

KOORI RENTERS KIT



**TENANTS'
UNION**
OF NEW SOUTH WALES



Koori Renters Kit

***A guide for Aboriginal and Torres Strait Islander People
to renting rules in so-called 'New South Wales'***

Published in **February 2026** by the Tenants' Union of NSW and the network of Aboriginal Tenants Advice and Advocacy Services (ATAASs) and generalist Tenants Advice and Advocacy Services (TAASs).
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Artwork: Over several years the Tenants' Union of NSW has been proud to commission and purchase a variety of tenancy-themed artworks by Aboriginal artists. We extend our gratitude and thanks to the artists whose work features in this kit: Steven Bassett, Patricia Blackman, Luke Penrith, Debra Beale, and Pauline Syron-Coxon. For more detail see individual artworks or our website: tenants.org.au/tu/aboriginal-artworks

Legal disclaimer: This resource is a guide to the law and should not be used as a substitute for legal advice. It applies to people who live in, or are affected by, the law as it applies in New South Wales, Australia.

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Contents



Acknowledgement of Country	4
Introduction	6
1. When you start renting	7
2. Pets	12
3. Rental bond	14
4. Domestic violence	18
5. Repairs	21
6. Avoiding problems when renting	26
7. If the landlord wants to evict you	32
8. The NSW Civil and Administrative Tribunal	40
Who are the Tenants' Union and the Aboriginal Tenants Advice & Advocacy Services?	46



Acknowledgement of Country

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This kit was prepared in Gadigal, Dharawal, and Darkinjung Countries. 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. The Tenants' Union of NSW'S office is in 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.

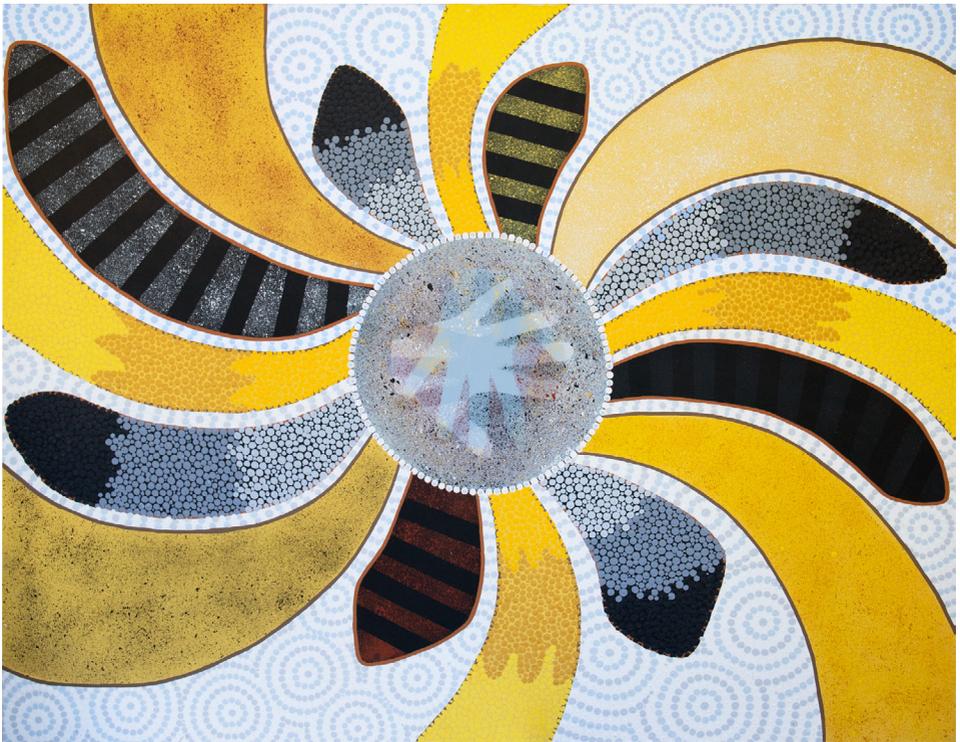
We acknowledge that as a result of government policies and practices, Aboriginal and Torres Strait Islander Peoples have been dispossessed from Country without compensation. Aboriginal and Torres Strait Islander Peoples are also over-represented in NSW renter households.

We acknowledge the significant and ongoing disadvantage experienced as a result of historical and current government policies and systemic racism, and recognise the profound impact this has on tenancy security and access to safe, stable housing.

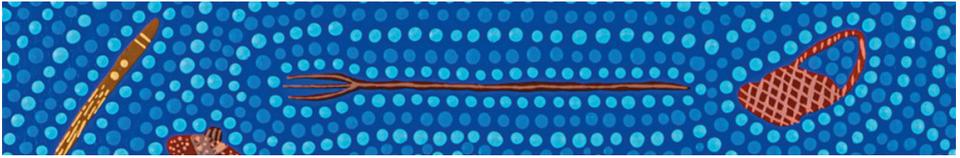
We acknowledge that a lack of support for non-tenancy issues such as intergenerational trauma, mental health issues, financial hardship, substance dependence, family violence, and disabilities can often lead to an escalation of tenancy issues and result in tenants receiving termination notices and/or 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 and we commit to actively support Aboriginal people in their struggle for Treaty, Voice and Truth.



"Everyone's journey moves differently, yet all paths are connected by a shared centre - home." Artwork by Steve Bassett & Patricia Blackman (Wakka Wakka, Gooreng Gooreng).



Introduction

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This kit is designed for Aboriginal and Torres Strait Islander renters, community supporters and advocates. It is published by the **Tenants' Union of NSW**, in collaboration with the network of **Aboriginal Tenants Advice and Advocacy Services**.

We made this kit because Aboriginal and Torres Strait Islander People are often renters, but are also often under-supported and continue to experience systemic racism, housing insecurity, and the ongoing impacts of colonisation, dispossession, and harmful government policies.

This kit aims to provide clear, practical, and culturally-informed information about renting laws in NSW, so mob know their rights, responsibilities, and options.

We hope to support self determination, reduce evictions, and strengthen the ability of Aboriginal and Torres Strait Islander tenants and their advocates to:

- challenge unfair treatment,
- access repairs,
- protect bonds and,
- navigate processes like the NSW Civil and Administrative Tribunal (NCAT) with confidence and support.

We don't always agree with the way the rental system works, but we want renters to understand the law – so that you know your rights and can make a good, secure home!



When you start renting

WHAT SHOULD THE LANDLORD/AGENT GIVE YOU?

The most important document you will be given is a **rental agreement**, also called a **tenancy agreement** or **lease**. This says what you can and can't do when you rent a place according to tenancy law. It also says what the landlord has to do.

Your agreement should be in writing so you can keep it in a safe place. It's a good idea to read it carefully and ask questions if you don't understand anything in it. Look out for any parts that have been crossed out, or additional terms. The landlord or agent should also give you the **New Tenant Checklist** – this is a list of things you need to think about before you sign the agreement. Please refer to page 8 of the **Tenant Info Statement** to find the checklist.

The landlord must sign an information statement accepting their rights and responsibilities as your landlord. Social housing providers do not have to sign this statement (including Homes NSW, community housing providers, and the Aboriginal Housing Office).

You and the landlord (or agent) both need to sign the agreement. Then the landlord or agent should give you:

- a copy of the agreement
- **keys** for each tenant named in the agreement.

HOW MUCH DO YOU HAVE TO PAY?

The amount you will have to pay before you move in will depend on whether you are renting privately – from a landlord or agent – or from Homes NSW or another social housing provider.

Private renters

Before you move in you will need money for:

- up to **2 weeks rent in advance**
- the **bond** – the most they can ask for is an amount equal to **4 weeks rent**

Example: Say you are going to pay \$300 per week to rent a house. Before you move in, the most you will have to pay is:

- 2 weeks rent in advance: $\$300 \times 2 = \600
- Bond: $\$300 \times 4 = \$1,200$
- TOTAL = \$1,800

Homes NSW or Aboriginal Housing Office renters

In most cases, you will only have to pay **2 weeks rent before you move in** (rent in advance). However, some tenants may be required to pay a **bond**. For more information visit the Homes NSW website.

Getting help from Rentstart

You may be able to get help to pay the bond and rent in advance from Rentstart. This is a government loan scheme for people in need. Phone Homes NSW on 1800 422 322.

Holding fees

You may be asked, and you may decide, to pay a **holding fee** when you apply – this is to make sure you get the place. The most they can ask for is **1 week's rent**. This money should go towards the rent from the day your agreement starts. You probably won't get the money back if you change your mind and don't move in. If **they** change their mind they must return the money in full.

Fees for background checks?

When you apply for a rental property, you can't be asked to pay for your background check. This rule is meant to stop rental application platforms asking renters to pay for background checks to boost their chances of getting approved.

Rent

You have to pay some rent before you move in (**2 weeks** at the most). If you paid a holding fee then that should come off the 2 weeks rent.

Landlords have to offer you a **fee-free and accessible option** for paying your rent. This includes methods such as **bank transfers** and **Centrepay**, so you have choices for paying your rent without getting charged extra fees.

Throughout your tenancy, you have an obligation to pay rent on the **due date** set out in your tenancy agreement. On the due date you are required to pay at least **2 weeks in advance**. However you do not need to be 2 weeks in advance at all times – **only on the due date**. From that point, your rent in advance will then be used up over the next two weeks, until the next due date. It is your choice if you want to pay more than 2 weeks rent in advance, but you cannot be made to do so.

If you fall behind on your rent, then you are in breach of your tenancy agreement. This can lead to eviction, however there are steps you can take to save your tenancy. Contact your local Aboriginal Tenants Advice and Advocacy Service for advice.

If the landlord/agent is doing something wrong (such as not doing repairs, or demanding an invalid or excessive rent increase), the best strategy is to keep paying your rent while using the correct legal process to challenge the problem.

Other charges

Tenancy law and your tenancy agreement set out rules about who pays for **water, energy, and other utilities**. If you are required to pay a utility charge, it will usually be a separate payment to your rent, with a different due date. At the start of your tenancy, you may need to contact utility services to set up an account.

WHAT IS A CONDITION REPORT?

When you move in you should be given a condition report. It sets out what the place is like, including any problems with the property. The report may already be filled in – you need to check it carefully to make sure it's right.

The condition report is an **important record**. It will be useful if the landlord asks you to pay for damage that was already there, or if they won't give you your bond back when you leave.

Fill in **2 copies**, one for yourself and one for the landlord or agent. Get someone to help you if you need to.

You must complete your condition report and return one copy to the landlord or agent **within 7 days of getting the keys**.

Go through the place room by room and check the outside as well.

Write down all the problems you see – like stained carpet, leaking taps or lights that don't work. Take photos of any damage if you can.

The landlord or agent might promise to fix or clean things up and you should put this in the condition report.

If the landlord/agent does not give you a condition report, write a detailed report on the condition of the house yourself, **take photos**, and have a witness sign and date it. **Keep your copy in a safe place**.

HOW LONG CAN YOU RENT FOR?

Private renters

The rental agreement sets out how long you can stay. There are two types of lease:

- fixed term – for a specified period (e.g. 12 months)
- periodic – ongoing, no fixed term is specified

At the end of a fixed-term, the agreement automatically becomes periodic (ongoing), unless it is ended. In other words, you can continue to stay after the fixed term ends if you or the landlord don't end the agreement.

Homes NSW or Aboriginal Housing Office renters

How long you can rent for will depend on when you moved in. If you moved in:

- before 1 July 2005 – usually means you can stay as long as you like
- 1 July 2005 – Homes NSW previously offered fixed-term leases of 2, 5, or 10 years (depending on need), with eligibility to stay reviewed at the end of that period. As of 2026, Homes NSW has advised that its eligibility assessment policy has changed to be more flexible, so its best to contact your local tenancy advice and advocacy service to confirm your current position.

MORE INFO



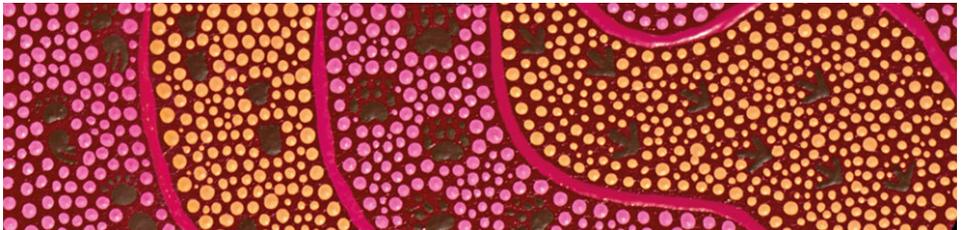
Tenants' Union of NSW – tenants.org.au

- [Starting a tenancy](#)
- [Rent payment](#)
- [New Renters Kit](#)



NSW government – nsw.gov.au/housing-and-construction/renting-a-place-to-live

- [Starting a tenancy](#)
- [Apply for housing assistance](#)





Pets

You can ask the landlord if you can have a pet, using the standard Pet Application Form available from the NSW government. The landlord can only say no if they have one of the following **valid reasons**:

- allowing the pet would lead to too many animals at the property
- the place is not suitable because fencing is not adequate, there is not enough open space or, the property would not allow the animal to be kept humanely,
- keeping the pet would likely cause damage that would cost more to repair than the amount of bond money,
- the landlord lives at the property,
- keeping the animal would break a law, regulation, local council order, by-law or community rule,
- you haven't agreed to a reasonable condition the landlord proposed.

If the landlord/agent doesn't agree or give a reason for refusal **within 21 days**, then your request is taken as **approved**.

Landlords can set **conditions** on you having a pet, but those conditions have to be **reasonable**. The landlord/agent can't charge extra rent or ask for a 'pet bond' if you get a pet.

If you don't agree with the reason for refusal given by the landlord or the conditions imposed, you can try negotiating with them, and you can challenge their response. You generally have about 28 days from receiving the landlords response (in Part B of the Form) to challenge it at the NSW Civil and Administrative Tribunal (NCAT). Make sure you have all your evidence, including your communications with the landlord about the request. The tribunal makes decisions based on the application of law to the evidence. If you are going to the tribunal it is a good idea to get advice from your local Tenants Advice Service.

MORE INFO



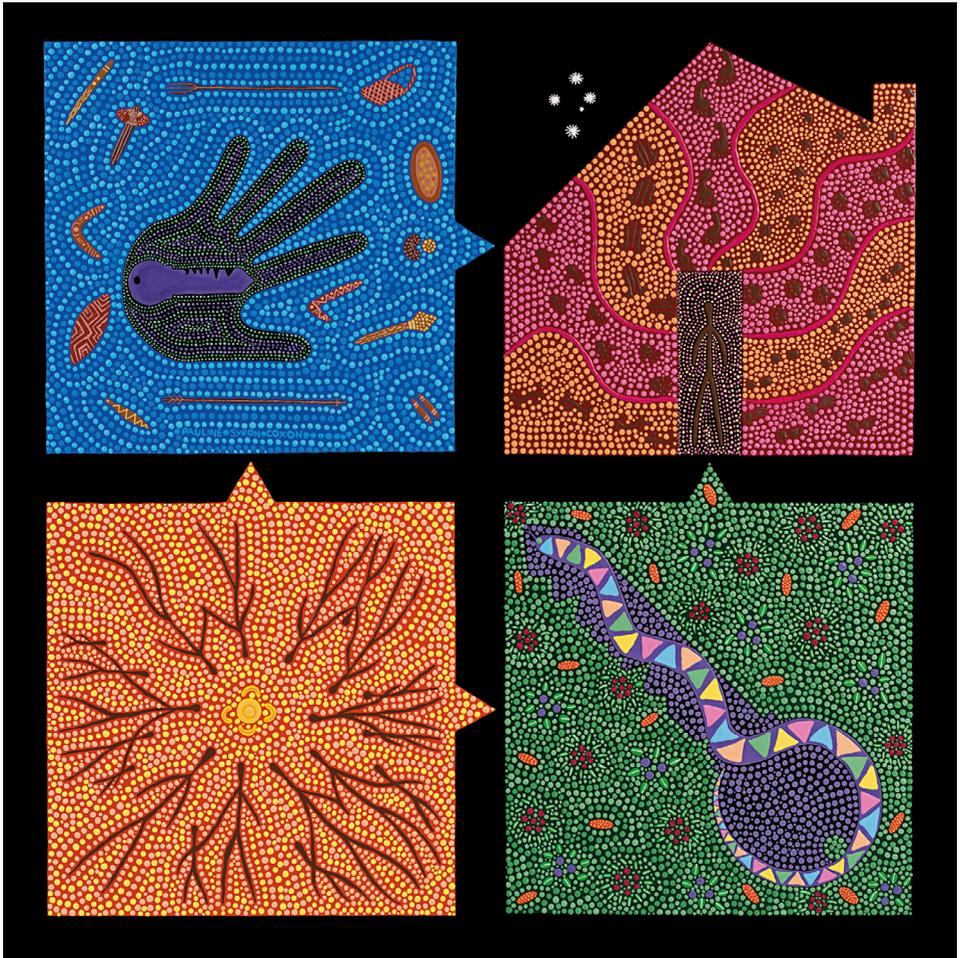
Tenants' Union of NSW – tenants.org.au

- [Pets](#)
- [Negotiating with the landlord](#)



NSW government – nsw.gov.au

- [Tenants keeping a pet in a rental property](#)
- [Application form to keep a pet in a rental property](#)



Community, Key to Success, Lending a Hand, and Making Tracks to Your Tenancy, Coming Home, by Pauline Syron-Coxon (Worimi, Biripi, and Gringai)



Rental bond

WHAT IS THE BOND?

The bond is money you pay when you start renting as a security.

Why do you pay the bond?

You pay it in case:

- you don't pay all your rent
- you damage the place, or your visitors do some damage.

The money is put aside to pay the landlord if these things happen.

Where does the bond go?

The landlord or agent should send your bond money to **NSW Fair Trading**. It is kept safe there until you move out. The landlord should not keep your bond money.

How much bond do you have to pay?

The most they can ask you to pay for the bond is **4 weeks rent**. If you are moving into Housing NSW or Aboriginal Housing, you ordinarily only have to pay **2 weeks rent before you move in** (rent in advance). However, some tenants may be required to pay a bond. For more information see the Homes NSW website.

HOW DO YOU PAY THE BOND?

The best way to pay the bond is through **Rental Bonds Online**. This is an online system managed by NSW Fair Trading. It is secure and allows payments through BPay and bank transfer. If you use Rental Bonds Online you can be sure the bond has been lodged correctly.

Another way you can pay the bond money is by giving it to the landlord or agent. Make sure they give you a receipt. Put the receipt in a safe place. The landlord or agent has to send a **Bond Lodgement Form** and the money to NSW Fair Trading.

NSW Fair Trading will send you an advice slip with a **bond number** and it will say how much you paid. Keep the slip in a safe place.

If the landlord agrees, you can also pay the bond in separate payments until you have paid it all.

Getting help from Rentstart

You may be able to get help to pay the bond and rent in advance from Rentstart. This is a government loan scheme for people in need. Phone Homes NSW on 1800 422 322.

Portable Bonds Scheme

In 2026 the NSW government plans to bring in a Portable Bonds Scheme, which will let you transfer your current rental bond to a new place rather than coming up with a second bond. When that happens we will update this kit.

WHAT CAN YOU DO DURING YOUR TENANCY TO PROTECT YOUR BOND?

- When you move in, **take lots of photos** and fill in the **condition report thoroughly**. Give a copy to the landlord or agent within 7 days of getting the keys. Keep your copy in a safe place.
- Keep a **good record** of what happens during the tenancy – such as when things break.
- Communicate with the landlord/agent when needed – preferably **in writing**. Tell them about any repairs that are needed
- Pay your **rent** on time
- Keep the property **reasonably clean and cared for**
- Give the right amount of **notice** when you want to move out.

HOW DO YOU GET YOUR BOND MONEY BACK WHEN YOU MOVE OUT?

The bond is your money and it should be returned to you in full, unless the landlord proves they have a **valid** claim.

You are responsible for any **damage** you have caused or allowed to happen, including by other occupants or guests. However you are not responsible for **normal wear and tear** – this is the normal ageing that happens to a property through everyday use or the forces of nature.

1. When you move out

Make sure you give the **correct notice** and time period for ending your tenancy. See our [Factsheet: How do I end my tenancy?](#)

When you move out, you should **return the place in a similar condition** to how it was when you started renting it, apart from normal wear and tear.

The condition report and photos from the tenancy's start are important, because they are proof of what the property was like when you got it.

When you move out, **take lots of photos** of how the place was when you leave it in case you have trouble later.

It's also a good idea to do a **final inspection** with the landlord/agent. You can get someone to be there with you. Fill in the **condition report** with the landlord or agent. You should have filled in a condition report when you moved in. You need to do another one when you move out – then the two reports can be compared.

2. Your bond claim

It's usually a good idea to claim your bond **as soon as you have moved out and returned the keys**. You can do this whether you and the landlord agree or disagree on the amount to be returned. You do not need to wait for the landlord/agent, although you might want to ask them to agree.

If you can **agree** with the landlord about the bond, you can get it back **more quickly** – usually within 24 hours of you both telling Fair Trading.

Put in your bond claim through **Rental Bonds Online** if that's how your bond was lodged at the start of the tenancy, or use the **Claim for**

Refund of Bond money form. You can get the form from NSW Fair Trading, Service NSW, your landlord/agent, or any real estate agent.

It's important to make sure that your **contact details** and bank account are correct with Rental Bonds Online or on the Claim for Refund of Bond money form. You can give the landlord/agent your forwarding address.

Do not sign a blank claim form. Make sure you know what the form says before you sign it.

3. If there is a disagreement

If you disagree with an amount the landlord/agent is claiming from your bond, start by **writing to them**. Tell them you disagree and:

- Ask for an itemised list of what they're claiming
- Request photos, quotes & receipts that support their claims

If they want to make a claim on your bond without your agreement, they must give you a copy of the condition report completed at the end of the tenancy agreement, and copies of estimates, quotes, invoices or receipts for work they are claiming, within 7 days of making the claim. They must consider normal wear and tear – how things wear out over time.

You may need to ask the **NSW Civil and Administrative Tribunal (NCAT)** to decide how the bond is paid out. If you are going to the Tribunal, it's a good idea to call your local Aboriginal Tenants Advice and Advocacy Service for advice first.

MORE INFO



Tenants' Union of NSW – tenants.org.au

**[Bond factsheet](#), [Bond Kit](#), [Bond Animation](#),
[How do I end my tenancy?](#)**



NSW government – nsw.gov.au

**[Residential rental bonds](#), [Rental Bonds Online](#),
[Getting your bond back at the end of a tenancy](#),
[Dealing with bond disputes for tenants](#),
[Fair wear and tear versus damage in rental properties](#).**



Domestic violence

Everyone deserves a safe home. Tenancy law can help victim-survivors of domestic violence in a number of ways. If you or your children are in danger and need to leave immediately, you can access crisis accommodation. You can call:

- Link2Home - 1800 152 152
- NSW DV line - 1800 65 64 63
- 1800RESPECT - 1800 737 732

IF YOU WANT TO END THE TENANCY BECAUSE OF DV

If you or your child have experienced domestic violence, you can end the tenancy immediately by giving the landlord/agent and any other co-tenants a **Domestic Violence Termination Notice (DVTN)** and vacating the property. You will not have to pay any break lease fees. You can use our [sample DVTN - Ending tenancy due to domestic violence](#).

For the DVTN to be valid, you will need to **attach one of the following documents** when you give it to the landlord/agent. You do not need to attach it to the DVTN you give to any other co-tenants:

- a [Declaration by Competent Person](#) (NSW Fair Trading); or
- if you are not a victim-survivor of domestic violence, but your dependent child is, you can use a [Declaration by Competent Person for Tenant's Dependent Child](#) (NSW Fair Trading); or
- an **Apprehended Domestic Violence Order (ADVO)** (provisional, interim or final or made by a different state or New Zealand) protecting you from the domestic violence offender; or
- a certificate of conviction of the domestic violence offender; or
- an injunction made by a family law court protecting you from the domestic violence offender.

A Declaration by a Competent Person is usually the most straightforward way to get a document to support a DVTN. A

Competent Person is:

- a registered health practitioner, for example your GP or psychologist;
- a registered social worker;
- an employee of a NSW government agency that provides child welfare services;
- an employee of a non-government agency receiving government funding to provide domestic violence or sexual assault service or refuge or emergency accommodation; or
- a Victims Services approved counsellor.

You can give your DVTN **by hand, post or email**.

It is important to note that the application can't be done retrospectively.

CAN I CHANGE THE LOCKS?

As a victim-survivor, you can change the locks if the offender's tenancy was terminated or they were excluded from your home by an ADVO. You can also change the locks in an emergency, for example, if the offender has threatened to hurt you or your child. You may be able to get assistance to change the locks, and improve home security, via [Staying Home Leaving Violence](#) (NSW Government). If the offender still has the right to live in the property, you should get advice before changing the locks.

If you change the locks you should provide copies of the new keys to your landlord within 7 days.

WHAT ABOUT DAMAGE?

If damage was done to the property during domestic violence, **only the offender should be held responsible** for that damage. The victim-survivor (and other tenants who are not the DV offender) should not be held responsible.

It's a good idea to **inform the landlord in writing about the damage**.

You may need to keep **evidence**, such as a DV Termination Notice, photos, police report, or a report from a support worker or medical professional. If police attend the premises due to DV, record their names and the event number.

MORE INFO



Tenants' Union of NSW – tenants.org.au

- **[Domestic violence and renting](#)**
- **[Sample Domestic Violence Termination Notice](#)**



NSW government

- **[Declaration by a Competant Person](#)**
- **[Staying home leaving violence](#)**



*Aboriginal Bush Lamp - Healing Gunya, by Debra Beale (Gamilaraay/
Wonnarua – Palawa/Boonwurrung/Yorta Yorta/Wiradjuri)*



Repairs

When it comes to repairs, the landlord is responsible for:

- providing the property at the start in a reasonably clean state and fit for habitation
- maintaining the property in reasonable repair

You are responsible for:

- keeping the property reasonable clean and cared for
- telling the landlord about any damage or disrepair as soon as possible
- not damaging or allowing damage to the property
- not doing renovations or alterations without the landlord's written consent
- minimising damage to your things if possible (e.g. moving your furniture out of the way if the roof starts leaking)

URGENT REPAIRS

A lot of repairs feel urgent, but under tenancy law 'urgent repairs' means things like:

- burst water pipes
- a blocked or broken toilet
- a roof leak
- flooding inside your home
- a gas leak
- electric sparks or shocks
- broken window
- broken front and/or back doors
- no hot water, heating or cooling
- you can't cook
- you can't wash your clothes.

Don't wait! You need to get these repairs done now!

(Non-urgent repairs are not so serious – things like cracks and stains, or flaking paint.)

HOW TO GET URGENT REPAIRS DONE

For private renters or community housing renters:

Tell the landlord or agent and write down what both of you said. The best idea is to write it all down and send them an email or letter.

If you can't contact the landlord/agent or they do not do the repairs, **you can get urgent repairs done yourself**. However you need to be able to show that:

- this was not your fault
- you tried to contact the landlord, and
- you gave the landlord a chance to do the repairs

You can get urgent repairs done by a **qualified tradesperson** – try the tradesperson on your rental agreement first. Then write to the landlord or agent to tell them what you are doing.

Do not spend more than \$1,000. The landlord is not obliged to pay you / refund you more than that.

Before you spend any money on repairs it's a good idea to get advice from your local Aboriginal Tenants Advice and Advocacy Service. It's sometimes difficult to get your money back.

Get receipts from the tradesperson and keep the receipts.

Keep paying your rent. A 'rent strike' is a breach of your tenancy agreement. Even if your landlord is not doing the repairs, they can still take steps to end your tenancy if the rent is overdue.

To get your money back after paying for repairs write to the landlord:

- tell them what repairs were done
- tell them how much the repairs cost
- put copies of your **receipts** in with the letter.

The landlord should pay for these costs up to \$1,000, within 14 days.

For Homes NSW or Aboriginal Housing Office renters:

Call the **Homes NSW Housing Response Centre** on 1800 422 322 or use the My Housing App.

If they don't help you, call your local Aboriginal Tenants Advice and Advocacy Service.

HOW TO GET OTHER (NON-URGENT) REPAIRS DONE

If you think something needs to be fixed:

1. Tell the landlord or agent
2. Send a letter or email to the landlord or agent saying what work needs to be done and by when

If the landlord won't get the repairs done in a reasonable time, see our [Factsheet: Repairs and maintenance](#), or call your local Aboriginal Tenants Advice and Advocacy Service.

Can you get non-urgent repairs done yourself?

Yes you can. But you need to get the OK beforehand in writing from the landlord so you can get your money back.

WHEN CAN THE LANDLORD COME INTO YOUR PLACE TO DO REPAIRS?

The landlord or agent and tradespeople are allowed to come into your place to do repairs and maintenance. They are allowed in if they have given you **proper notice** – a minimum of 2 days in most cases. Or, **if you have given permission**, they are allowed to come and do repairs even if you're not at home.

There are some special situations, where they can come in anyway **without your permission**:

- if they give you the right notice for a genuine reason
- in an emergency
- to do urgent repairs
- if the landlord thinks that the place has been abandoned
- if they have an order from NSW Civil & Administrative Tribunal

They can also come in if they are really worried about the health or safety of a person at your place. But they have to try and get your permission first.

GETTING ORDERS FOR REPAIRS

If you have written to your landlord asking them to repair something in your property and they have not fixed the problem and do not have a reasonable excuse, you can make a complaint to **NSW Fair Trading's free complaint service**.

If the complaints service is not able to resolve the problem, you can request that NSW Fair Trading investigates the issue further.

Following investigation, a **rectification order** will be made **if** an investigator finds that your landlord has:

1. Not carried out an urgent repair; or
2. Not provided your home in a state fit for habitation (based on the minimum standards).

Rectification orders **cannot be made on social housing providers** (including Homes NSW, community housing providers, and the Aboriginal Housing Office).

You can also apply to the **NSW Civil and Administrative Tribunal** (NCAT) to get an order for repairs. If you need to do this, it is a good idea to get advice first from your local Aboriginal Tenants Advice and Advocacy Service.

CAN A LANDLORD EVICT ME OVER REPAIRS OR RENOVATIONS?

A landlord must have a **valid legal reason** to end your tenancy. Unfortunately one of the reasons landlords can give to end a tenancy is to carry out **significant renovations or repairs**. A landlord who wants to evict a tenant for this reason has to provide a written statement as evidence.

The landlord can only use this reason if the property **needs to be vacant** for the repairs/renovations, and the works must be due to start **within 2 months** after the end date in the notice. They can't use this reason if there is a **current Tribunal repair order or NSW Fair Trading rectification order** in place for the property.

It is an offence for the landlord/agent to give you an eviction notice that is **not genuine** – they could face significant penalties. If you want to dispute the reason given for eviction as not genuine, you have the right to challenge the validity of the termination notice at the Tribunal.

MORE INFO



Tenants' Union of NSW – tenants.org.au

- [Repairs and maintenance](#)
- [Utilities – water, energy, internet](#)
- [Smoke alarms](#)
- [Disaster damage](#)
- [Locks and security](#)
- [Mould](#)
- [Asbestos and lead](#)



NSW government

- [Getting repairs done on a rental property](#)
- [Pests or vermin in a rental property](#)





Avoiding problems when renting

You've signed the papers and moved into your new place. You've paid the money. You've filled in the condition report and returned it within 7 days of moving in. Now it's time to relax! But it's still good to keep in mind the rules and ideas that make up our renting system – whether we like them or not – so that you can avoid problems and enjoy your rented home.

When you are renting there are things you can do to try to:

- avoid problems with the agent or landlord
- avoid upsetting your neighbours
- get your bond back when you leave
- get a good reference when you move out

IMPORTANT THINGS TO REMEMBER

Pay your rent and bills on time

You have to pay your rent on time. If you can't pay on time, discuss it with your landlord or agent as soon as possible. You must pay rent **2 weeks in advance**. However you do not need to be 2 weeks in front at **all times**, only **on the due date**. Your rent in advance will then decrease until you next pay rent.

If the landlord/agent tells you that your rent is overdue, **do not ignore it**. If the rent is overdue by 14 days or more they can give you a **non-payment eviction notice**. This does not end your tenancy immediately, but it could lead to eviction. For more see our **Factsheet: Overdue rent**.

You need to pay all your other bills on time too, such as electricity and gas. If you're going to have trouble paying, you should let the company know because they may be able to sort something out for you. For example, you may be able to pay your electricity monthly instead of a big sum every 3 months.

Always communicate in writing (email or letter)

This is important because you need a **record**. If you have a **verbal conversation** with the landlord or agent, write down what happened for your records. You can also send a follow-up email/letter that says what you talked about.

Don't make a lot of noise

You must not disturb your neighbours. Your neighbours have the right to peace, comfort and privacy.

Tell the landlord or agent if someone moves in with you

Your rental agreement usually sets out the maximum number of people that you are allowed to have living in the home. If you have more than that number living in the home, the landlord may be able to take action against you.

You should not rent out your home to someone else (sub-let) without the written consent of the landlord.

If you want to **transfer** your tenancy to someone else, it may be possible, but you need to talk to the landlord/agent.

Tell Homes NSW or Aboriginal Housing Office about visitors staying

This doesn't mean you can't have visitors over from time-to-time. Generally speaking for Aboriginal Housing Office renters their policy requires that your friends or family must not stay with you for **longer than 4 weeks**. This could vary depending on the housing provider and their policy. You have to tell Homes NSW or the Aboriginal Housing Office if they stay longer.

It might affect the amount of rent you have to pay. So it's a good idea to get advice from your local Aboriginal Tenants Advice & Advocacy Service.

Don't make any changes to the place – ask first

You have to ask the landlord if you want to paint the walls or make other changes to the property. You need their OK in writing.

When it comes to changing the locks, in most cases you will need to ask the landlord first. However, in some cases of domestic violence (and some other circumstances), you may be able to change the locks first and let the landlord know afterwards.

Give notice in writing before you move out

Before you move out, you have to tell the landlord/agent/housing provider such as Homes NSW, or the Aboriginal Housing Office.

How many days notice you need to give depends on what type of tenancy agreement you are in, and the reason for ending your tenancy (if any).

For more info, see our [Factsheet: How do I end my tenancy](#), or call your local Aboriginal Tenants Advice and Advocacy Service.

Keep your documents in a safe place

Keep all your documents and photos about renting together where you'll remember if you need them:

- receipts or records for your rent, so no-one can say you haven't paid your rent
- your rental agreement
- your condition report
- your bond advice slip / receipt / Rental Bonds Online login details
- any emails/letters you send to the landlord/agent
- any emails/letters you get from the landlord/agent

CARING FOR YOUR PLACE

When you look after your home, you're looking after your family, your mob, and your peace of mind.

- Try to keep your place in good shape, both inside and out. Read your condition report and make sure it is accurate. When you



move out, make sure the property is in the same condition as the condition report, except for the kind of normal wear that happens when you live in a place

- You should not damage your place, or let other people damage it. You might get the blame and then have to pay to fix the damage. If your place gets damaged, tell the landlord/agent straight away.
- When repairs are needed, let the landlord/agent know as soon as possible.
- Don't do anything illegal in your place.

Hoarding and squalor

Hoarding means collecting and having trouble getting rid of a lot of possessions which others would consider useless or of limited value.

Squalor is used to describe a property that is cluttered and dirty through neglect.

Hoarding and squalor lead to **risks for your tenancy**, including:

- Eviction
- Fire Hazards
- Danger to yourself or your guests
- Removal of your children by government services
- Removal of your pets

Seek help

If you or someone you know are at risk of hoarding and squalor, it's important to **reach out to support services** before the problem gets out of hand. Ask for professional support or mental health support to address any underlying issues. Also ask for help with the physical decluttering, like organising a clean up and skip bin.

If **repairs** are needed to the property itself, let the landlord/agent know as soon as possible.

A clean, safe home keeps our spirits strong, our families together, and our stories growing.

Sarah's Story

Sarah went through a devastating personal trauma that shattered her sense of stability. At first, the changes in her home were small – a few extra bags left unpacked, some dishes piling up, laundry not getting finished. But as months passed and Sarah didn't get the support she needed, these patterns grew. What started as coping became overwhelming.

Over the next year, Sarah's home had shifted from mild clutter to severe hoarding and squalor. She struggled to throw anything away. Shame kept her isolated, so the situation quietly worsened behind closed doors. As the environment declined, so did the risks. Sarah stopped inviting friends over and avoided her caseworker. The home was no longer a safe place for children or pets.

Sarah ended up losing her tenancy – and she also lost connection with her family, and her pets.

Today, with the right services involved, Sarah is rebuilding. She is learning new habits, working with support workers, and slowly restoring her sense of pride and safety. Her journey shows that recovery is possible – but getting help is essential.

Levels of Hoarding & Squalor

Sign	Level 1	Level 2	Level 3	Level 4	Level 5
Clutter	Light Clutter; all areas usable	Items piling up in rooms	Walkways narrowed; 1+ unusable rooms	Most rooms unusable; exits blocked	Entire home inaccessible
Odors & Cleanliness	No odours; clean surfaces	Dust, light mildew in bathrooms	Strong odours; soiled floors, dirty laundry	Mould throughout; spoiled food present	Foul odours, biohazard-level contamination
Pests & Animals	No Pests; pets well cared for	Minor signs of pests	Rodents/ fleas, excessive pets	Major infestations; animal waste in home	Severe infestations; excessive animal waste

MORE INFO

Tenants' Union – tenants.org.au: Rent payment, Overdue rent, How do I end my tenancy? Eviction – landlord ends tenancy, Property modifications for older tenants

**Office of Local Government:
Hoarding management and support for councils**



Community, by Pauline Syron-Coxon (Worimi, Biripi, and Gringai)



If the landlord wants to evict you

Being told to leave your rental home is stressful. If the landlord wants to evict you, it's a good idea to get advice from your local Aboriginal Tenants Advice and Advocacy Service as soon as possible.

CAN THE LANDLORD END YOUR AGREEMENT?

In 2025, 'no grounds' evictions became unlawful in NSW. This means that the landlord must have a **valid legal reason** to end your tenancy.

If the landlord wants you to leave, they must **end your tenancy agreement** (commonly called a 'lease'). In most cases, the landlord/agent must give you a **valid termination notice**, which has to include the **proper number of days notice**, a **valid reason** for ending the agreement, and **evidence**. If they do not follow the correct legal process, the termination may not be valid, and they could face serious penalties.

A **termination notice** by itself does not end your tenancy. Your tenancy ends when you move out and return the keys or by NCAT order.

If you don't move out by the day in the notice, the landlord can ask the **NSW Civil and Administrative Tribunal (NCAT)** for a **termination order**. A termination order means the rental agreement has ended. The order will state the day when you must give vacant possession – that is, you move out and return the keys. It is best to return the keys in person and **get a receipt**.

Social housing providers

Most of the rules under the Residential Tenancies Act apply to social housing tenants. There are special things that the Tribunal needs to take into account when ending a social housing tenancy.

If your property is with the Local Aboriginal Lands Council, there might be other laws and policies to consider. For example decisions about property management are often made by the LALC Board at a formal board meeting. It's a good idea to call your local Aboriginal Tenants Advice and Advocacy Service as soon as possible to get advice.

IS THE TERMINATION NOTICE VALID?

A termination notice must:

- be in **writing** and signed by the landlord or agent
- be **properly sent or delivered** to you
- include the **address** of the property
- include the **date** when the landlord or agent wants possession
- have the **proper number of days notice**
- have a **termination information statement** that includes the **reason** for ending the agreement and particular **evidence** to show that the reason is genuine (depending on the reason) and other details.

If there is a mistake in the notice, or it is not properly delivered, or you think the reason is not genuine you may be able to challenge it.

Even if the notice is valid, there are further steps before a tenancy ends.

HOW MUCH NOTICE MUST THE LANDLORD GIVE YOU?

This depends on the type of rental agreement and the reasons for termination – see the table below.

- A **fixed-term agreement** is for a set time (e.g. 6 months).
- A **periodic agreement** is ongoing – the fixed term has ended, or no term is stated in your agreement.

At the end of a fixed-term, a tenancy agreement **automatically becomes periodic** (ongoing), unless it is ended by you or the landlord.

Minimum notice periods

Reason	Fixed-term agreement		Periodic agreement
Breach by you of the agreement	14 days		14 days
Premises are destroyed or become unlivable *	immediate		immediate
Actual sale of premises *	30 days **		30 days
All other reasons (e.g. demolition, landlord moving in, significant renovations, etc.) *	Agreement of 6 months or less **	Agreement of more than 6 months **	90 days
	60 days	90 days	

* For a Notice of Termination to be **valid** it must include a termination information statement and evidence.

** The date provided with the termination notice must be at the end of the Fixed Term or later.

WHAT REASONS CAN THE LANDLORD USE TO END THE TENANCY?

If you breach the agreement

If you don't do what you are supposed to do under the agreement (e.g. pay the rent) this is known as **breaching** the agreement. If you breach the agreement, the landlord/agent can give you a **14 day termination notice**.

The landlord or agent can give you a **non-payment termination notice** if you owe at least 14 days rent or you are 14 days behind on your water or utility bills. You may still be able to **save your tenancy** if you **pay all the rent and other charges owing**. Try to work out a repayment plan with the landlord or agent.

It is legal for you to overstay the notice, but if you do, the landlord or agent can ask the **NSW Civil and Administrative Tribunal (NCAT)** for a



termination **order**. The Tribunal may decide not to end the agreement if you can show that you have fixed the problem.

Ending the tenancy agreement for other reasons

If you do not breach the agreement, the landlord can only end your tenancy for a **valid reason**, and they need to give you **proof** that their reason is genuine. The valid reasons include:

- Significant renovations of repairs that mean you need to move out of the property
- The landlord wants to sell, or has actually sold, the property
- The owner or their family intends to move into the property
- Demolition of the property
- The property will no longer be used as a rental
- You are not eligible for that type of housing anymore e.g. affordable, transitional housing.
- The home is part of NSW Government key worker housing scheme and is needed to house a priority key worker
- The agreement is an employee or caretaker agreement, and the employment or caretaker arrangement has ended
- Other reasons such as hardship, death of tenant, and 'uninhabitability' of the property.

If you get a termination order but no termination notice

In most cases, the landlord or agent must give you a termination **notice** before applying to the Tribunal for a termination **order**. However, there are some exceptions. The landlord/agent can apply to the NSW Civil and Administrative Tribunal (NCAT) for a termination order without giving you a termination notice, for these reasons:

- You, your guests, another occupant or their guests have caused or allowed:
 - serious damage to the place or any neighbouring or common property
 - injury to the landlord, agent, the landlord's or agent's employees, or your neighbours

- using the place for illegal purposes.
- You or another resident have seriously or persistently threatened or abused the landlord, agent or the landlord's or agent's employees.

The Tribunal may make a termination order and may order you to move out immediately.

If the landlord or agent has applied to the Tribunal for a termination order, you should call your local Aboriginal Tenants Advice and Advocacy Service for help.

EVICTION – WHAT CAN YOU DO?

The landlord/agent must follow the proper processes before you can be evicted. Anyone locking you out without a Tribunal or court order can be fined up to \$22,000 and be ordered to compensate you.

1. Check the notice is valid

If you are faced with eviction, start by checking if the notice, reason, and evidence given are valid (see information above). Even if it is valid, a termination notice by itself does not end your tenancy.

2. Try negotiating

You can try negotiating with the landlord/agent. The landlord can withdraw a termination notice at any time with your consent, however they may give a further notice for another reason. You may be able to reach an agreement. For example, you could offer to pay off an amount you owe over time.

3. Pay to stay?

If the landlord/agent has given you a **non-payment termination notice** due to overdue rent or charges, you are not required to vacate if you pay what you owe or you enter into, and fully comply with, an agreed **repayment plan**. You may be able to 'pay to stay' even if a Tribunal order and warrant for possession have been issued.



However, there is an exception to be aware of, outlined in section s89(5) of the Residential Tenancies Act. This says that if a tenant has **frequently failed to pay rent on time** at any time during the tenancy then a termination order can still be made on application by a landlord, even if the overdue rent has been paid up this time.

Please contact your local Aboriginal Tenants Advice and Advocacy Service to discuss your options.

4. No eviction without a Tribunal or court order

You do not have to move out by the date on the termination notice. If you don't return the keys and vacate the premises the landlord will have to apply for a termination order from the Tribunal.

If you get notice of a Tribunal hearing, **you should go to the hearing and tell your story**. If the Tribunal makes a termination order they will set the date when you have to leave. The Tribunal can take your circumstances into account when setting the date. For example, if you have children and have been looking for a home they may set a later date.

You can only be forcefully evicted from the premises by the **Sheriff** with a **warrant** or writ from the Tribunal or a court.

A **retaliatory eviction** is when a landlord or agent acts to end the rental agreement because you have tried to enforce your legal rights. You can apply to the Tribunal to make an order that the notice was retaliatory. In this case, NCAT may declare that a termination notice has no effect.

If you have a Tribunal hearing coming up, call your local Aboriginal Tenants Advice and Advocacy Service for advice as soon as possible.

5. If you are being forcibly evicted

If you are being **forcibly evicted by the Sheriff**, it is a good idea to fully cooperate and **not resist**. The Sheriff will inform you of the process and if you resist, they may use reasonable force and obtain the assistance of police. If you resist you risk being charged with an offence.

If you are evicted, you still have certain rights in relation to any **goods left behind**. But it's better if you take any important items with you, especially identity documents, or remove them to storage.

If you are **homeless**, call Link2Home on 1800 152 152.

IF YOU WANT TO LEAVE BEFORE THE DATE GIVEN BY THE LANDLORD

If the landlord/agent has given you a termination notice, and you want to leave **before the date in the termination notice**, you can do so, however the rules are slightly different for fixed-term and periodic (ongoing) tenancy agreements.

If you are in a **periodic (ongoing) agreement** and you have received a termination notice, you can end your tenancy at any time before the termination date listed on the termination notice, by moving out and returning the keys. You are still responsible for any rent you owe up until the day you give vacant possession. You are not required to give notice to the landlord/agent, however it is a good idea to inform them, in writing.

If you are in a **fixed-term agreement** and you have received a termination notice, you may leave before the termination date listed on the notice – by giving the landlord a **14-day early exit notice**. You can't give an early exit notice if the notice is for breach, or due to unusable premises. You can give an early exit notice:

- any day in the **60 days** before the agreement ends – if your fixed-term agreement of **6 months or less**
- any day in the **90 days** before the agreement ends – if your fixed-term agreement is for **more than 6 months**

You stop paying rent from the day you move out and return the keys – which is also the date you put in your early exit notice.

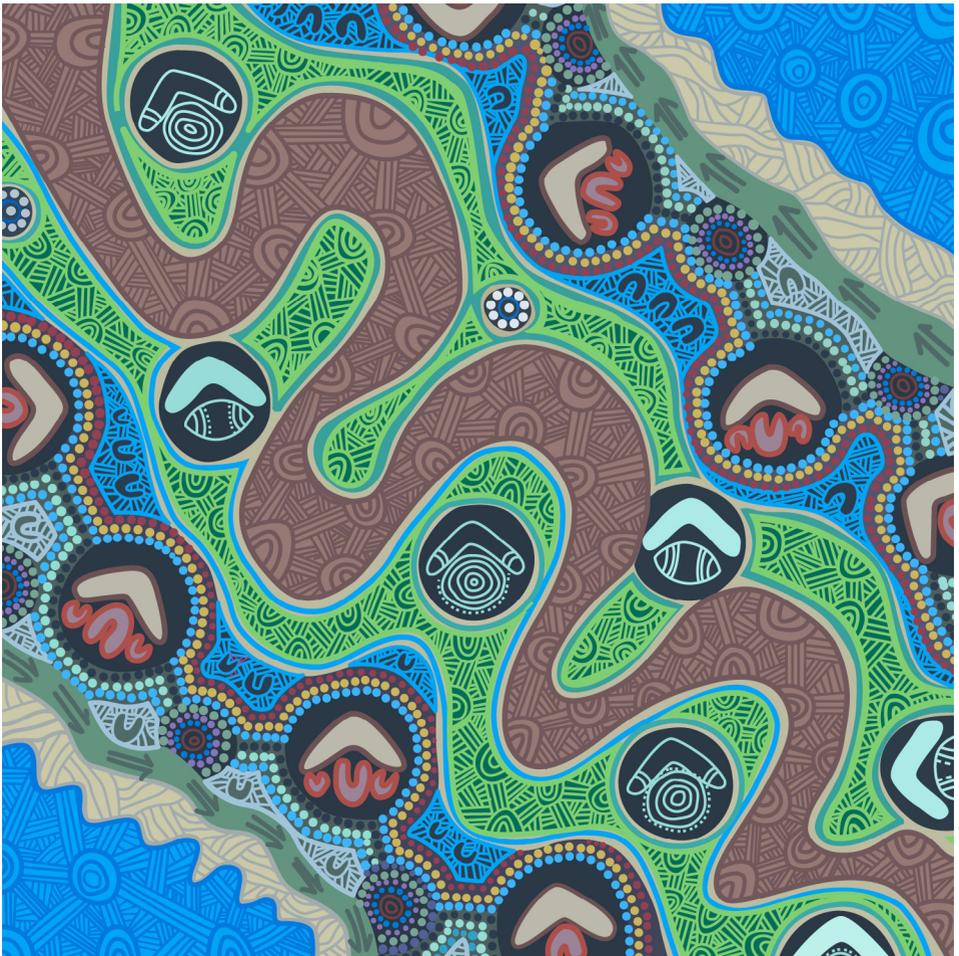
MORE INFO



Tenants' Union of NSW – tenants.org.au: Overdue rent, Eviction – landlord ends tenancy, Bond, NCAT, Sale of rented premises, How do I end my tenancy?



**NSW government – nsw.gov.au
Eviction of a tenant from a rental property, Minimum notice periods for ending a residential tenancy, Landlord ending a tenancy.**



Housing For All, by Luke Penrith (Wiradjuri, Yuin, Wotjobaluk, and Gumbaynggirr)



The NSW Civil and Administrative Tribunal

WHAT IS THE TRIBUNAL?

The role of the NSW Civil and Administrative Tribunal (also known as NCAT or just 'the Tribunal') is to **resolve disputes** between landlords and tenants, based on the **law** and **evidence**.

NCAT is not a formal court, but its decisions are legally binding. The people who hear cases at the Tribunal are called Tribunal Members.

Key words

- **NCAT** – NSW Civil and Administrative Tribunal
- **Matter** – Any application lodged with NCAT
- **Hearing** – An appointment with the Tribunal and the landlord/agent to discuss your matter
- **Conciliator** – A Tribunal officer skilled in alternative dispute resolution. They help you during Conciliation to try and reach an agreement
- **Tribunal Member** – The person responsible for deciding what is fair and making orders to resolve the problem.

WHEN MIGHT YOU APPLY TO THE TRIBUNAL?

You may have a problem with your landlord that you and your local Tenants Advice and Advocacy Service can't fix. NCAT may be able to help by **ordering** your landlord to do something (or stop doing something).

Both tenants and landlords are able to ask the Tribunal for help.

You can make a **Tribunal application online** or by downloading the form on the NCAT website. Or you can submit a **paper application form** at a Tribunal Registry or Service NSW service centre. You will need to include relevant details, such as your name and the name of the landlord, the property address, and the type of order you want the Tribunal to make. It's a good idea to get advice from your local Aboriginal Tenants Advice and Advocacy Service before you make the Tribunal application.

Costs and time limits

You will need to pay a fee to make an application to the Tribunal. The Tribunal tries to keep costs low in order to be accessible.

There are different time limits for making an application, depending on the issue. You usually need to apply to the Tribunal within 3 months if you have a problem.

For more information, including current fees, see our [Factsheet: NSW Civil and Administrative Tribunal](#).

IS THERE ANY FIRST NATIONS SUPPORT?

Yes. There is First Nations support. The **Aboriginal Tenancy List** is available for Aboriginal and Torres Strait Islander people in tenancy or social housing disputes in NCAT.

The Aboriginal Tenancy List gives you an opportunity to:

- Get advice from specialist Aboriginal Tenants Advocates
- Connect with support services, like Financial Counselors
- Have enough time to discuss your case and try to reach a solution with the help of a trained Tribunal Conciliator
- Have decisions about the tenancy made by a Tribunal Member who is specifically trained to hear cases on the Aboriginal Tenancy List

The Aboriginal Tenancy List happens every fortnight on a Wednesday in

Sydney NCAT. As the list is for the whole of NSW, **you can attend in person or via telephone or video**. The landlord/agent can also attend via telephone or video.

How do I ask for my case to be included in the Aboriginal Tenancy List?

If you are Aboriginal or Torres Strait Islander, you can ask to have your case heard in the Aboriginal Tenancy List. You will need a case number and date, and then you can ask the Tribunal to add the case to the Aboriginal Tenancy List.

- 1. Get your case number and date.** This will be on the 'notice of hearing' you receive when you or the landlord make a standard Tribunal application. You can only ask to be heard in the Aboriginal Tenancy List after a standard application has been made.
- 2. Send an email to AboriginalTenancyList@ncat.nsw.gov.au** – in your email, ask for your case to be heard in the Aboriginal Tenancy List, and include:
 - Your case number
 - The hearing date
- 3. You will receive an Aboriginal Tenancy List notice with a new hearing date and time.** You can attend the hearing in Sydney or remotely. The notice includes step by step information and a link to join the hearing by telephone or video (you do not need to submit a separate request to attend remotely.)

SHOULD YOU GO TO THE TRIBUNAL HEARING?

Yes. It is important to go to a Tribunal hearing that relates to you. If you do not go, it is likely that a decision will be made without you.

If you do not go to the hearing, you might find out later that:

- you have been evicted
- you have been ordered to pay charges that you didn't know about

You can bring a friend or family member along.

Can you change the date of a hearing?

The Tribunal will set a date for a hearing and let you know in writing. **If you cannot make that date or time you need to write to the Tribunal.** Or ask someone at your local Aboriginal Tenants Advice and Advocacy Service to write a letter for you. It is better to go to the Tribunal or to send a representative.

You can also try asking the landlord or agent personally to agree to a change.

You must give **good reasons** for a change. For example, if you are sick, or if you want someone to represent you.

You should still **attend the hearing** if you do not hear back from the Tribunal. They may go ahead without you.

DO I NEED A LAWYER TO REPRESENT ME?

No. Tenants usually **represent themselves** at the Tribunal. NCAT expects this. To make things easier, NCAT uses simple processes, plain language, and a minimum of formality.

For the best chance of success at the Tribunal, try to **present your story clearly, backed up with strong evidence.**

You can bring a friend or family member to your hearing for support.

It's a good idea to contact your local Aboriginal Tenants Advice and Advocacy Service for phone advice **before** your hearing.

WHAT TO TAKE TO THE HEARING

The Tribunal Member hearing your case will need **evidence** that supports your argument. This might include:

- the residential tenancy agreement
- copies of all letters/emails between you and the landlord
- photographs that show the problem

- receipts or quotes (e.g. for rent, bond, cleaning, repairs)
- a brief written statement of your story
- statutory declarations by other people who have witnessed important events or who can support your case (signed by a Justice of the Peace or a solicitor)
- a timeline of important events in the case

WHAT WILL HAPPEN AT THE HEARING?

At the first hearing, the Tribunal Member will ask you and the landlord or agent to try to **negotiate** an agreement. This is called **conciliation**. It is important that you do not agree to something that you think is unfair!

If you and the landlord or agent cannot agree then you can ask the Tribunal to hear your case. This will be a **formal hearing**.

During a hearing

The Tribunal Member will listen to everyone and ask questions. They will look at any documents, photos or other evidence. They will then make a decision about the case – known as **orders**.

If the case is complicated the Tribunal may hold a ‘formal’ hearing.

A formal hearing is more like a law court. The Tribunal Member will usually ask the **applicant** (the person who made the application) to present their case first. They will then ask the other side to answer.

Tips:

- Be respectful – even if the landlord/agent is saying things you don’t agree with
- Try to speak clearly, calmly, and confidently
- Stick to the facts – NCAT is interested in evidence, not opinions
- Address the Member as ‘Member’

Notice of orders and reasons

The Tribunal will give you a notice of orders explaining what will happen. If you want the reasons for the orders you have to write to the Registrar of the Tribunal within 28 days of receiving the notice of orders.

IF THE LANDLORD DOESN'T OBEY TRIBUNAL ORDERS

Tribunal orders are final and legally binding. If the Tribunal orders the landlord to do something, such as do repairs or pay you some money, and they do not do it, call your local Aboriginal Tenants Advice and Advocacy Service for advice.

MORE INFO



Tenants' Union of NSW – tenants.org.au:

Request advice from a Tenant Advocate before a Tribunal hearing, NCAT factsheet, Bond, Repairs and maintenance, Overdue rent, Eviction, Mould, Disaster damage, Pets, Negotiating with a landlord



NSW government – nsw.gov.au

Resolving residential tenancy disputes, NSW Fair Trading complaint service, NCAT home page, Tenancy and social housing NCAT factsheet, Prepare for your hearing, video showing how NCAT hears a tenancy application on unpaid rent



Who are the Tenants' Union and the Aboriginal Tenants Advice & Advocacy Services?

The Tenants' Union of NSW is the main resourcing body for the network of Tenants Advice and Advocacy Services (TAASs) in NSW, and a community legal centre specialising in NSW residential tenancies law. We are an independent, secular, not-for-profit, membership-based co-operative. We work with and for renters, particularly those in need, for housing justice. We educate, advise and assist. We work for systemic change. **We seek a future where all renters have the home they want.**

There are 15 generalist Tenants Advice and Advocacy Services (TAASs), **4 specialist Aboriginal Tenants Advice and Advocacy Services (ATAASs)**, and a specialist resourcing body for the Aboriginal TAASs. Each is run by a local non-government organisation. They are funded by NSW Fair Trading under the Tenants Advice and Advocacy Program (TAAP), which uses money from the Rental Bond Board Interest Account and the Property Services Statutory Interest Account.

TAASs and ATAASs bring together the expertise of skilled **Tenants Advocates** who work to ensure quality professional advice and advocacy is available to all renters in NSW. TAASs respond to over 30,000 requests annually for tenancy advice and provide ongoing assistance to over 10,000 renters every year.





Aboriginal Tenants Advocates and Tenants' Union staff at the NSW Civil and Administrative Tribunal (top) and at a meeting in Bundjalung Country (bottom).

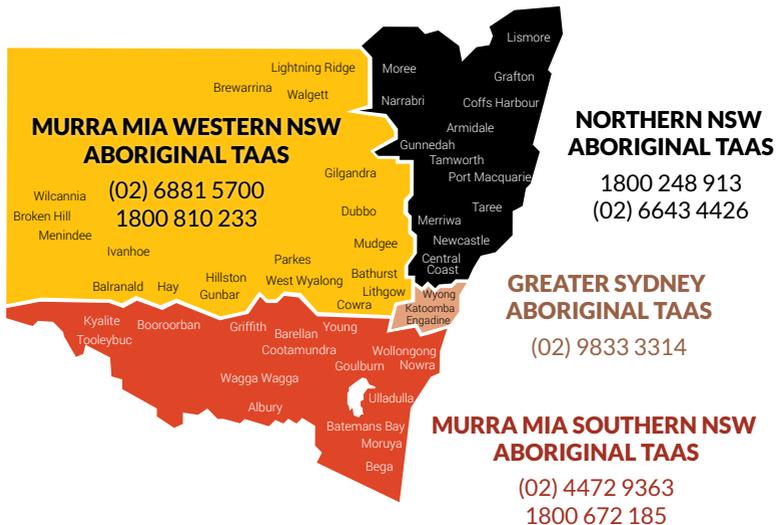


In this Kit you will find clear, practical, and culturally-informed info about renting laws in NSW, so mob know their rights, responsibilities, and options. You can also find more factsheets, sample letters and useful resource on the Tenants' Union website: tenants.org.au



For free, professional tenancy advice, call a Tenants Advocate.

Aboriginal Tenants Advice and Advocacy Services:



General Tenants Advice and Advocacy Services:

SYDNEY:

- Eastern 9386 9147
- Inner 9698 5975
- Inner West 9559 2899
- Northern 9559 2899
- Southern 9787 4679
- South West 4628 1678
- Western 8833 0933

REGIONAL:

- Blue Mountains 4704 0201
- Central Coast 4353 5515
- Hunter 4969 7666
- Illawarra Sth Coast 4276 1939
- Mid Coast 6583 9866
- Northern Rivers 6621 1022
- Northwest NSW 1800 836 268
- Southwest NSW 1300 483 786