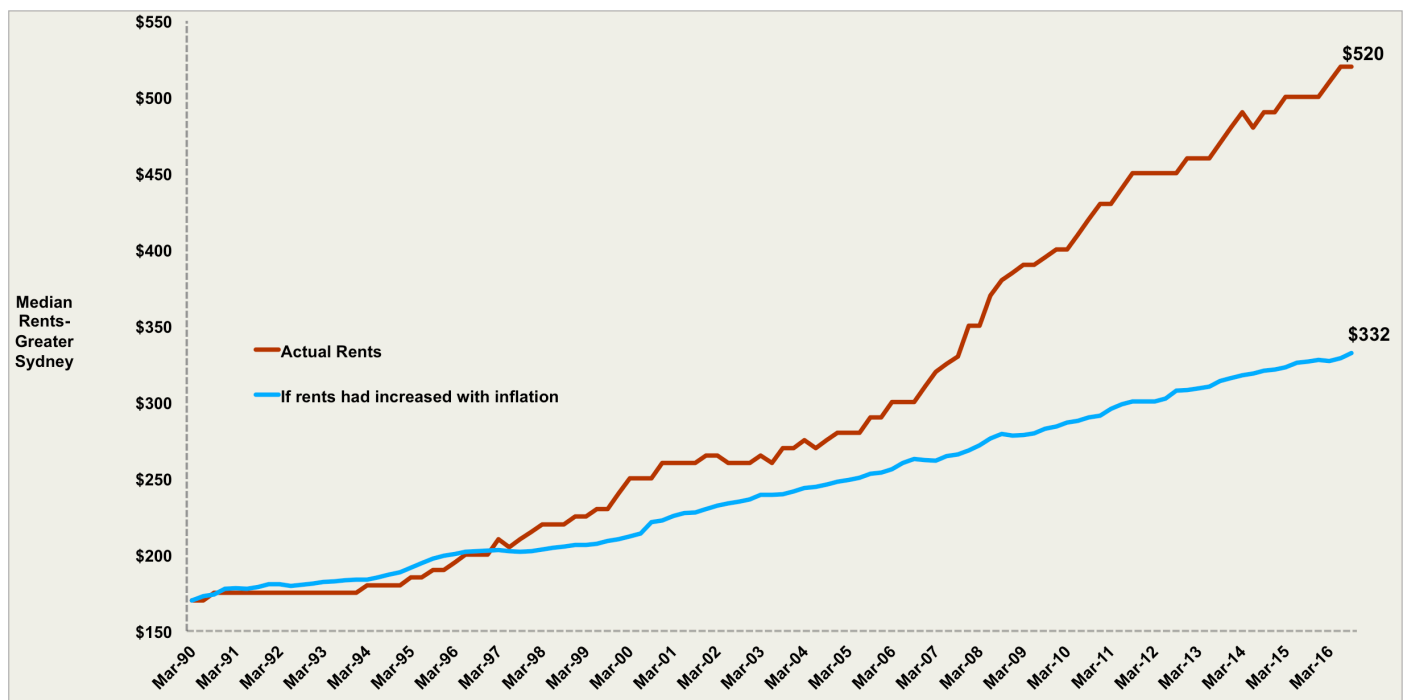
Bonds & Rents over time

Looking at the bond data gives context for rent levels. For instance, in the generally more expensive Inner Ring of Sydney the majority of rented dwellings are units, which in large part accounts for the high cost of units compared to houses across the city.

Note: There are approximately a third of all bonds which were not identified as units or houses on their bond lodgment form. These are included in the All Dwellings count.

For the rents tables we have chosen two bedroom units and three bedroom houses because of the consistent use of those data sets over time, as well as the high proportion of all dwellings they represent.

They are listed by Local Government Areas, with summaries for the Inner, Middle and Outer Rings, and the rest of the Greater Metropolitan Region.

Units	Bonds Held Sep 2016	Increase over the last year	5 years average yearly increase	10 years average yearly increase	20 years average yearly increase
SYD Inner Ring	103540	5.05%	3.46%	1.83%	4.44%
SYD Middle Ring	81019	9.90%	6.22%	3.94%	5.26%
SYD Outer Ring	53772	6.14%	3.55%	2.66%	4.12%
Newcastle	5259	2.55%	1.25%	0.97%	1.77%
Wollongong	7839	3.06%	1.48%	1.59%	2.58%
Rest of NSW	47660	2.08%	0.77%	1.46%	2.59%
Total NSW	299089	5.90%	3.56%	2.40%	4.10%

Houses	Bonds Held Sep 2016	Increase over the last year	5 years average yearly increase	10 years average yearly increase	20 years average yearly increase
SYD Inner Ring	11236	9.54%	2.45%	1.91%	2.65%
SYD Middle Ring	27098	5.53%	3.25%	1.67%	1.75%
SYD Outer Ring	85456	7.47%	4.74%	2.82%	4.16%
Newcastle	6552	2.57%	1.99%	0.58%	2.02%
Wollongong	5576	5.39%	2.23%	1.90%	3.30%
Rest of NSW	97157	3.78%	2.82%	3.12%	4.39%
Total NSW	233075	5.61%	3.48%	2.65%	3.71%

All Dwellings	Bonds Held Sep 2016	Increase over the last year	5 years average yearly increase	10 years average yearly increase	20 years average yearly increase
SYD Inner Ring	181960	4.12%	2.70%	1.81%	2.99%
SYD Middle Ring	162658	6.40%	4.91%	3.52%	3.92%
SYD Outer Ring	206697	5.41%	3.96%	2.88%	4.23%
Newcastle	20789	3.23%	2.16%	2.12%	3.09%
Wollongong	19007	3.94%	2.07%	2.25%	2.62%
Rest of NSW	199776	2.70%	2.25%	3.16%	4.04%
Total NSW	790887	4.52%	3.29%	2.77%	3.73%

Source: Rent and Sales Report

TENANTS' UNION OF NEW SOUTH WALES

Median Rents All Units	Sept 2016 New Bonds	Sept 2016 Median Rent	Increase over the last year	5 years average yearly increase	10 years average yearly increase	20 years average yearly increase
Inner Ring LGAs	**10914**	**600**	**4.35%**	**3.53%**	**7.14%**	**8.04%**
Ashfield	338	**460**	4.55%	3.29%	7.69%	8.53%
Botany Bay	388	**570**	-5.00%	6.98%	11.92%	10.83%
Lane Cove	296	**540**	3.85%	4.55%	8.00%	7.56%
Leichhardt	348	**550**	3.77%	3.91%	5.71%	10.71%
Marrickville	733	**490**	8.89%	5.13%	9.60%	11.33%
Mosman	275	**615**	9.82%	5.36%	7.57%	7.30%
North Sydney	1287	**600**	3.45%	2.64%	6.44%	6.32%
Randwick	1305	**595**	3.48%	3.80%	7.50%	7.93%
Sydney	4344	**630**	5.00%	2.91%	6.58%	8.13%
Waverley	980	**680**	8.80%	4.73%	8.89%	8.60%
Woollahra	620	**660**	5.60%	2.96%	6.92%	7.45%
Middle Ring LGAs	**8854**	**510**	**6.25%**	**4.29%**	**8.21%**	**9.17%**
Auburn	753	**500**	11.11%	5.00%	7.24%	11.13%
Bankstown	313	**420**	5.00%	4.00%	6.80%	6.05%
Burwood	275	**570**	7.55%	5.33%	7.81%	10.41%
Canterbury	852	**410**	3.80%	4.85%	11.03%	8.67%
Canada Bay	755	**600**	1.69%	1.43%	5.69%	7.50%
Hunters Hill	43	**590**	3.51%	7.60%	7.88%	7.29%
Hurstville	500	**480**	11.63%	5.26%	9.20%	8.71%
Kogarah	262	**480**	0.52%	2.86%	6.84%	7.31%
Ku-Ring-Gai	321	**620**	5.08%	1.75%	9.38%	7.78%
Manly	479	**700**	9.38%	5.45%	8.42%	9.00%
Parramatta	1409	**460**	4.55%	4.21%	8.04%	8.14%
Rockdale	1053	**530**	8.16%	6.50%	8.93%	9.32%
Ryde	857	**490**	4.26%	4.81%	8.85%	9.00%
Strathfield	347	**520**	4.00%	3.64%	6.77%	8.68%
Willoughby	635	**615**	6.03%	3.65%	6.18%	6.60%
Outer Ring LGAs	**5424**	**420**	**2.44%**	**3.33%**	**6.80%**	**8.13%**
The Hills	349	**530**	1.92%	3.56%	7.10%	10.14%
Blacktown	371	**375**	6.38%	2.73%	7.05%	8.89%
Blue Mountains	58	**320**	14.29%	6.67%	11.33%	8.91%
Camden*	38	**390**	-2.50%	8.62%	12.61%	10.60%
Campbelltown	191	**350**	2.94%	6.92%	11.21%	9.00%
Fairfield	364	**330**	0.00%	2.76%	8.86%	7.69%
Gosford	404	**350**	2.94%	4.14%	6.67%	7.07%
Hawkesbury	62	**320**	6.67%	3.70%	7.78%	6.85%
Holroyd	472	**420**	2.44%	3.33%	7.87%	7.73%
Hornsby	434	**500**	4.17%	4.10%	6.67%	7.50%
Liverpool	471	**370**	2.78%	3.87%	9.47%	9.23%
Penrith	285	**310**	-3.13%	3.40%	8.24%	7.40%
Pittwater	194	**550**	2.80%	4.44%	7.19%	8.10%
Sutherland	658	**450**	2.27%	2.78%	6.67%	6.84%
Warringah	796	**550**	4.76%	4.44%	6.67%	8.41%
Wollondilly*	16	**320**	5.79%	4.62%	9.39%	8.33%
Wyong	261	**325**	8.33%	5.00%	8.06%	8.54%
Rest of Greater Metropolitan Region	**1974**	**320**	**3.23%**	**2.86%**	**6.84%**	**8.33%**
Kiama	51	**390**	0.00%	6.00%	8.57%	10.00%
Lake Macquarie	212	**295**	0.00%	2.69%	6.39%	7.83%
Maitland	104	**270**	8.00%	1.60%	5.21%	7.27%
Newcastle	612	**325**	-1.52%	0.31%	6.25%	8.00%
Port Stephens	114	**275**	-1.79%	2.00%	6.18%	6.96%
Shellharbour	80	**320**	6.67%	6.67%	9.39%	8.33%
Wollongong	716	**350**	6.06%	5.00%	8.92%	9.00%

Source: Rent and Sales Report
*denotes too small sample size, estimated median rent.

TENANTS' UNION
OF NEW SOUTH WALES

Median Rents All houses	Sept 2016 New Bonds	Sept 2016 Median Rent	Increase over the last year	5 years average yearly increase	10 years average yearly increase	20 years average yearly increase
Inner Ring LGAs	**1191**	**875**	**1.18%**	**2.93%**	**8.11%**	**8.44%**
Ashfield	46	**750**	-4.11%	2.22%	7.50%	7.50%
Botany Bay	57	**760**	7.14%	4.19%	7.86%	8.89%
Lane Cove	62	**900**	-2.11%	3.25%	5.56%	7.92%
Leichhardt	177	**835**	1.88%	3.45%	7.72%	8.58%
Marrickville	221	**800**	2.13%	3.23%	8.95%	8.85%
Mosman*	41	**1675**	18.40%	0.58%	12.16%	9.51%
North Sydney	64	**970**	6.25%	8.33%	9.47%	9.17%
Randwick	188	**998**	-1.04%	2.35%	9.00%	8.57%
Sydney	173	**797**	0.63%	4.62%	9.28%	8.45%
Waverley	77	**1300**	-2.00%	4.50%	7.31%	8.76%
Woollahra	85	**1395**	14.42%	3.80%	4.88%	5.63%
Middle Ring LGAs	**2403**	**600**	**2.50%**	**3.21%**	**7.57%**	**7.30%**
Auburn	157	**500**	14.00%	5.33%	11.11%	9.25%
Bankstown	378	**500**	4.00%	3.64%	8.57%	7.38%
Burwood	41	**650**	0.00%	2.61%	7.57%	7.50%
Canterbury	232	**580**	0.88%	3.00%	7.56%	7.50%
Canada Bay	114	**750**	-3.00%	2.05%	7.43%	7.13%
Hunters Hill	26	**900**	-5.00%	4.36%	3.77%	8.57%
Hurstville	140	**600**	2.63%	4.00%	8.00%	7.19%
Kogarah	80	**570**	0.42%	3.08%	6.67%	7.00%
Ku-Ring-Gai	246	**1000**	1.70%	4.59%	8.17%	8.06%
Manly	85	**1250**	-4.00%	4.55%	7.14%	10.19%
Parramatta	355	**500**	0.00%	2.22%	7.24%	6.63%
Rockdale	178	**600**	6.90%	2.55%	7.71%	7.65%
Ryde	205	**665**	0.00%	2.41%	7.11%	7.04%
Strathfield	41	**700**	-1.52%	4.07%	7.33%	7.26%
Willoughby	125	**1100**	10.00%	6.83%	8.49%	8.75%
Outer Ring LGAs	**8818**	**480**	**2.13%**	**4.00%**	**7.78%**	**7.97%**
The Hills	557	**650**	1.54%	2.96%	6.50%	7.00%
Blacktown	1444	**450**	0.00%	3.68%	8.00%	7.50%
Blue Mountains	304	**420**	0.60%	4.14%	8.37%	8.20%
Camden	472	**510**	0.00%	3.11%	7.93%	9.05%
Campbelltown	643	**420**	0.00%	3.33%	7.50%	7.00%
Fairfield	476	**450**	0.00%	2.50%	8.00%	7.16%
Gosford	741	**470**	0.00%	4.32%	6.98%	7.50%
Hawkesbury	202	**463**	0.00%	3.68%	7.65%	7.50%
Holroyd	272	**480**	0.00%	2.86%	8.11%	7.31%
Hornsby	367	**660**	0.75%	3.28%	7.76%	7.05%
Liverpool	605	**500**	0.00%	2.22%	7.86%	7.50%
Penrith	948	**450**	0.00%	3.68%	7.65%	7.50%
Pittwater	152	**993**	-2.16%	4.13%	6.45%	7.93%
Sutherland	308	**660**	3.08%	2.33%	6.96%	7.88%
Warringah	270	**900**	1.69%	3.68%	6.98%	8.24%
Wollondilly	131	**450**	6.50%	7.14%	9.59%	9.84%
Wyong	926	**400**	2.56%	4.24%	7.39%	7.50%
Rest of Greater Metropolitan Region	**3450**	**400**	**0.00%**	**2.22%**	**6.00%**	**7.50%**
Kiama	68	**500**	0.50%	3.81%	7.86%	8.89%
Lake Macquarie	802	**400**	0.00%	2.86%	6.67%	8.33%
Maitland	369	**380**	0.00%	0.27%	5.20%	7.67%
Newcastle	720	**400**	5.00%	2.70%	6.80%	8.55%
Port Stephens	339	**400**	5.26%	2.86%	6.67%	8.33%
Shellharbour	263	**460**	9.52%	5.56%	8.40%	8.53%
Wollongong	561	**470**	4.35%	5.26%	8.11%	8.33%

Source: Rent and Sales Report

TENANTS' UNION
OF NEW SOUTH WALES

Regional Rents

The following tables show two bedoom units and three bedroom houses median rents across 15 Local Government Areas containing the most populous regional centres in New South Wales.

We have restricted our analysis here to 15 regional centres due to the small numbers of bonds lodged in a quarter in some areas of New South Wales. The Rent and Sales Report does contain all Local Government Areas across the state.

Unlike the Sydney Greater Metropolitan Region, data prior to 1998 is no longer easily accessible. We intend to include older data in future editions.

2 bedroom units	Median Rent Mar 2016	Increase over the last year	5 years average yearly increase	10 years average yearly increase
Albury	190	0.00%	3.38%	3.57%
Coffs Harbour	280	0.00%	4.35%	6.47%
Wagga Wagga	223	1.14%	0.23%	5.34%
Port Macquarie-Hastings	290	1.75%	4.17%	7.06%
Tamworth Regional	240	0.00%	2.86%	5.00%
Orange	240	5.49%	0.21%	4.55%
Wingecarribee	310	-1.59%	4.80%	7.71%
Dubbo	230	9.52%	6.29%	7.69%
Bathurst Regional	260	4.00%	4.76%	5.03%
Shoalhaven	260	-3.70%	4.76%	6.25%
Lismore	240	4.35%	0.87%	5.48%
Greater Taree	240	4.35%	5.26%	6.00%
Ballina	330	3.94%	4.44%	5.00%
Armidale Dumaresq	230	-2.13%	1.90%	5.86%
Goulburn Mulwaree	240	9.09%	8.24%	7.78%

3 bedroom houses	Median Rent Mar 2016	Increase over the last year	5 years average yearly increase	10 years average yearly increase
Albury	280	0.00%	0.93%	2.73%
Coffs Harbour	390	2.63%	2.94%	5.29%
Wagga Wagga	308	2.67%	1.24%	2.83%
Port Macquarie-Hastings	395	0.64%	3.24%	6.12%
Tamworth Regional	310	0.00%	2.14%	4.76%
Orange	310	-3.13%	-1.21%	4.09%
Wingecarribee	460	15.00%	7.06%	10.91%
Dubbo	315	1.61%	4.23%	5.75%
Bathurst Regional	320	0.00%	2.07%	4.55%
Shoalhaven	350	6.06%	5.00%	6.67%
Lismore	340	3.03%	2.30%	4.17%
Greater Taree	320	4.92%	3.70%	5.24%
Ballina	450	7.14%	5.00%	5.00%
Armidale Dumaresq	330	0.00%	2.00%	5.00%
Goulburn Mulwaree	330	6.45%	3.57%	6.92%

Source: Rent and Sales Report

TENANTS' UNION OF NEW SOUTH WALES

Sources:

Family and Community Services, 1995-2016, *Rent and Sales Report Nos. 35, 36, 77, 97, 113, 117.*

Rent and Sales Reports are available here: http://www.housing.nsw.gov.au/about-us/reports-plans-and-papers/rent-and-sales-reports

Australian Bureau of Statistics, 2016, *Consumer Price Index: 6401.0, Table 9.*

Australian Property Monitors, 2010, *Rental Report, December 2010*
Australian Property Monitors, 2011, *Rental Report, March 2011*
Australian Property Monitors, 2011, *Rental Report, June 2011*
Australian Property Monitors, 2011, *Rental Report, September 2011*
Australian Property Monitors, 2011, *Rental Report, December 2011*
Australian Property Monitors, 2012, *Rental Report, March 2012*
Australian Property Monitors, 2012, *Rental Report, June 2012*
Australian Property Monitors, 2012, *Rental Report, September 2012*
Australian Property Monitors, 2012, *Rental Report, December 2012*
Australian Property Monitors, 2013, *Rental Report, March 2013*
Australian Property Monitors, 2013, *Rental Report, June 2013*
Australian Property Monitors, 2013, *Rental Report, September 2013*
Australian Property Monitors, 2013, *Rental Report, December 2013*
Australian Property Monitors, 2014, *Rental Report, March 2014*
Australian Property Monitors, 2014, *Rental Report, June 2014*

Domain Group and Australian Property Monitors, 2014, *Domain Group Rental Report, September 2014*
Domain Group and Australian Property Monitors, 2014, *Domain Group Rental Report, December 2014*
Domain Group and Australian Property Monitors, 2015, *Domain Group Rental Report, March 2015*
Domain Group and Australian Property Monitors, 2015, *Domain Group Rental Report, June 2015*
Domain Group and Australian Property Monitors, 2015, *Domain Group Rental Report, September 2015*
Domain Group and Australian Property Monitors, 2015, *Domain Group Rental Report, December 2015*
Domain Group and Australian Property Monitors, 2015, *Domain Group Rental Report, March 2016*
Domain Group and Australian Property Monitors, 2015, *Domain Group Rental Report, June 2016*
Domain Group and Australian Property Monitors, 2015, *Domain Group Rental Report, September 2016*

NSW Fair Trading, 2016, *Rental Bond Board Annual Report 2015-16*

SQM Research, *Weekly Rents Index*, Accessed 16th January 2017,
<http://www.sqmresearch.com.au/weekly-rents.php?region=nsw%3A%3ASydney&type=c&t=1>

Disclaimer

The Tenant's Union of NSW has taken care in reporting accurately and providing analysis based on the publications of others. If an error exists, please get in touch below.

Information on this publication remains the copyright of the Tenants' Union of NSW, unless stated otherwise.

For further information about this publication contact Tenants' Union of NSW, (02) 8117 3700, leo.patterson.ross@tenantsunion.org.au