

# Tenants have rights

About your rights when you rent in NSW



**Easy Read**

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This information is only an info guide.

You should not use it instead of legal advice.

**Legal advice** is when you speak to someone like a lawyer about your rights.

This information is only meant for people who live in NSW.

# About your rights when you rent in NSW



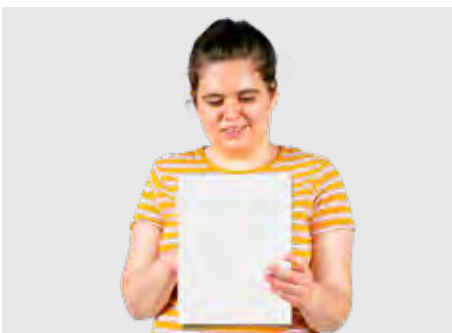
This is information about your rights as a tenant in NSW.



A **tenant** is someone who rents a house or unit to live in.



There are laws about your rights when you rent.



This info sheet tells you

- What your rights are when you rent
- What you must do as a tenant

# When you move in



These are your rights when you move into a new place.



The landlord needs to make sure that the place is safe and clean when you move in.



The **landlord** is the person who owns the place that you are renting.



The landlord must give you a copy of your residential tenancy agreement.



The **residential tenancy agreement** says what the rules are for you and the landlord.

We will say **tenancy agreement** for short.



All landlords must use the same agreement.

They must not make up their own.



The landlord must give you the condition report.



The **condition report** says what each room of the place looks like.

It will list things that are broken or have scratches.



You should not pay more than 2 weeks of rent before you move in.



You should not pay more than 4 weeks of rent as bond.



**Bond** is money that NSW Fair Trading keeps for you until you move out.



**NSW Fair Trading** look after the bonds of all tenants.



The landlord can use some or all of the bond

- To fix things that you broke when you lived in the place
- If you stop paying rent

## Rules for you when you move in



These are things you should do when you move into a new place.



Look at the condition report when you move in.



Walk through your new place and add things you see that are not in the report.



This is important in case there are issues when you move out.



Send 1 copy back to the landlord within 7 days.

# When you live in the place

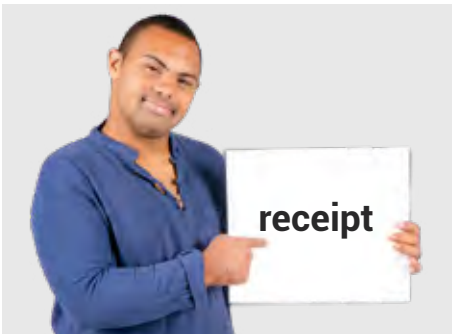


These are your rights while you rent a place.



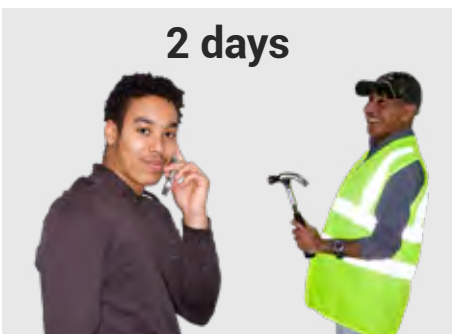
You have the right to

- Be the only tenant at the place
- Be safe where you live
- Get things fixed quickly



The landlord must give you a receipt if you pay your rent in person or with a cheque.

A **receipt** says how much you paid and when.



The landlord must tell you 2 days before someone comes to fix things.

This is not for repairs that need to happen straight away.





The landlord must tell you 7 days before an inspection.



**Inspection** means the landlord or agent comes to check that everything is ok with the place.



The landlord can only ask for more rent if

- It says so in the agreement
- They tell you enough time before

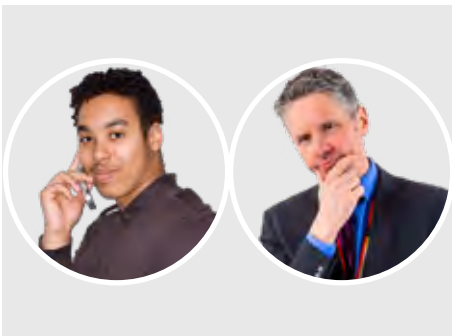


You can try to say no to pay more rent.



You can ask the NSW Civil and Administrative Tribunal for help.

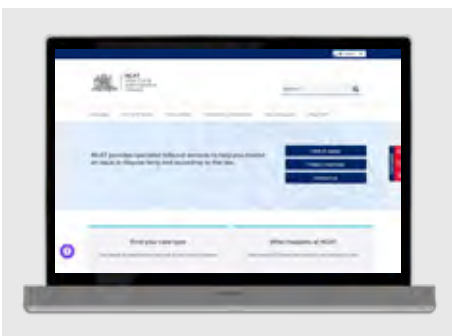
**Tribunal** for short.



The **Tribunal** sorts out issues between tenants and their landlord.



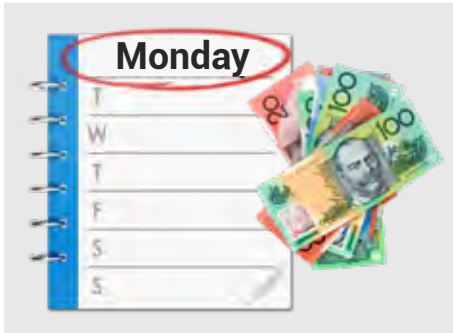
You must apply to the Tribunal to ask them for help.



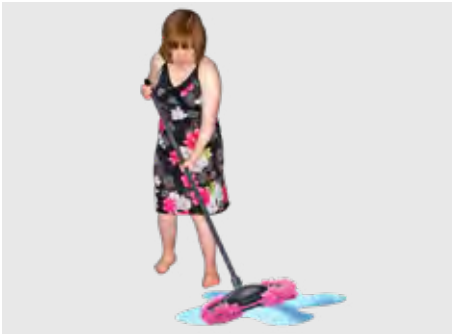
To find the address or email address for your area go to

**[www.ncat.nsw.gov.au/ncat/about-ncat/contact-us.html](http://www.ncat.nsw.gov.au/ncat/about-ncat/contact-us.html)**

## Rules for you when you live at a place



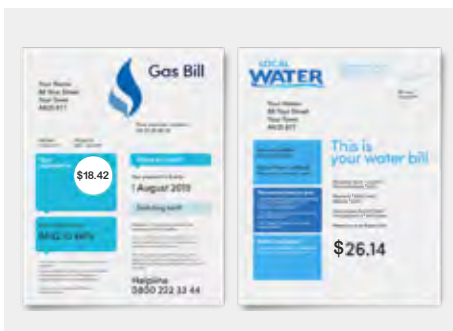
You must pay rent on time.



You must look after the place.



You must tell the landlord if something needs to be fixed.



You must pay your bills for things like water or gas.



You must not use the place to do anything that is against the law.



You must ask the landlord first before you

- Make any changes to the place
- Change the locks
- Make changes to the tenancy agreement



Changes to the tenancy agreement could be that you rent the place to someone while you are away.

# When you move out



These are your rights when you move out.



The landlord must write to you if they want you to move out.



If your tenancy agreement has an end date they must tell you 30 days before that date.



If the end date has passed they must tell you 90 days before they want you to move out.



They can ask you to move out if you did not stick to the tenancy agreement.



This could be if you did not pay rent on time.



Your landlord must tell you 2 weeks before you need to leave.

## Rules for you when you move out



You must tell the landlord in time if you want to move out.



To move out when your tenancy agreement ends you must tell your landlord 2 weeks before.

You must write to them.



You might have to pay a fee if you want to move out before your tenancy agreement ends.



If the end date of your agreement has passed you must tell your landlord 21 days before you want to move out.

# Tips to help when you rent



Make sure you read your tenancy agreement.



Ask someone you trust for help if you find it hard to understand.



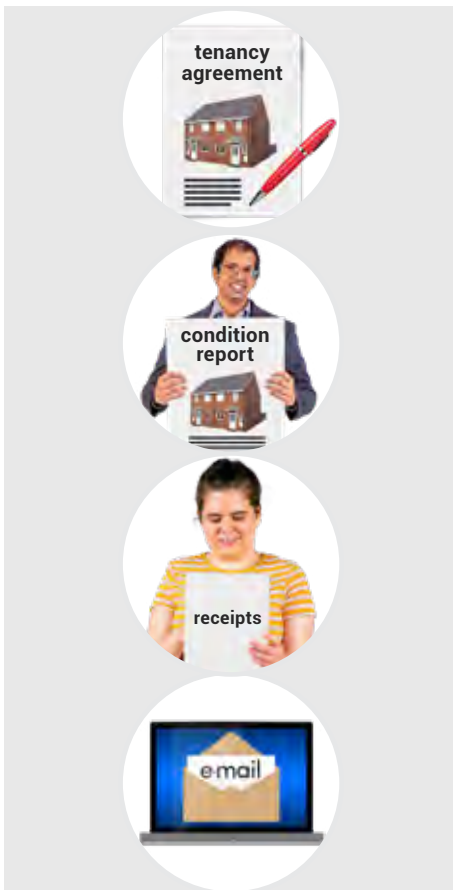
Tell your landlord or agent about any issues and what they should do about them.



Do not sign

- Any blank forms
- Anything you do not understand
- Anything you do not say yes to





Keep copies of

- Your tenancy agreement
- The condition report
- Receipts for rent or the bond
- Letters and emails between you and your landlord



Always go to the meeting if the Tribunal tells you to come.



You **cannot** stop paying rent if you are not happy with something.



If you stop paying rent the landlord can ask you to move out.

## More info and help



For more info sheets about renting go to our website

**[www.tenants.org.au](http://www.tenants.org.au)**



You can also contact a Tenants Advice and Advocacy Service where you live.

They are called **TAAS** for short.



They can help you with questions about renting and your rights.



To find a TAAS near you go to

**[www.tenants.org.au/get-advice](http://www.tenants.org.au/get-advice)**



If you need help in your language  
call **131 450**.



To contact NSW Fair Trading

- Call them on **133 220**
- Go to their website  
**[www.fairtrading.nsw.gov.au](http://www.fairtrading.nsw.gov.au)**

Council for Intellectual Disability made this document Easy Read. **CID** for short.  
You need to ask CID if you want to use any pictures in this document.  
You can contact CID at **[business@cid.org.au](mailto:business@cid.org.au)**.