

Students: know your rights

Jemima Mowbray, Support Officer

When Vicky first arrived as an international student from China she didn't realise what a challenge finding affordable housing and dealing with landlords was going to be. In her first year she had problems with her landlord charging extra fees on top of rent and other agreed bills. At the end of that tenancy her landlord also refused to pay out any of her \$2,000 bond because she left a week before her agreement ended.

Vicki explains that "At that time my English was very bad. I didn't know about the contract. Maybe I only understood a few simple words. I didn't have too many friends here, no people here could help me."

Vicky wasn't aware of her rights in relation to housing, or what kinds of support she could get. When she tried to negotiate with her landlord to get some of the bond back she was threatened.

Vicky's experience is unfortunately common. Tenant Advocates and university Housing Welfare Officers report that international students are more likely to be targeted in housing scams. They are also particularly vulnerable to being taken advantage of by landlords and



The landlord said very bad words to us, and threatened, "If you report me they will kick you out. I will do something to you, because you are an overseas student." – Vicki, University of Western Sydney student.

real estate agents, and may be threatened or intimidated by landlords when they complain or try to assert their rights.

The Tenants' Union just finished a research project on international students and housing. Over 160 international students shared stories and information with us via an online survey and interviews.

This project revealed a number of key concerns for students around issues of affordability, security, overcrowding and exploitation.

Problems start for students when they first arrive and try to find accommodation. Students don't know the local

area, they don't know the local rental market or how it works, and they have trouble because they have no local rental or work history.

Sagun, who arrived from Nepal almost five years ago to study, explains, "It's really hard to get the housing in the first place. They don't trust us because we don't have any history here. That is the main problem."

Often international students are under pressure to find housing quickly before semester starts and they face real difficulties in securing a lease themselves. So students end up moving into share housing that is overcrowded and overpriced.

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International students: know your rights

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Sagun told us he shares an overcrowded flat with friends because he can't afford anything else.

"The reason we have five people in a 3 bedroom flat is about affordability. As a student you can't afford the full amount yourself, because you are trying to pay tuition and everything else," says Sagun.

Living in houses where people share rooms is quite common for international students. In the survey and interviews, students also talked about landlords creating partitions in the house to make extra 'rooms' in order to fit more people in.

Another common way for landlords to increase profits is to rent out the living room or other unlikely spaces. Tomas, an international student from Chile studying Environmental Law, described paying \$320 a week for a room in a house in Forrest Lodge.

He had to share the house with 8 other people – including one flatmate who lived under the stairs: "just like Harry Potter!"

Too many people in the house can lead to tensions among flatmates and often means trouble with the internet and getting assignments in

on time. Invariably it also means messy bathrooms and kitchens. Overcrowding is not just an annoyance for students, but can lead to unsafe or unhealthy conditions, and is a potential fire hazard.

International students' vulnerability around housing leads to exploitation. Students talked to us about how their landlords felt confident charging high rents knowing that international students have difficulty securing accommodation; charging additional 'surprise' fees after agreements had been signed, and refusing to pay out the full bond at the end of the lease.

Vicky was not the only student to talk about being threatened by her Landlord for complaints about unfair treatment.

Ian, who recently finished studying a postgraduate degree at Sydney University, told us that in his experience landlords are happy to play on international students' fears regarding their temporary visa status if they complain.

Ian said, "You know that landlords are permanent residents and you're just on a student visa. And they say, 'The police will trust me more than you.' And they can make up a new story, another story."

Perhaps the key challenge to emerge from the survey and

interviews is that students don't feel like they really know their rights. Many are also unaware of the supports that are available to them. As one student put it: "It feels like you have few rights and the landlords get all the money and all the rights."

Vicky is now in the second year of her Education degree and has the following advice for students who rent: "If you're going to share a house with someone, you need an agreement. You can get an example agreement online. Some landlords are not good – for example charging extra fees. In that case you need to find other people to help you, get advice over the phone, and use the translation service if you need to." ■

Do you need advice?

- Most unis and TAFES provide housing support through their student welfare services.
- Your local *Tenancy Advice and Advocacy Service* will give you free legal advice (see back cover).
- *Redfern Legal Centre* also provides free legal advice on housing (and other issues) to international students. See rlc.org.au/our-services/international-students. Call 9698 7645.
- Check out tenants.org.au
- *Translating and Interpreting Service*: call 131 450.

Our right to peace, comfort and privacy

Anne, Distance Education Student

As a distance education student, my rented apartment is not only my home, but also my main place of study. So I particularly value the right to 'reasonable peace, comfort and privacy'. One way this right is maintained is through the landlord or agent giving proper notice, prior to access – at least in theory! Recently I discovered in practice, things may be rather different.

Our landlord, it turns out, has decided to sell the property. In preparation, a tradesperson was arranged by the landlord to paint all the windows. Our notice of this work was a knock on the door by the painter, one

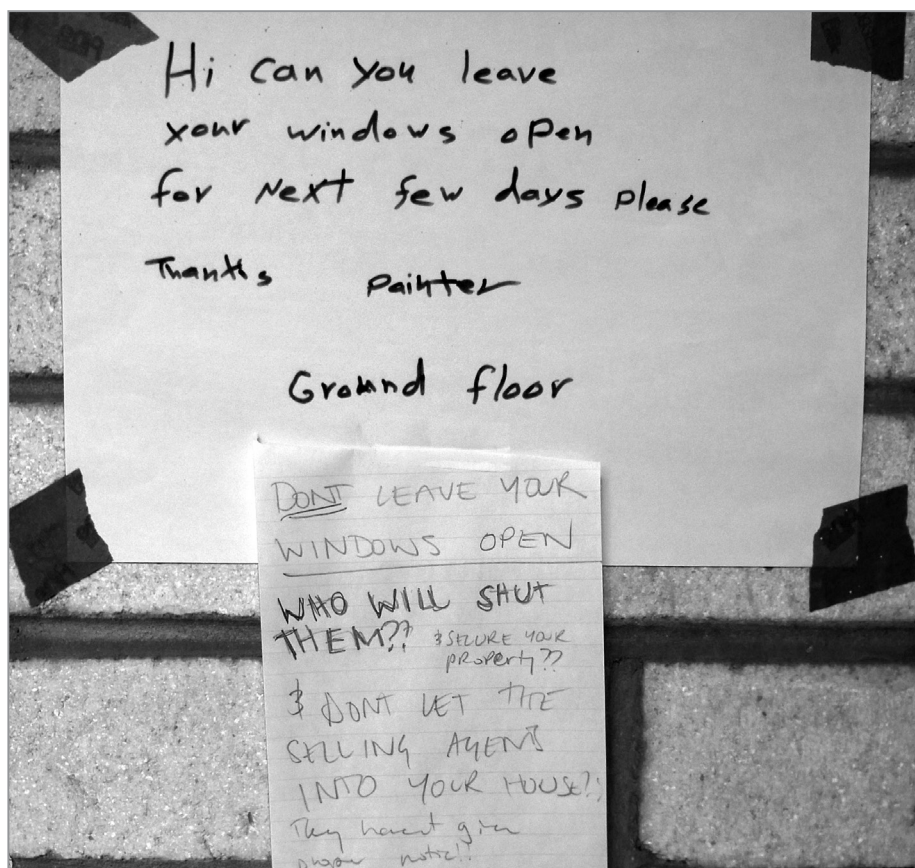


Thursday morning just after 7am, requesting for all the windows to be opened, and left open 'for the next few days'.

The failure to give adequate notice (not less than 2 days notice for maintenance), and

the painter's noisy scissor lift starting each morning from 7am, upset the 20 odd tenants in the apartment block. The tenants exchanged ideas for action. Some put up notices in response to the painter's sign for ground floor tenants, while others sent emails to the Managing Agent. Eventually, the message made its way to the painter, so towards the end of the job the noise was not starting until 8am (the legislated time).

The following Tuesday a letter under our door advised that a Selling Agent (not the Managing Agent!) wanted to inspect the premises on Friday at 9.30am, another failure to provide adequate notice for access. Again, the protests of the tenants in the building resulted in the inspection not taking place. Our efforts in objecting to our rights being breached eventually resulted in the legislated 14 days written notice prior to showing the premises to prospective buyers. So, as one of my neighbours' signs appropriately summed up, "Check your lease and be empowered!" ■



The painter's sign and the residents' responses at Anne's building.

For more info, check out Factsheet 8, *Access and Privacy* at tenants.org.au

Also, if you're a tenant who would like to contribute a story to *Tenant News*, please get in touch (see back cover).

Life in a share house: from personality clashes to great parties

Glyn Mather, Residential Parks
Project Officer

You're a student and you're living in shared accommodation of some kind, probably because that's what you can afford. There are problems and frustrations but also great benefits that mean you might decide to keep living like this for many years.

As someone who survived a variety of shared accommodation styles, I was interested to hear about other people's experiences. I spoke to seven people who had shared for between six months and twenty years, in two to ten places.

It turns out that they were quite positive about sharing. Brian for instance said it meant that, "You could be sharing in a nice house instead of living in a poky bedsit." They had met difficulties but generally these were outweighed by the benefits.

The most frequent problem raised was getting the bond back when leaving. Almost everyone I spoke to had stories to tell of either losing the bond or having to fight to get it back. Rhys put it this way: "They sting you at the end about the bond." The best way round this is to make sure the



Home-made, garden-grown and local produce in Milly's kitchen.

incoming condition report clearly lists the damage existing when you move in – this is well worth arguing about if necessary – and take photos of any damaged areas.

Personality clashes are also a concern, and "people's personal habits" as Ed put it – but don't be alarmed. There are indeed horror stories of people causing disruption and even fear in households, but those people usually end up moving out of the household. Remember though that you can contact the police or

mental health services if you are concerned for your safety.

No-one felt they properly understood their rights as tenants, except for Milly who had sought out information, "because they kept our bond and wanting to know our rights after that." When people strike problems they tend to discuss them with friends and family.

There is plenty of anecdotal evidence for payment of bills as a source of conflict and Ed said that, "there's always someone who doesn't pay on time." This can be especially

problematic if it's your name on the utility account since you are then liable for any debt. Although leases are often done in multiple names, this is rare for utility accounts. There is little legal recourse here so the best approach is to establish a clear agreement from the beginning about how the bills will be shared, for example everyone could put in a certain amount each week or divide the bill equally when it is due.

The behaviour of landlords and agents may be an important factor in your life. For my sample there were two main sources of annoyance. One was interference, such as landlords turning up unannounced even though they are obliged to give notice. The other was maintenance, as Sara put it: "The property maintenance and repair were pretty sloppy in both places." Brian had found that, "quite often the landlord wants to do it themselves and it's not the best." A further problem Milly raised related to a situation where each person paid their rent separately to the agent: "The real estate agent couldn't keep track of it and we had no control over monitoring it inside the house."

Unless the situation becomes extreme, in all these cases the main solution is to hold your ground with the landlord or agent – you are entitled to live in a place in a reasonable state of repair, and have reasonable peace, comfort and privacy.

So far it all sounds like doom and gloom! But everyone I spoke to said the reduction in rent made share housing worthwhile overall as well as the capacity for pooling resources (such as electrical appliances) and the sharing of housework.

Then there are the social benefits such as "companionship" and "great parties". People said, "it's a lot of fun when it works", "it's like having an extended family", "I get to expand my circle" and "meet new people". There's a great deal of pleasure in sharing our lives with others, not just co-residents but their friends too.

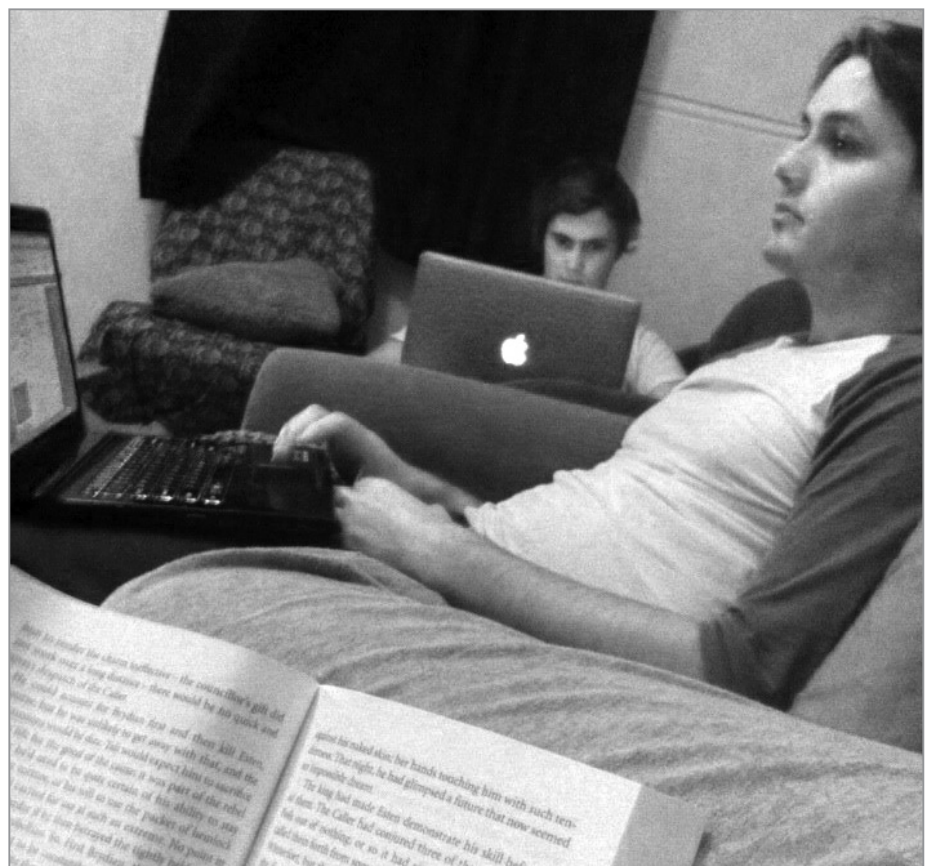
So find out your rights, establish ground rules for

cleanliness, bills and the like, and test out the people you might live with before you begin if you can. But remember, "When it works it's just fantastic, I wouldn't have it any other way" as Rhys said.

Glyn shared accommodation for more than twenty years in about a dozen places. She would like to thank the people who shared their experiences with her. ■

Find out more

- The Redfern Legal Centre's share housing survival guide: sharehousing.org
- Factsheet 15, *Share Housing*, at tenants.org.au
- Call your local *Tenants Advice and Advocacy Service* to get free legal advice (see back cover).



Milly and housemates hanging out at home in Fanning Street.

Know your place in a rented share house

Ned Cutcher, Policy Officer

Until a couple of years ago, renting laws in NSW did a pretty poor job of giving share house residents straight answers about their rights. The law only properly recognised rental relationships between a single landlord and tenant. However, there is a spectrum of rental relationships, and share housing offers up some of the most complicated types.

In the past, a problem between housemates could be extremely difficult to resolve, especially if it boiled down to a dispute over legal rights and duties. The *Residential Tenancies Act 2010* has gone some way towards changing that – some answers are clearer than others. There are also some serious shortcomings in the legislation. But you have to know how it works in order to make the most of it.

The first thing to consider is where your rights and duties actually come from. In a rented share house, your legal status will depend upon a number of possibilities:

*If you are named on the residential tenancy agreement along with one or more others, then you are a **co-tenant**. Your rights are equal and also you could be held liable for the actions of your housemates.*

*If you are named on the residential tenancy agreement but your housemates are not, then you are a **head-tenant**. You've transferred part of your right to occupy the premises to your housemates and you act as their landlord. Your obligations to your housemates will depend on the nature of your agreements with them.*

*If you are not named on the residential tenancy agreement, but you have a written agreement with the head-tenant, then you might be a **sub-tenant** with rights and obligations covered by the *Residential Tenancies Act*. But if your agreement is a 'lodging agreement' you'll be covered by the common law or (less likely) the *Boarding Houses Act*.*

*If you are not named on the residential tenancy agreement and have no written agreement with the head-tenant, then you could be a **sub-tenant with no rights under the Act**, or a **boarder or lodger**. Your share house could be a 'registrable boarding house' subject to the *Boarding Houses Act*, and you could have an 'occupancy agreement' under that law. A number of criteria must be met for that to be true – it's more likely that your rights will derive from the common law of lodging, which is not ideal. (If your head tenant resides elsewhere, you may have rights under the *Residential Tenancies Act*). The Tenants' Union argues that all renters who are not*

covered by the *Residential Tenancies Act* should have an automatic right to the kind of occupancy agreements the *Boarding Houses Act* provides. This would be very easy for the NSW Government to achieve. It would ensure all renters in NSW have basic occupancy rights and access to affordable, independent dispute resolution.

A final word of caution – if you live in a share house that has seen a number of occupants coming and going over time, you may not know who is named on the agreement. It's possible that you are a sub-tenant without rights under the Act, and your head-tenant is the unknown person who signed the original agreement. Your relationship to the landlord, and your right to occupy the premises, may be tenuous and in need of some care. But other things are possible too. It's a good idea to get to the bottom of this. Speak to your local *Tenants Advice and Advocacy Service* to find out what to do. ■

Talk to your housemates about getting your house in order:

Decide whether you want to be co-tenants, or head-tenant/sub-tenant. If you are a head-tenant/sub-tenant, it's very important that you write up your agreement. You can use the example to the right. Also see Factsheet 15, *Share Housing* at tenants.org.au.

SHARE HOUSING AGREEMENT

I, *(head-tenant's name)*.....

agree to rent room *(describe which room)*

.....

at *(address)*

.....

to *(sub-tenant's name)*.....

and share the common areas cooperatively (bathroom, kitchen, laundry, living room, dining room, yard, parking etc.)

for *(rent)* \$ per week

from *(start date)*..... to *(end date – optional)*.....

Bond paid in full *(bond amount – if applicable)* \$.....

Signatures

Head-tenant:

Name:..... Signature:..... Date:.....

Sub-tenant:

Name:..... Signature:..... Date:.....

I consent to the above sub-letting. Landlord/agent:

Name:..... Signature:..... Date:.....

The standard terms of residential tenancy in New South Wales are implied by law.

They may be viewed at or downloaded from:

legislation.nsw.gov.au/maintop/view/inforce/subordleg+664+2010+cd+0+N OR

fairtrading.nsw.gov.au/pdfs/Tenants_and_home_owners/Residential_tenancy_agreement.pdf

You can download copies of this form at:

www.tenants.org.au/share-housing-agreement



Apartment residents fined, locked out of their homes: reform needed

Tom McDonald, Tenants' Advocate at the Inner Sydney Tenants Advice & Advocacy Service at the Redfern Legal Centre.

If you live in NSW, it is becoming more and more likely that you will live in an apartment, flat or unit rather than a traditional freestanding house. It is also becoming more likely, therefore, that you will live in a place where strata laws apply.

The most noteworthy thing to say about strata laws is that they allow for each apartment building to have an owners corporation: a body run by a small number of elected individuals tasked with the job of setting and enforcing the building rules. Owners corporations have been called the 'fourth-tier of government'. Its an apt label.

Owners corporations and their rules are generally a good thing for residents. Sensible rules help to promote harmonious (or at least functional) buildings. But not all rules are sensible. In their haste to placate a particular group of residents or tackle a problem they believe is occurring in the building, owners corporations will occasionally introduce rules that are unreasonably harsh or oppressive on one or more (or all) building residents.



Regis Towers

One problem currently giving headaches to a number of owners corporations and building managers is overcrowding in their apartment buildings. For the media attention that overcrowding attracts, we don't know much about the extent of the problem, much less the best way to tackle it.

The owners corporation of the sprawling Regis Towers complex in Sydney's CBD (reportedly the largest strata plan in the country) is now taking to locking its own residents out under the banner of tackling overcrowding and illegal activity that it says is rife in the building.

Tenants are having their electronic swipe cards (ie. their house keys) cancelled without warning over matters as trivial as lending the card to a visitor so they can go out to buy a carton of milk. For tenants to get back into the building they have to pay a swipe card 'reactivation fee' of at least \$150. Some tenants have been locked out for days on end and it is understood that others

have had to pay accumulated penalties in the thousands of dollars just to get back in to their homes. Many, if not most, of these tenants have nothing to do with overcrowding or 'illegal activity'.

These kinds of blunt measures, while being potentially lucrative for an owners corporation's coffers, are probably unlawful in much the same way as it is unlawful for a debt collector to stand at your front door and block you from entering your home until you pay them the money they say you owe.

You can bet that other owners corporations with similar problems are looking at what is happening at Regis Towers with great interest. Many buildings, after all, now have electronic key systems that allow for the locking out of residents at the stroke of a keyboard. Locking people out has never been easier.

Perhaps the most unfortunate thing for Regis Towers residents is that, so far, the law has been of little assistance. NSW Fair Trading has said, for example, that current legislation does not empower it to take action in these types of cases. Residents have the option of either paying the fee or paying to kick-off a potentially expensive and lengthy legal process. When you're locked

out of your home, it's not much of a choice.

Compare this to a situation where a landlord unlawfully locks out a tenant. In these cases, there are very clear legal provisions that allow tenants to seek reasonably quick, affordable and effective redress in the NSW Civil & Administrative Tribunal, with offending landlords facing fines of up to \$22,000. The law correctly identifies unlawful lockouts by landlords as a cardinal 'no-no' and there is no reason why it shouldn't do the same regarding lockouts by owners corporations and building managers.

With the government currently reviewing the State's strata laws and a draft bill expected sometime this year, now is an opportune time to make this reform.

It is time for a provision that protects all apartment residents (both tenants and owners) against unreasonable interference with access to their homes by the owners' corporations and building managers. This is not about creating new rights, but improving accessibility to a basic right that has long been recognised in the law.

This is not to say that owners corporations shouldn't be able to take measures to address overcrowding in their buildings, just that those measures should not extend to preventing innocent tenants from accessing their homes. ■

TENANCY Q&A

Grant Arbuthnot, Principal Solicitor

Q I live in a great share house. There are 3 of us on the lease, a couple and me. I'm deferring my 2nd year at uni to go and make some money in the mines and I'm leaving soon. We've found a new person to move in. They're happy to just share the house, but I want to get off the lease.

We've asked the real estate agent about getting on and off the lease. He says "OK", but wants all proposed tenants to apply for a tenancy and sign a new lease at a higher rent and pay a reletting fee, whatever that is. Is all of that really necessary?

A No, not really. It's possible for you to transfer your part of the tenancy to the incoming person without having to form a whole new tenancy agreement or the landlord having to pay a reletting fee to the agent. The rent doesn't have to go up either.

The process is called transfer. It is done with a document called a transfer. It is done according to clause 32 of the standard tenancy agreement for NSW. The transfer needs to be signed by all parties to the agreement, including the

incoming co-tenant. The agent can sign for the landlord.

As part of your tenancy agreement, the landlord has agreed to not unreasonably withhold consent to a transfer of less than the whole tenancy (cl 32.3). (The landlord can unreasonably withhold consent to a transfer of the whole tenancy.) Also, the landlord can only charge you reasonable expenses in consenting to a transfer (cl 33).

I suggest that you complete a transfer and present it to the agent with a cover letter asking for consent. Provide documentary evidence of the incoming co-tenants ability to pay the rent, good character and/or renting history.

If consent is not given in a reasonable time (7 days), you can apply to the NSW Civil and Administrative Tribunal (NCAT) for an order that the landlord consent to the transfer. The Tribunal will decide whether the landlord's declining to consent is reasonable or not.

For more information see tenants.org.au/factsheet-18-transfer-and-sub-letting. There's a sample transfer document in the box at the top right on that page. You could also look at sharehousing.org or call your local TAAS (see back cover for details).

Year of the horse brings a cart of change

Rafael Mazzoldi, Resource Development Officer

The 'Year of the Horse' has ushered in a number of changes for tenants, and also here at the Tenants' Union.

NCAT begins

On the first of January 2014 the *Consumer Trader and Tenancy Tribunal* (CTTT), which hears most tenancy disputes in NSW, was subsumed by the *NSW Civil and Administrative Tribunal* (NCAT).

NCAT has consolidated more than 20 NSW tribunals into a single entity. In theory, tenants should experience few changes other than the name on the paperwork; the same offices exist and the same members will hear matters.

In practice there are some significant changes, including a new fee structure. NCAT will also have an internal appeals system and applications will now be able to be made to set aside an order when a party has not attended a hearing. For more information see the new NCAT factsheet at tenants.org.au. Also see the NCAT website: ncat.nsw.gov.au.

Tenancy Services refunded and changed

In good news announced late last year by the then Minister for Fair Trading, Anthony Roberts, 19 *Tenancy Advice and Advocacy Services* (TAASs) have



Romani traveller with horse and caravan. (Photo: ©flickr.com/lens_envy)

been refunded until June 2015. The funding, administered by NSW Fair Trading, comes from tenants' own money – the interest on rental bonds and from the Property Services Statutory Interest Account. TAASs receive less than 9% of all interest on rental bonds. While the Tenants Union and tenants in NSW welcome the funding, we are disappointed that (in real terms) there was no overall increase in the resourcing of these essential services. This is despite a growth in demand and an increase in rental bonds.

There have been some changes to TAASs in this new funding period. In the last edition of *Tenant News* we mentioned the loss of funding for the Older Persons Tenants Service (OPTS) and the Parks and Village Service (PAVS). These peak bodies had long and proud histories (which we will be writing more about

in future issues of *Tenant News*) and they will be sorely missed. The Tenants' Union has received some funding to provide extra support to TAASs in these specialist areas.

There were also some changes to tenants' services in Northern Sydney. North Western Sydney is now serviced by *Western Sydney Tenants Advice and Advocacy Service* – WESTS (phone 8833 0933). While Northern Sydney has an entirely new service: the *Northern Sydney Area Tenants Service* – NSATS (call 9884 8558).

Regional services in the north-west, south-west, mid-coast and the northern rivers districts of NSW had some reduction in resources, while additional funding went to the Inner Sydney, Greater Sydney Aboriginal and Southern NSW Aboriginal TAASs.

New Residential Parks Legislation and Regulation

New legislation for Residential Parks across NSW has passed Parliament and is now awaiting the formulation of supporting regulations. The new Act is expected to commence towards the middle of the year.

Strata legislative changes

The new NSW Strata Act is being developed. This year will see a lot of discussion about what form the final act will take.

Legislative Review

In 2015 the NSW Residential Tenancies Act 2010 will be reviewed. This will be a chance for NSW tenants to have their say about how the act has been operating.

Social Housing Strategy Review – NSW Government

The NSW government has for some time been promising a new 10 year plan for Social Housing. Will this be the year to see the fruits of a Social Housing Strategy Review?

New look for the TU

This year we've decided to sharpen up a little with a new Tenants' Union logo, more regular online publications, and a new format for *Tenant News*. We will be bringing you issues of *Tenant News* focused on particular themes and groups (like students and sharehousing in this issue), while still keeping you in touch with tenancy matters across NSW. Feedback is welcome. ■

Stop Press: Miller's Point Sell-Off

Chris Martin, Senior Policy Officer

The Tenants' Union condemns the proposed sell-off of 293 public housing properties at Millers Point and The Rocks, announced by the O'Farrell Government in March.

This sell-off amounts to the destruction of a community. It will cause hardship and grief to the people of Millers Point, and make all of us the poorer. We are concerned for the wellbeing of Millers Point tenants, especially those who are elderly and those who have lived there all their lives.

Millers Point is irreplaceable, both as inner-city social housing and as part of our State heritage. The heritage value of Millers Point is not just in its buildings, but in its historic use as public housing, and in the long family and community ties of many of the people living there. The significance of Millers Point's public housing and its community is recognised in its State Heritage listing.

There is also a distinct lack of transparency around the sell-off. Use of proceeds from previous sales in the area has not been accounted for transparently. On its record to date, no-one can be assured that all proceeds of a sell-off will be 'reinvested' in social housing. The Government has ignored recommendations of its own consultant's social impact assessment that would lessen the damage done to individual tenants and their community.

The Tenants' Union calls on the O'Farrell Government to look at alternative solutions to the question of maintenance of properties at Millers Point. The tenants themselves have put forward innovative proposals for a sustainable program of works. The Government should talk with tenants and the not-for-profit housing sector on these solutions.

Millers Point residents are organising to resist the sell-off. Keep up to date with the campaign at our blog and Facebook page.

STAY IN TOUCH WITH THE TENANTS' UNION OF NSW

- **E-Bulletin:** eepurl.com/JBMVb
- **Blog:** tunswblog.blogspot.com.au
- **Facebook:** The Brown Couch: Tenants' Union of NSW
- **Twitter:** @TUNSW
- **Get Tenant News delivered to your house for free:** Call 8117 3700
- **Get free legal advice from your local Tenants Advice and Advocacy Service:**
 - **web:** tenants.org.au
 - **phone:** see back cover
- **Support our work – become a member of the Tenants' Union:** see back cover

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



| | |
|-----------------------|------------------------|
| Eastern Sydney | 9386 9147 |
| Inner Sydney | 9698 5975 |
| Inner Western Sydney | 9559 2899 |
| Northern Sydney | 9884 8558 |
| Southern Sydney | 9787 4679 |
| South Western Sydney | 1800 631 993 4628 1678 |
| Western Sydney | 8833 0933 |
| 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 | 9698 0873 |
| Western NSW | 6884 0969 |
| Southern NSW | 1800 672 185 4472 9363 |
| Northern NSW | 1800 248 913 6643 4426 |

Tenants NSW website

www.tenants.org.au



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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.

Tenants' Union of NSW

- 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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