

## Vacant bedroom policy will force tough choices

*Ned Cutcher, Policy Officer*

**Under Housing NSW's new 'vacant bedroom' policy (sometimes referred to as a 'spare bedroom tax'), some tenants will have to make a tough choice: pay more to stay, or pay the same and move to a smaller place.**

Tenants who have more bedrooms than they are entitled to (based on the 'Standard Bedroom Entitlements' – see table on page 2) may be asked to relocate to a smaller place. If you are asked, and you refuse, your rent subsidy will be adjusted immediately so that you pay more. For singles, this will mean a rent increase of \$20 per week; for couples, it will mean a rise of \$30 per week.

Many tenants with spare bedrooms will be allowed to stay without having to pay extra. If you are a single person or a couple in a two bedroom place, you are within your entitlement. Or if you are in a three bedroom place because you have part-time custody of children for example, but for some of the time you live alone, you should not be affected.

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## But what's the real problem: under-occupancy or under-supply?

*Leo Patterson Ross, Legal Support Officer*

**Housing NSW's new vacant bedroom policy is meant to increase efficiency and reduce the waiting list. But it won't deal with the real cause of the long wait for public housing: a lack of suitable premises.**

In the Auditor-General's Report "Making the best use of public housing", and in recent Family and Community Services budget estimates, the NSW Government refers to the

32.4% of public housing households that do not 'match the size of the dwelling.' However what they don't mention is that of these dwellings, more than half are actually over-crowded rather than under-occupied. This includes 2,482 properties that are chronically over-crowded (they require at least two more bedrooms than they currently have).

Housing NSW also estimates that under-occupancy costs

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*"I think Housing NSW often looks at things in terms of numbers, not people. They should put a human face on their policies." – Shane, public housing tenant in Matraville.*



# Tenants' Union year in review

**With the AGM fast approaching it's time to take a look back at some of the highlights for the TU in the year just gone by.**

It's been a big year: new laws were introduced and there were major policy developments in public housing, along with our busy schedule of training and litigation.

One highlight was a visit by Magnus Hammer from the International Union of Tenants. We took Magnus to meet with social housing tenants in Rosemeadow-Ambarvale, Claymore and Millers Point. He also spoke at a seminar on the social housing sector.

At the start of 2013, the TU bolstered our presence online with two new platforms. In February, we launched a brand new e-bulletin for tenants and community services. We encourage everyone to sign up for the e-bulletin at **[tenantsunion.org.au/news-media/e-news](http://tenantsunion.org.au/news-media/e-news)**.

In May we launched the *Clearinghouse Blog* to record policy and media regarding Public and Social Housing in NSW: **[clearinghousetunsw.blogspot.com.au](http://clearinghousetunsw.blogspot.com.au)**.

Our main blog, *The Brown Couch*, has also been going strong, with tenancy news, policy analysis and comments



*Magnus Hammer, General Secretary of the International Union of Tenants, speaking at a forum organised by the TU at Customs House in Sydney.*

updated a few times per week. Check it out and be part of the conversation at **[tunswblog.blogspot.com.au](http://tunswblog.blogspot.com.au)** and on Facebook and Twitter.

We continue to run a Tenants Advice Line on Mondays from 10am to 1pm and 2:30pm to 5:30pm with the assistance of volunteers. In the last year we provided advice or referrals to more than 570 callers. From March we extended the hours of operation of the Advice Line from three hours to six hours.

We also launched the fourth edition of the *Tenants' Rights Manual*, which answers questions such as: What can you do if your rent is going up? Who is responsible for repairs? When can you be evicted?

Practical and easy to use, the Manual explains tenants' legal rights and obligations and how to resolve problems before they get out of hand. It's available for free online at **[legalanswers.sl.nsw.gov.au/guides/tenants\\_rights\\_manual](http://legalanswers.sl.nsw.gov.au/guides/tenants_rights_manual)**.

This past year also saw the new *Boarding Houses Act 2012* emerge successfully from parliament. This marks the first legislative addition to the boarding house sector in a very long time.

The TU also engaged in a number of strategic litigation cases. For example, we acted for 11 tenants of a far western NSW Local Aboriginal Land Council who had been issued 'No Grounds' termination



notices. The TU with the Western Aboriginal Tenants' Advice and Advocacy Service, prepared to argue that the notices were issued in retaliation for the tenants' threats of action in the Consumer, Trader and Tenancy Tribunal (CTTT) for repairs a few months prior. The landlord withdrew all applications at the eleventh hour, resulting in the tenants being able to stay.

One of our jobs at the TU is training and this year, we provided training to over 175 people, including volunteers

and staff from numerous different organisations.

The TU also made a number of submissions to parliament, including on the Draft Homelessness Bill and Draft Human Rights and Anti-Discrimination Bill.

2014 looks like it will be just as eventful. New legislation covering residential parks is expected come into effect, and the NSW Government plans to Launch NCAT – the NSW Civil and Administrative Tribunal to replace a large number of

administrative tribunals – including the CTTT.

We will be assessing the impact of the *Boarding Houses Act 2012*, especially the ability for boarding house tenants to finally seek remedy in the CTTT for certain matters.

The TU provides assistance and legal backup to the Tenants Advice and Advocacy Services that help tenants across NSW every day. In 2014, we will continue to work with tenants and advocates to protect and promote the rights of tenants.

# Vacant bedroom policy forces tough choices

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Tenants who ask or agree to move to a smaller place will have their transfer considered as a 'priority'. But you may still have a lengthy wait for your new home, since you will be competing for properties with other priority applicants, and you will not be housed before an applicant who has been assessed as 'at risk'. You will continue to pay your current rent for this time. If you refuse two offers of alternative housing, you will be removed from the transfer list and have to pay the vacant bedroom charge as a rent increase from that point on.

Tenants should only be asked to transfer to a smaller property within the allocation zone for which they were originally approved. You can

ask to transfer to another zone, but your request will be considered against the demand for housing there.

The new policy only applies to tenants in properties owned by the Land & Housing

Corporation, and managed by Housing NSW. It does not apply to tenancies in Aboriginal Housing Office properties, or tenancies managed by a Community Housing landlord.

Standard bedroom Entitlements	
Source: Housing NSW	
Household type	Standard Bedroom Entitlement
Single people	Studio, one or two bedrooms
Couples	One or two bedrooms
Single people or couples with one other household member	Two or three bedrooms
Single people or couples with two other household members	Two or three bedrooms
Single people or couples with three other household members	Three or four bedrooms
Single people or couples with four other household members	Three or four bedrooms
Single people or couples with five or more other household members	Four bedroom or, if available, five or more bedrooms.



# But what's the real problem: under-occupancy or under-supply?

Leo Patterson Ross, Legal Support Officer

*Continued from page 1*

the government about \$25million in lost revenue a year. However Housing NSW fails to mention that it is currently collecting roughly the same from people who are paying to stay in over-crowded premises that are less than their requirements, by Housing NSW's own definition.

It might sound efficient to move people who are under-occupying into smaller places so that those who are over-crowded can move into the larger places. But the key problem is that there are not enough properties overall to meet the needs of either the small or the large households – using Housing NSW's own numbers.

If we imagine a zealously efficient all-powerful overlord who can move people around in a state-wide game of human Tetris, he might try to swap 6,230 small households living in three bedrooms who only need one or two, with the 6,230 medium-sized households currently living in over-crowded one to two bedroom places. However, he would still be missing 7,230 properties of one to two bedrooms, for the small households who are currently

in under-occupied three bedroom premises.

There are also four times the number of large households living in over-crowded properties (who have three bedrooms but need four), as there are medium-sized households living in under-occupied properties (who have four bedrooms but could make do with three).

None of the above even tries to take into account the necessity of ensuring tenants are moved within localities. In short, our overlord can't win this game of Tetris – because there just aren't enough places.

So, even if we managed to move everyone around, housing over-crowded households in the premises that are under-occupied and vice versa, we would end up with 13,661 households who don't fit their dwellings. There is an extreme lack of premises, particularly one to two bedroom properties and four or more bedroom properties. We need an extra 7,593 two bedroom places and an extra 6,068 four or more bedroom places. They simply don't exist. This is the real reason that we will continue to suffer both under-occupancy and over-crowding. In fact Housing

NSW advised the Auditor General that:

*'allocation of housing on the basis of household size... could mean that some people in more urgent need of housing (for example high priority applicants) will miss out'.*

All this talk of under-occupancy (dare we say this 'pre-occupation') will only deal with anyone on the waiting list if we continue to leave people cramped and squashed into premises that are too small – even by Housing NSW's own standards.

Tenants and their advocates are in favour of the efficient use of public housing, but under-occupancy just distracts the government from what should be its real concern: supplying adequate housing for the people who need it.

**If you are approached about the vacant bedroom charge...**

or about relocating, please contact your local Tenants Advice and Advocacy Service, if you would like to discuss the matter with an advocate. (See back cover for contact details.)



# Is the vacant bedroom policy the same as the UK ‘spare bedroom tax’

*Ned Cutcher, Policy Officer*

**The UK Government’s new ‘under-occupancy rules’ (coined the ‘spare bedroom tax’) have caused controversy and attracted the criticism of the United Nations’ Special Rapporteur on adequate housing.**

There are similarities, but there are also a number of key differences between what’s happening in the UK and what’s just been written into Housing NSW policy.

The main similarity is that the UK and NSW schemes will both result in higher costs for tenants who are affected, through a reduction in a benefit. In the UK, there’s a reduction in a targeted welfare payment known as the ‘housing benefit’. In NSW it’s a reduction in the rental rebate or subsidy. Affected UK tenants will get less in their pockets, but will have to pay the same rent; affected NSW tenants will get the same in their pockets, but will have to pay more rent. The net effect will be the same: less in our pockets once the rent is paid.

However, in the UK, every under-occupant in social housing is affected, while in NSW only under-occupants in public housing will be asked to pay more, and only if they



*The UK ‘bedroom tax’ has been hotly contested over there, but it has fundamental differences to the Housing NSW vacant bedroom policy. (Photo © Stuart Crawford, flickr.com/potatojunkie)*

refuse to consider offers of alternative housing, or refuse to accept one of two specific offers. So at least NSW public housing tenants are being given a choice – unlike our UK counterparts.

Another key difference is that in the UK, there is no single waiting list for transfer applicants. Each housing provider may have a different way of managing transfers.

In the UK, the housing benefit is reduced based on the number of spare bedrooms – a loss of 14% for one spare bedroom, or 25% for two or more. In NSW, the adjustment is applied depending on the household composition (singles, or households with two or more adults), regardless of how many spare rooms each household may have.

In the UK, tenants stand to lose out even if they only have one spare bedroom. In NSW, the charge is applied based on your bedroom entitlement, so a household might have one spare bedroom that they will not be charged for.

So, a quick overview suggests that tenants in NSW will not be as immediately or severely impacted by the under-occupancy measures as our counterparts in the UK. At least here the option of relocation is available, if only in theory, for tenants who would prefer to pay the same for less. For the time being, tenants will be able to avoid the vacant bedroom charge by agreeing to consider offers. But sooner or later, one tenant after another will have to make the choice: ‘Will I opt to sink further into poverty, or will I move away?’



# Get ready to have your say on the new draft of the Aboriginal Land Rights Act

Gemma Mckinnon,  
Aboriginal Legal Officer

**Local Aboriginal land councils own about 2,670 housing properties in NSW. That translates to a lot of tenants; and they are a group of tenants whose voices often go unheard, overshadowed by the booming voice of the NSW Aboriginal Land Council.**

Land councils are often not seen as landlords by the general public, but for many of their tenants the land council's role as landlord seems to overtake their role as a representative body.

Changes in legislation, government policy, and general attitudes toward land councils have put a strain on them that has inevitably affected their tenants. This situation has led to legal proceedings between land councils and their tenants. Tenants have found it increasingly difficult to fit their unique landlord/tenant relationship into the legal framework of the *Residential Tenancies Act 2010*.

The Department of Aboriginal Affairs is in the process of reviewing the *Aboriginal Land Rights Act 1983*, which regulates land councils in NSW. The Review's Consultation Paper states that their working group identified



Victor Dominello, NSW Minister for Aboriginal Affairs, and Stephen Ryan, Chair of the NSW Aboriginal Land Council. (Photo: [tracker.org.au](http://tracker.org.au))

a number of key issues including:

- the slow and cumbersome land claims process;
- the resource burden of managing Aboriginal social housing stock;
- the financial pressure on the stability of the network.

These issues prevent land councils from achieving their full potential.

Presumably the Review will suggest changes aimed at overcoming these issues. In relation to housing specifically, the recommendations call for the removal of NSW Aboriginal Land Council's Social Housing Approval and Provider Evaluation (SHAPE), leaving the AHO's Provider Assessment and Registration System (PARS) and the Act's inbuilt Community Benefits Scheme to regulate Aboriginal social housing providers. There are also other recommendations about

regulatory reform that have the potential to affect how land councils interact with tenants.

A series of community consultation forums have been held throughout NSW. These forums were open to the public, however attendance has been very land council heavy – if the forum attended by the Tenants' Union is anything to go by.

Of course land council representatives need to be consulted on changes to the Act that governs them, but this is not sufficient. Not all stakeholders have been involved. There's also a conflict of interest when only land council representatives are consulted on changes to the law that governs them.

It's important for tenants and tenant advocates to have a say on the review of this Act. There will be a report on the consultations in late 2013 and an exposure draft of the legislation in early 2014. The TU has put in a submission and will be commenting on the exposure draft. I encourage you to learn more at: [tenantsunion.org.au/publications/papers-submissions](http://tenantsunion.org.au/publications/papers-submissions) and [aboriginalaffairs.nsw.gov.au/alra/legislative-review](http://aboriginalaffairs.nsw.gov.au/alra/legislative-review). Send me your comments and stories: [gemma\\_mckinnon@clc.net.au](mailto:gemma_mckinnon@clc.net.au).



# A view from 1935 to today

Chris Martin,  
Senior Policy Officer

**This powerful photograph shows an evicted woman and her daughter at Hurstville in 1935.**

It is a subtly powerful image. Without histrionics or sentimentality, the image quietly commands the viewer's attention and directs it to meet the gaze of the evicted woman. You might, after a moment, look elsewhere about the image, and pick up some clues as to the woman's circumstances – the thin cotton dresses, the home-cut hair – but again your attention will be drawn to face her directly, separated by a gulf of decades from the woman, but also face-to-face with the indignity and injustice of eviction.

The photograph was taken by Sam Hood, a professional Australian photographer whose career spanned from the 1890s to the 1940s. In that time he did a bit of everything: news, sports, portraits, weddings, funerals.

The woman's eviction was one of about 5,500 for which NSW courts made orders in 1935. As a matter of law and practice, renting then was, in many ways, quite different from renting today. Just under



*'Eviction at Hurstville' by Sam Hood, 1935. (Photo: State Library of NSW.)*

half the population rented (in Sydney, it was just over half). There was no Residential Tenancies Act. It was common at the time for tenancies to be for a period of one week, with the same period of notice for termination.

In the 1910s and 1920s, there had been a number of attempts to reform tenancy law, with mixed results. In

1915, the NSW State Labor Government introduced the *Fair Rents Act*, which allowed tenants to apply to a magistrate to determine, according to the formula in the Act, the fair rent for their tenancies. In 1920, the *Fair Rents Act* was amended to prohibit discrimination against prospective tenants who had children. In 1926, it was amended again, to provide



for termination on just causes only, such as non-payment of rent, use of the premises for 'an immoral or illegal purpose', or because the landlord required the premises for themselves or a family member.

These reforms didn't last; in 1928, a conservative NSW State Government amended the Act so that it would not apply to new buildings and, by mid 1933, cease to have effect altogether. We can assume that the woman Hood photographed was evicted for not paying her rent, but as far as the law of the day was concerned, her tenancy could be terminated regardless of the reason.

In 1931, as a response to the drastic deepening of unemployment, rent arrears and evictions in the Great Depression, the State Government (back to Labor again) introduced the *Ejectments Postponement Act*. This Act provided for the postponement of evictions where the tenant pleaded that they were impoverished through no fault of their own. It was not wholly effective: apart from the question of making the 'impoverished' argument, tenants could still be required, as a condition of the postponement, to pay compensation to the landlord and, until amendments were passed, the Supreme Court considered that it was not bound by the Act continued making ejectment orders.



*'Eviction at Hurstville' by Sam Hood, 1935. (Photo: State Library of NSW.)*

However in 1932, the State Government (conservative again) legislated so that by the end of 1935 the postponement provisions ceased to have effect. In any event, they didn't prevent the eviction of the woman in the photograph, nor thousands of others evicted from their homes that year.

There was one enduring reform from this period: the abolition of landlords' old common law remedy of 'distress', whereby a landlord could enter a rented house and seize the tenant's belongings, to ransom or keep in satisfaction for unpaid rent. Piecemeal reforms to distress had been made since the 1890s, but it was finally abolished in 1930.

The woman in the photograph, therefore, might have been able to keep such belongings as she had; but she would have had few, bleak options for alternative accommodation. In 1935 there was scarcely any public housing in New South

Wales. There was Daceyville, on which work had terminated prematurely in the 1920s, and Millers Point, and a few buildings constructed by the City of Sydney in Pyrmont (Ways Terrace) and Chippendale (Strickland Flats); but even these were for relatively well-paid workers, not poor and homeless persons. For the evicted, there was family, or charity.

There is, of course, another person in Hood's photograph: the woman's daughter. Her attention is elsewhere, caught by something beyond the frame of the image. We might look beyond the circumstances of the eviction too, to what would lie ahead for her, in terms of her housing.

Soon, renting laws would be reformed again: the Second World War and its aftermath saw the introduction of strong legal protections for tenants against unfair rents and terminations, such as through



the *Landlord and Tenant (Amendment) Act 1948*. By the 1950s, however, by which time the girl in the photograph would have been a young woman, these protections were being curtailed.

She may have found secure rental housing in public housing. Through the 1940s and 1950s public housing grew rapidly; in 1956 one in six dwellings built in NSW was built by the Commission.

It's more likely that she would have found secure housing in owner-occupation. The prospect must have seemed dim in 1935, but after 1945 the rate of home ownership leaped, and kept growing until it peaked above 70 per cent in the mid-1960s. Many people whose families had always rented got into home

ownership, as a result of factors like full-employment; war service home loans and other government subsidies to housing finance; a burst of owner-building, particularly directly after the war; and sales of rental properties by landlords chaffing under the 1948 Act. After 1956, there was also a huge program of sales of public housing to tenants and applicants. By 1970, when the girl in the photo had probably settled down with a family of her own, the Housing Commission had sold one-third of all the dwellings it had ever built.

If she is alive today, the girl will be in her 80s. If she's like most 80-year olds, she'll still be living at home in a place owned by her or her family. About seven per cent of 80 year olds live in social housing;

just 4.5 per cent rent privately (of whom a small handful – a few hundred – are still covered by the 1948 Act).

The more things change, the more they stay the same. For some time now, particularly for young households, home ownership rates have been declining. Public housing is in a spiral of decline so severe that it is undermining the continuing viability of the system. Today, almost 26 per cent of the population rents privately, and the proportion is growing. For 25 years we've had the *Residential Tenancies Act*, but landlords can still give tenants termination notices without grounds. In 2012-13, the Consumer, Trader and Tenancy Tribunal issued 3,703 warrants to evict tenants. The indignity and injustice of eviction remains.

## Loss of OPTS and PAVS resource services

**The NSW Government has decided that they will no longer fund the Older Persons Tenants' Service (OPTS) and the Park and Village Service (PAVS) from 30 November 2013. The loss of these resource services and their experienced staff will leave a huge gap in the broader Tenants' Advice and Advocacy Program (TAAP) network.**

Only a portion of the funding has been rolled into the tender for generalist resource services.

OPTS was a resource service that operated for 21 years, providing expert advice to tenants and tenant advocates around complex issues such as protected tenancies. OPTS also did casework for high-need clients, helping about 360 tenants in the last year.

PAVS was a resource service that provided support and advice to tenant advocates and park residents. PAVS has been actively engaged around the review of the residential parks legislation and the draft

*Residential (Land Lease) Communities Bill 2013*, which is currently before Parliament.

The next issue of *Tenant News* will feature stories on the legacies of OPTS and PAVS and the challenges faced by older tenants and park residents into the future.

If you are an older person or a park resident with a tenancy issue that you wish to discuss with an advocate, contact your local TAAP service (see back cover for contact details).



# New energy laws offer better protections

*The Australian Energy Regulator,  
Guest contributor*

**Tenants who buy their electricity and gas from landlords now have clearer protections, under new energy laws introduced in July.**

For consumers who purchase energy from a retailer, the *National Energy Retail Law* (Retail Law) introduces protections such as the right to up-front information about the terms and conditions of an energy offer, and the right to flexible payment options for people experiencing payment difficulties.

NSW residents can now also use the Australian Energy Regulator's free and independent website, **energymadeeasy.gov.au** to compare all available energy offers to find one that suits them.

In addition, the Retail Law contains clearer protections for tenants who purchase their energy from a landlord or property owner, rather than directly from a retailer - such as tenants in some apartment complexes, caravan parks, and aged care facilities.

Under the Retail Law, a business or person who re-sells energy to more than 10 tenants must register with the Australian Energy Regulator.

Resellers must comply with a range of conditions about how

they deal with their tenants. Different conditions apply to different types of resellers, but as a minimum they must:

- provide flexible payment terms for any customer experiencing financial difficulty and facilitate access to concessions and rebates where possible
- not charge a residential customer any more than the local area retailer's standing (default) offer
- provide regular, clear bills which are based on meter readings
- allow customers at least 13 business days to pay all bills
- follow a number of steps before disconnecting a tenant, including sending a reminder and disconnection warning notice
- not attempt to unfairly prevent their tenants from buying energy from another person or business.

The AER website lists a full range of conditions.

The new rules apply to:

- residential landlords or

property owners (including boarding house operators), who sell energy to their tenants in privately owned houses or apartments

- Caravan or residential park owner/operators who sell energy to residents
- retirement or lifestyle village owner/operators who sell energy to residents

The AER is responsible for monitoring and enforcing the new laws. Their website has detailed information about how they regulate these businesses.

Landlords must take reasonable steps to resolve disputes raised by tenants. Tenants who cannot resolve disputes directly with their landlord can contact the AER on 1300 585 165 or at [AERInquiry@aer.gov.au](mailto:AERInquiry@aer.gov.au).

Tenants can also contact their local Tenants Advice and Advocacy Service (see back cover), the Energy and Water Ombudsman ([ewon.com.au](http://ewon.com.au)), or the Public Interest Advocacy Centre ([piac.asn.au](http://piac.asn.au)).





## TENANCY Q&A

Grant Arbuthnot, Principle Solicitor

**Q** I've been in my place about a month and all seemed well, until last week. The agent sent me an invoice for \$15 for photocopying. When I asked how this was so, she said that in the process of my application for the tenancy the agency photocopied some of my documents for me to include with my application. They charge \$10 for the first page and \$1 for each page after that. These charges were printed on the application form.

**Is this right? Can they charge for photocopying? Should I pay it? What if I don't?**

**A** This does not seem right. There is a good argument that you don't have to pay it. I don't think the agent can separate out bits of conduct as for-the-tenant. The agent is supposed to be acting for the landlord. If photocopying is done in a transaction between a landlord and a tenant, it is done for the landlord and the agent might charge the landlord. The agent does not have two clients.

*The Residential Tenancies Act 2010 (RTAct) also limits payments that may be demanded in tenancy transactions.*

Before or when entering a tenancy agreement (section 23 RTAct) the landlord or agent may only take:

- a holding fee,
- rent,
- bond or
- registration fees (for fixed terms over 3 years only).

During a tenancy (s32 RTAct) the landlord or agent may only take:

- rent,
- bond or
- prescribed fees (in the Residential Tenancies Regulation 2010).

I think an agent can charge a person for photocopying if that person is not a tenant or prospective tenant, or the photocopying is unrelated to the landlord-tenant relationship.

You cannot be evicted for not paying it. The agent cannot take it out of your rent (s33(3) RTAct). You can write to the agent saying that you cannot be charged such a fee. However it might end up being a bond claim issue at the end of your tenancy.

### CONNECT WITH THE TENANTS' UNION OF NSW

• **Read and comment on our blogs**

• [tunswblog.blogspot.com.au](http://tunswblog.blogspot.com.au)

• [clearinghousetunsw.blogspot.com.au](http://clearinghousetunsw.blogspot.com.au)

• **Follow us on Twitter:**

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• **Service website for factsheets and contacts:**

• [tenants.org.au](http://tenants.org.au)

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The Brown Couch: Tenants' Union of NSW

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Application overleaf



# JOIN THE TENANTS' UNION

Support us in our work for safe, secure and affordable rental housing for people in New South Wales

## Membership application

(Tax invoice ABN 88 984 223 164)

I apply for membership of the Tenants' Union of NSW Cooperative Limited as:

- ☐ individual tenant
- ☐ individual (non-tenant)
- ☐ tenant organisation
- ☐ organisation (non-tenant)

Name

Address

Suburb

State                      Postcode

Phone

Email

### Fees (GST included)

Annual fee covers 1 January–31 December

- individual low wage / pension / benefit

\$ 8.00
- individual waged worker

\$16.00
- organisation

\$32.00

### Payment

Membership fee                      \$

Donation                                      \$

TOTAL                                      \$

Signed    Date

### Payment method: Please tick

- ☐ Enclosed cheque or money order made out to Tenants' Union of NSW
- ☐ Deposit into our bank account:

Account name Tenants' Union of NSW  
BSB 062-004 Account No. 802624

For online deposits, please give the reference "MEM" plus your surname

### Please post this form to:

Tenants' Union of NSW  
201/55 Holt St  
Surry Hills NSW 2010

## NSW Tenants Advice and Advocacy Services



Inner Sydney	9698 5975
Inner Western Sydney	9559 2899
Southern Sydney	9787 4679
South Western Sydney	1800 631 993 4628 1678
Eastern Sydney	9386 9147
Western Sydney	8833 0911
Northern Sydney	9884 9605
North Western Sydney	1800 625 956 9413 2677
Blue Mountains	4782 4155
Central Coast	4353 5515
Hunter	1800 654 504 4969 7666
Illawarra South Coast	1800 807 225 4274 3475
Mid North Coast	1800 777 722 6583 9866
Northern Rivers	1800 649 135 6621 1022
North Western NSW	1800 836 268 6772 4698
South Western NSW	1800 642 609

### Aboriginal services

Greater Sydney	9569 0222
Western NSW	1800 810 233
Southern NSW	1800 672 185 4472 9363
Northern NSW	1800 248 913 6643 4426



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**Disclaimer:** Legal information in this newsletter is intended as 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.

**We invite contributions:**  
Contact the Publications Officer – see below for contact details.

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- A community legal centre specialising in NSW residential tenancies law.
- Peak resourcing body for the NSW Tenants Advice and Advocacy Program.

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