

Tenants have rights

Your rights about repairs, access
and privacy



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.

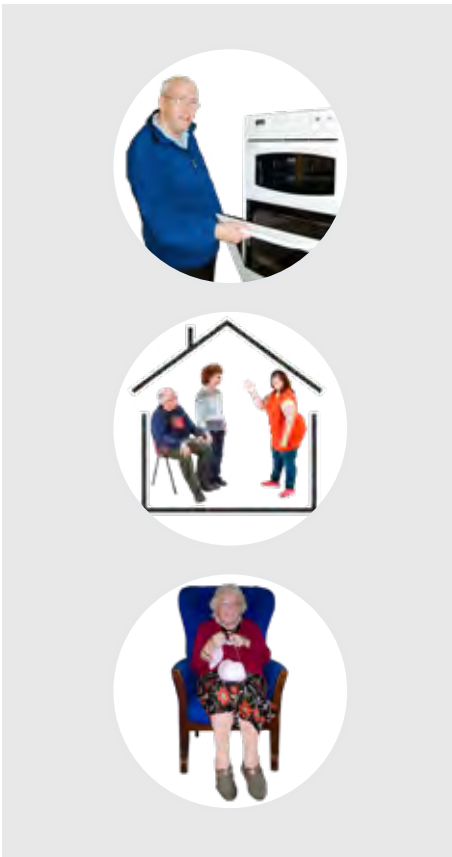
This information is only meant for people who live in NSW.

Your rights about repairs, access and privacy



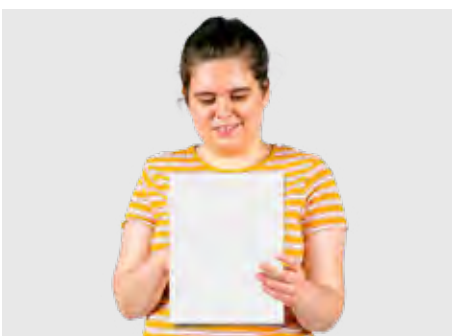
All tenants in NSW have rights.

Tenants are people who rent a unit or house to live in.



As a tenant you have the right to

- Get repairs done if things are broken
- Say who can come into your place and when
- Keep private in your place

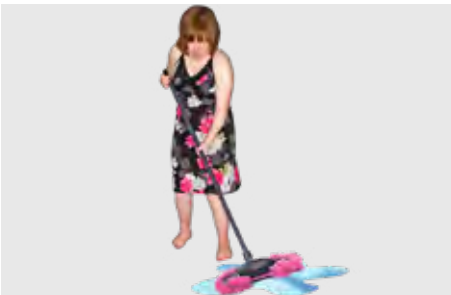


This info sheet tells you more about these rights.

What you need to do



These are the things you need to do when you rent a place.



You must keep the place clean.



You must tell the landlord or agent about anything the needs to be fixed.



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



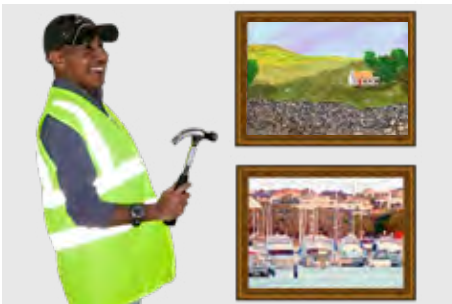
The **agent** is the person who looks after the place for the landlord.



You must make sure the place stays the same as it was when you moved in.



You need to ask the landlord in writing if you want to make small changes.



This might be to do things like putting nails or hooks in the wall.



Some things get older in a place like the carpet or paint.

That is ok and not your fault.



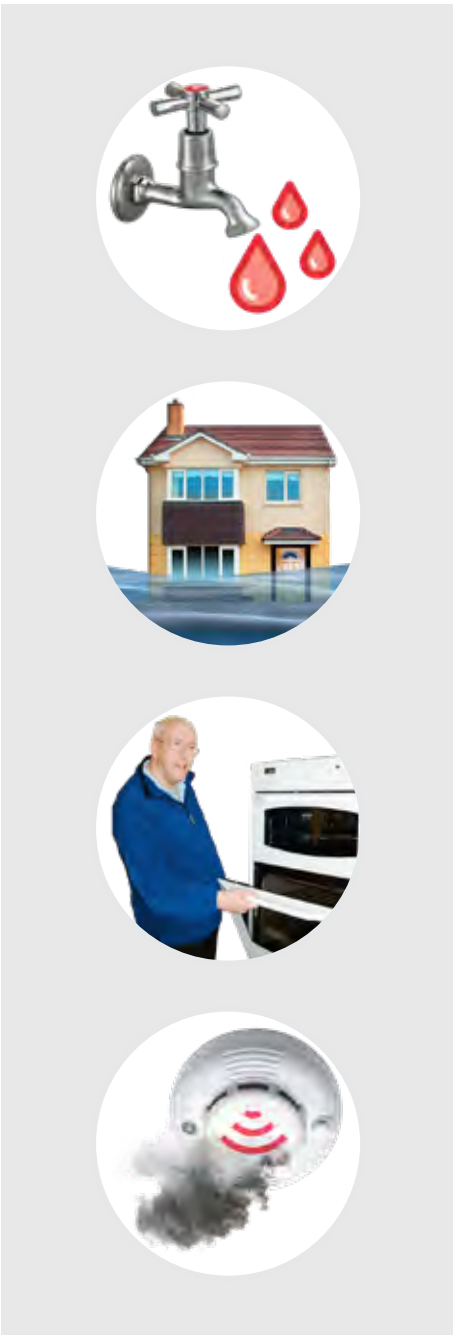
You need to look after the place well.

Make sure people who come to visit do not break things.

Getting repairs done quickly



Sometimes things need to get fixed quickly.



This could be things like

- Hot water or heating
- Damage from flood or fire
- Things for cooking and laundry
- Things that make your place not safe.



If something needs to get fixed quickly you must tell the landlord straight away.



Write to them about what needs to happen.



You can ask someone you trust to help you.



Keep a copy of anything you write to your landlord or agent.

What the landlord must do



The landlord must make sure your place

- Is clean
- Is safe
- Can be private and quiet



The landlord must make sure that all repairs are done to keep the place ok to live in.



This also means repairs

- Around the building like pipes and drains
- From 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.



Sometimes things break because you do not stick to your residential tenancy agreement.

The landlord does not have to pay to fix these.



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

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



The landlord must make sure that things in your tenancy agreement are working.



This could be things like making sure your phone, TV or internet work.



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



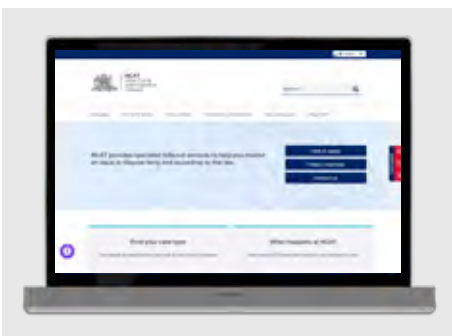
You can contact the Tribunal if the landlord does not

- Do the repairs you ask them to
- Pay for repairs you had to get done quickly



Tribunal is short for **NSW Civil and Administrative Tribunal.**

They sort out issues between tenants and landlords.



You can

- Call them on **1300 006 228**
- Go to their website
www.ncat.nsw.gov.au

Privacy and access



The landlord must make sure that your place is private.



You also have some say in who can come into your place and when.



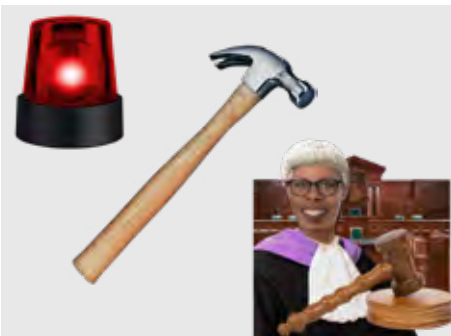
The landlord must let you know before if people need to go into your place.



This could be to do repairs or for an inspection.



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



It is ok for the landlord to go into your place without telling you if

- There is an emergency
- Something needs to be fixed quickly
- The Tribunal says they can

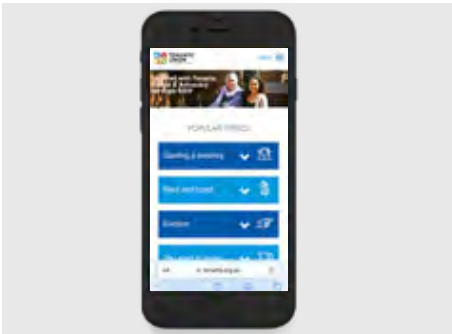


The landlord can go into your place if they tell you before.



They can do that even if you are not OK with it.

More info and help



For more info sheets about renting go to our website

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



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

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**.