

# tenant news

N.S.W.

No.25

April '85

## Reports to the Annual General meeting

- (1) Resourcing Unit
- (2) Secretary's Report
- (3) Treasurer's Report
- (4) Auditor's Report
- (5) 1985 Board of Directors and Elections.

### 1 Resourcing Unit report

REPORT OF TENANTS' UNION RESOURCING UNIT FOR 12 MONTHS ENDING

31 DECEMBER, 1984

The work of the Tenants' Union is divided into four sections:

- A. Administration
- B. Service
- C. Community Education
- D. Policy Development and Action.

The subject matter of this report has been divided into these four sections.

#### A. ADMINISTRATION

##### STAFF

-In June 1984 Debbie Whitmont resigned from her position as Project Officer.

-Caitlin Perry and Jane Skelton completed their terms of employment in June when the wage pause funded projects concluded.

-In May Kerry Dent and Frances Press commenced employment on two CEP-funded projects. Frances has been working on a Housing Action Manual and Kerry on Resourcing Tenants' Services. Both these positions were funded for twelve months.

-Due to a shortage of funds between July and October one Project Officer's position was not filled (i.e. the position vacated by Debbie Whitmont). The Tenants' Union made efforts to fill that position with a solicitor, however we were unsuccessful. Consequently in November the position was advertised as a general Project Officer. Frances Press was appointed to the position and Paul

Wright was appointed to fill a temporary position from December until April, when the CEP funding finishes.

#### FUNDING(For the 1984 calendar year)

The Tenants' Union received increases in funding from the Commonwealth Legal Aid Commission and the NSW Legal Services Commission. However, it has experienced problems with Youth and Community Services. An attempt was made by the Minister's office to shift funding for the Tenants' Union from YACS to Consumer Affairs. This attempt failed and as a result a considerable amount of staff time has been spent hassling for funds. The Tenants' Union received interim funding from YACS for the first four months of the year. The remainder of the full grant was not received until May 1984. The uncertainty surrounding the YACS grant severely affected the Tenants' Union's ability to plan. Also the amount granted by YACS was totally inadequate, i.e. \$19,000 barely covers the cost of one wage.

Submissions were also made to the Office of Special Employment for Wage Pause and CEP projects.

The Wage Pause Projects approved and now completed were:

#### 1) Administration and Information Project

- development of an information system and re-organisation of the filing and other informational research and teaching materials.
- providing assistance to the Treasurer and the Secretary.
- development of office administrative systems.
- maintenance of "hotline" roster and provision of advice and assistance to tenants.
- typing
- collection of information, research and teaching materials.

Cait Perry was employed for this project.

#### 2) Research and organisation of a submission on discrimination experienced by people with children in private rental housing.

Jane Skelton was employed for this project.

The C.E.P. jobs involve:

1) Project Officer to resource new Tenants' Services and develop a country network. Kerry Dent has been employed for this project.

2) Research and publication of a Housing Action Manual. Frances Press has been employed for this project.

These two C.E.P. projects commenced on April 30, 1984 and will finish on April 30, 1985.

#### 1985 Funding

-Once again a submission has been made to the Legal Services Commission for funding for the 1985 Calendar year. As a result the Tenants' Union received \$30,604.

-A submission was also made to YACS for continued funding. As a result the Tenants' Union received an increased grant of \$30,000 for 1985. However, negotiations are continuing with Minister Walker's office about the appropriateness of YACS funding to the Tenants' Union. The Rental Bond Board funds in the Department of Consumer Affairs are considered to be the most



appropriate source of funding. Proposed changes to the Rental Bond legislation may enable this to happen.

-A proposal was submitted to the Department of Ethnic Affairs for a "Grant-in-Aid" worker. The submission was successful and the Tenants' Union is in the process of employing a person to work on migrant tenancy issues.

-Submissions were also made to the Office of Special Employment for two more C.E.P. projects.

1. Administration and information-one person to be employed.

2. Re-structuring and regionalisation of the Tenants' Union. One person to be employed.

Unfortunately these submissions were unsuccessful.

#### New Premises

In April 1984 the Tenants' Union moved out of the decrepid Church Hall into a disused Ward of Rachel Forster Hospital. The space is shared with the Public Tenants' Development Project (a C.E.P. Project). Both organisations contributed to the cost of repairs and renovations.

#### B. SERVICE

##### Tenants' Advice Service Network (TAS)

The Resourcing Unit has continued to develop resources and maintain a network of volunteer Tenants' Advice Services throughout N.S.W. Generally these services are based in existing Community agencies and are staffed by volunteers and/or the staff of that agency. This model was developed for the following reasons:

1. It is not possible for a central Tenants' Union office to deal with the volume of Tenants' enquiries.
2. Tenants need access to information and assistance in their local area and in their own language.
3. A completely voluntary system is impossible to maintain. The placement of local TAS' in existing community agencies stabilises the network by ensuring that advisors have access to resources, i.e. premises and telephone. The staff of a community agency which hosts a TAS will also co-ordinate and provide some support to the volunteers. At present there are approximately 117 volunteers involved for an average of 3 hours per week each. This time may be increased as a result of workload; for example, a volunteer may spend more time if assisting a tenant with the preparation of a hardship plea and accompanying the tenant to court.

Volunteers working in the Tenants' Advice Services fall into the following categories:

- i) Volunteers who have approached the Tenants' Union offering assistance in the past or are retired or unemployed workers with some interest and /or experience in housing. The Tenants' Union directs and introduces them to their local TAS and provides training.

ii) People already working as volunteers in community-based agencies. Many Neighbourhood Information centres operate with their own roster of volunteers. In these centres the TAS Service usually becomes a distinctive section of the existing service, staffed by volunteers, who are supervised by the paid staff of the agency and trained and resourced by the Tenants' Union Resourcing Unit.

iii) Workers co-ordinating a TAS in their own time. In some cases workers employed in a community agency organise a TAS outside working hours. Such workers can provide a variety of skills and contacts from their own work roles, and include youth workers, health workers and information officers.

It should also be noted that often the management of a community agency will permit a worker to develop and be involved in the TAS during working hours. At present there are 30 Tenants' Advice Services throughout N.S.W.

#### Tenants' Advice Services in NSW:

Youth Resource Centre,  
Mt Druitt.

Community Centre, Civic Centre,  
Pahramatta.

Community Aid,  
Eastwood.

Neighbourhood Centre,  
Fairfield.

Panania CYSS,  
Panania.

Sutherland CYSS,  
Sutherland.

Inner Sydney Info. Van,  
Balmain.

Bondi Beach Cottage,  
Bondi.

Canterbury Info. Van,  
Campsie.

Hillsdale Community and Info. Centre,  
Hillsdale.

Manly-Warringah Citizen's Advice  
Bureau, Manly.

Careforce,  
Newtown.

Penrith Accommodation Co-op.,  
Penrith.

Burwood Community Aid,  
Burwood.

Illawarra Housing Info. Service,  
Burwood.

Tenants' Rights Project;  
South Sydney Community Aid

Pymont TAS,  
Pymont.

Welfare Office,  
Sydney University.

Community Action,  
Albury.

Family Worker Scheme,  
Bathurst.

Casino Community and Neighbourhood Centre,  
Casino.

Katoomba Neighbourhood Centre,  
Katoomba.

Gosford Community Services,  
Gosford.

Lismore Community Aid and Info. Centre,  
Lismore.

Lithgow Neighbourhood Centre,  
Lithgow.

Newcastle Neighbourhood Centre,  
Newcastle.

Orange Information Centre,  
Orange.

Family Welfare Service,  
Hilltop.

Mid-Richmond Neighbourhood Centre,  
Woodburn.

Wagga Wagga Neighbourhood Centre,  
Wagga Wagga.



During 1983/84 a number of organisations gained further funding for their Tenants' Advice Services, e.g. Wollongong, Newcastle, Rozelle. These organisations have been funded for a maximum of 12 months under Wage Pause and CEP.

The Wage Pause funded project at Rozelle was not refunded and consequently has collapsed. The Tenants' Union fears that a similar fate awaits the others when their CEP grants expire.

In order for these initiatives to continue the State government should provide longterm grants to the Tenants' Union and affiliated local tenant organisations. The most obvious source of these funds would be from Housing and/or the Rental Bond Board. The Tenants' Union and the affiliated TAS' prepared a submission along these lines.

#### Problems experienced with the T.A.S. networks.

Staffing levels at the Tenants' Union Resourcing Unit have not increased, nor has available funding. The numbers of tenants seeking assistance has continued to increase—11,705 recorded enquiries for 12 months ending June 1984. The resources available are spread thinly.

Efforts have been made to curtail the growth of TAS'. However, the demand from tenants on community agencies has been so great that requests for establishing and resourcing new services were constantly received. In some cases, TAS' were set up, and the resources of the Tenants' Union were then demanded or expected, e.g. Queanbeyan, Penrith, Coffs Harbour. As a consequence, the Tenants' Union is formalising relationships with the TAS'. The overall cuts in YACS funding has resulted in problems for TAS' because many were located in the affected services.

#### Hotline

The Tenants' Union has established and continues to maintain a telephone advice service, the "hotline". The Hotline roster is staffed by volunteers and the Tenants' Union Resourcing Unit co-ordinates the roster.

However, during the last year we've experienced unprecedented difficulty in staffing the roster. The reasons for this seem to be:

- 1) A volunteer system is inherently unstable.
- 2) The increased number of tenants using the hotline means extra pressure on the volunteer.
- 3) Due to funding problems, many community agencies are unwilling or unable to foot the bill for the hotline; i.e. staff time and phone, stationery, and postage costs.

#### Bi-lingual Advisors

Tenants lacking fluency in English often experience the greatest difficulty in obtaining accommodation, negotiating with landlords and agents, and resolving tenancy disputes. For this reason, the Tenants' Union has established a network of bi-lingual workers who have contacts in and knowledge of particular ethnic communities. Constant work is needed to maintain this network. The problems being similar to those associated with the TAS and Hotline.

#### Problems with a Volunteer System

The volunteer system of Tenants' Advice Services has a number of problems. The most major one is the lack of stability; i.e. volunteers come and go, with great frequency. Placement of the TAS' in community agencies has had a stabilising

effect. However, the ability of the agency to host the TAS or Hotline roster shift is dependent on the goodwill of the agency's staff and management committee. Very often a change of either of these will result in a TAS or Hotline shift being abandoned or rebuilt from scratch. This system also results in TAS' being placed in locations where there are volunteers and willing agencies rather than need. Consequently there are locations where there is a need but not a Tenants' Advice Service.

Over the past few years the problems of this system have been exacerbated by a marked and dramatic increase in the number of tenants seeking assistance, and a shortage of Tenants' Union resources and staff time with which to resource the network of TAS'. The increasing demand from tenants for assistance has stretched the Tenants' Union Resourcing Unit and the T.A.S. network to its limits. It is unlikely that 1985 will see an improvement in the supply and standard of rental housing. The Tenants' Union expects the demands from tenants to increase.

#### Workshops

Over the last year training workshops for Tenants' Advice Services and Tenants' Advisors were held at:-

- Redfern Community Health Service
- Eastwood Community Aid
- Fairfield Neighbourhood Centre
- Darlinghurst CYSS
- Macquarie Legal Centre
- Coffs Harbour TAS
- Dulwich Hill Community Centre
- Hillsdale Community Centre
- Women's Refuge workers
- Resource Centre, Changes CYSS, Share-a-Home, Bondi Junction
- Katoomba Neighbourhood Centre
- YACS Rent Relief Officers
- Mount Druitt Youth Resources Centre
- Careforce, Newtown
- Newtown Neighbourhood Centre
- Queanbeyan Women's Refuge and Tenants' Union
- Tenants' Union Central Office, for staff and volunteers at:  
Bondi Beach Cottage, Hillsdale Community Centre, Turkish Child Care, Auburn, Changes CYSS, Darlo CYSS, South Sydney Community Aid, Alexys CYSS, Redfern.

Each workshop involved a minimum of eight hours, usually broken into 2x4 hour sessions. The workshops covered basic information on major aspects of tenancy.

#### i) Beginning a Tenancy

- search for accommodation
- costs and charges
- application for tenancy
- inspection records
- Rental Bond System

#### ii) During a Tenancy

- the lease



- landlords and tenants obligations
- repairs and maintenance
- privacy
- rent(arrears,receipts,increases)

iii) Ending a Tenancy

- by Tenants choice
- at end of term of lease
- during term of lease
- eviction, legal processes involved
- lockouts
- negotiations

iv) Protected Tenancy

- rent control
- eviction
- repairs, maintenance
- privacy

The workshops attempted to provide tenants' advisors with ideas about strategies and tactics as well as information.

Special Workshops

Advanced workshops-were held for volunteers at Redfern Community Health Centre and Alexys CYSS; and <sup>one</sup> covering legal aid to tenants, eviction procedures and funding for Tenants' organisations was held for all TAS'

Housing Commission-a workshop on housing commission tenancies was held at Mount Druitt Youth Resource Centre.

Licencees-a workshop on licences was held at Rydalmere Hospital.

CTS-a session on CTS leases and protected tenancies was given by Tenants' Union staff at the C.T.S. workshop.

RESOURCES

English-the Booklet "Your rights as a Tenant" in NSW has been reprinted. No extra funds were received for its reprinting, consequently it is now on sale for \$1 per copy (Tenants' Advice Services exempt)

Multi-Lingual-all the multi-lingual material has been reprinted. No extra funds were received to reprint this material. However, the multi-lingual booklets are an abbreviated version of the English, hence they are distributed free-of-charge.

Tenants' Rights Manual-the manual is now out of print. There are no funds for updating or reprinting. However, there are a few copies left. The Tenants' Union is reluctant to reprint the manual because the advent of the promised Landlord and Tenant Law Reform may necessitate extensive revision of the material. Also it is unlikely that funding organisations will provide grants for printing while law reform is on the agenda.

Stickers-Tenants' Union bumper stickers are being printed.

T-shirts-with the slogan "Don't let rental send you mental" have been printed.

TAS Circular-the circular is designed to facilitate communication between the Tenants' Union and the TAS network and other tenants advisors. It is published as needed. The circulars provide information of immediate relevance to

advisors; e.g. new Hotline rosters, resource persons, etc.

Newsletter-the newsletter is published quarterly and is distributed to all Tenants' Union members and advisors. The Tenants' Union has experienced difficulties meeting deadlines. The basic problem was a shortage of staff time. The purpose of the newsletter is to provide information on tenancy and housing issues, and reports from the Tenants' Union Board of Directors and Resourcing Unit.

Calling Cards-have been produced advertising the Hotline number. These have been distributed to TAS' and other community/welfare services.

Statistics-the statistics continue to be collected. However, it should be noted that it is difficult to collect accurate statistics from an underresourced over-worked network of volunteer advice services.

-We've attempted to make the job easier by redesigning the summary and case sheets.

TAS Advertising leaflet-A leaflet advertising local TAS' has been produced and distributed to the TAS' for use by themselves.

'Join the Tenants' Union' leaflet-a leaflet giving reasons for a Tenants' Union and encouragement to join has been printed and distributed.

Housing Action Manual-over the last year Frances has been working on a Housing Action Manual. It is designed to complement the Tenants' Rights Manual.

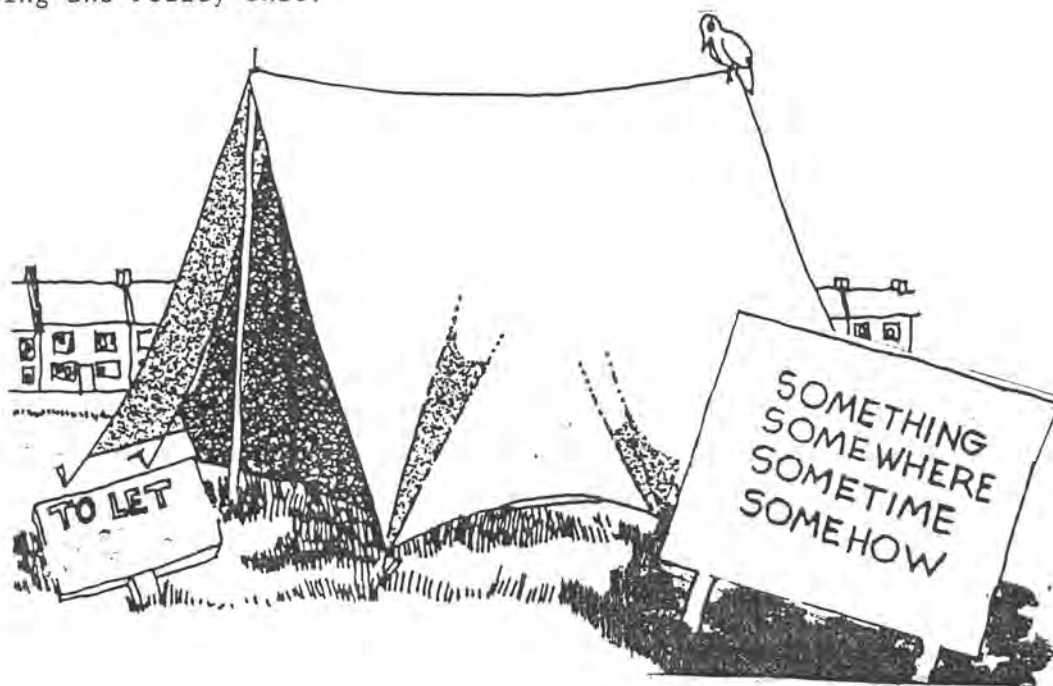
#### GENERAL COMMENTS ON SERVICE

As the housing crisis deepens, the TAS network is placed under greater pressures. Government cuts to expenditure on community services has also had severe effects on many TAS':-

-Some have closed because the sponsor organisations have lost funding. This has been of particular concern to the Tenants' Union because the closures of community services have occurred in the inner city areas where private tenants are highly concentrated.

-other organisations no longer have the resources to divert some of those resources away from their funded activities into tenancy advice and assistance.

The consequence of these pressures has been that Tenants' Union staff have taken on increasing numbers of individual tenancy enquiries. There is a desperate need for funded Tenants' Services and an adequately funded Tenants' Union Resourcing and Policy Unit.





## C. COMMUNITY EDUCATION

The purpose of this side of the Tenants' Unionwork is to effectively and thoroughly inform the community of their rights and obligations.

When tenants are equipped with adequate information they are better able to protect themselves, they are also less likely to be abused. In our experience we have discovered that tenants who front landlords and agents obviously knowing their rights are more likely to have those rights respected. It seems that much of the abuse occurs because landlords and agents can assume and take advantage of tenants' ignorance.

We have tried to target community education activities towards specific groups of people—either prospective tenants or tenants-in-need, and workers in a position to pass information onto tenants. Most of this side of our work is implemented by giving talks to relevant community educational and government organisations. Over the last year we've given talks to:

### Students—Welfare students at North Sydney Tech

- Welfare students at Seaforth Tech
- Welfare students at St. George Tech
- EPUY students at East Sydney Tech
- NSW Student Education Action Committee

### Youth—Homeless youth at the Opposition (Refuge run by Sydney City Mission)

- Youth Refuge and Association workshop
- Adolescent Development Unit, RPA Hospital

### Migrants—Hillsdale Community Centre

- Institute of Languages, University of NSW (4 separate sessions)
- Regional Ethnic Health workers at Rozelle Hospital
- The Endeavour Migrant Hostel (3 separate sessions)
- Migrant Education Programme—the programme is aimed at people who do not speak English. A talk is translated and presented to a group in their own language. The person giving the talk is accompanied by an experienced tenancy advisor. Thus, interpretation of questions and answers is possible. It is hoped that this programme will disperse greater knowledge of tenancy information among people who don't speak English.

-Unfortunately the Tenants' Union could not complete this project within the given time. The grant for the project from the Board of Adult Education did not include an administrative component. The Tenants' Union resources in this area are so lacking that we were not able to spend the money by the given time.

### Government Workers—YACS Rent Relief officers

- Rydalmere hospital (on licences)

### Community Organisations—Hillsdale Community Centre

- Newtown Neighbourhood Centre
- Burwood CYSS
- Community Information Week stall

Tenants Action—resourcing a group of tenants in a block of flats in Bondi, all of whom were facing eviction.

Community Education also takes the form of involvement in public meetings and media interviews or presentations. Over the last year the Tenants' Union Resourcing Unit has been involved in the following:

- Student meeting organised by the Australian Union of Students as part of a student housing campaign.
- Interviews on Radio Eastern Sydney, for dual use at the Welfare course at Kurringai C.A.E.
- 2GB: on single people and the Housing Commission; on discrimination against single parents, and people with children; on problems experienced by tenants.
- articles in 'The Sun' and 'Telegraph' about discrimination against people with children.
- articles in Waverley Community Newsletter.
- letters in 'The Glebe'.

Additional staff time would enable the Tenants' Union Resourcing Unit to follow up on media contacts and disseminate more information through the mass media.

#### D. POLICY DEVELOPMENT AND ACTION PARTICIPATION WITH OTHER ORGANISATIONS AND PROJECTS.

The Tenants' Union has participated in activities with the following organisations:-

- N.S.W. Council for Social Services' pre-budget submission.
- " " " " " " " " " " Budget commentary night.
- Law Foundation "Model Court" project.  
Tenants' Union staff discussed problems experienced by tenants in the court and the relevance of the legal system to tenants.
- The Tenants' Union has met with other Legal Centres regarding the role and function of legal and quasi-legal centres. Also met in regard to the gaps in the legal system pertaining to tenancy issues.
- Participated in and contributed to the National Community Legal Centres Conference in Melbourne.
- NSW Shelter. Tenants' Union has two representatives on the Board of Directors, and has participated in the CTS working group, and assisted with book-keeping.
- Combined Pensioners Association. Participated in the Nursing Homes Action group and contributed to their submission on Hostels.
- Public Tenants Development Project-involved in the management of the project, and in the development of proposals for an Appeals tribunal and the development of Tenant participation mechanisms within the Housing Commission.
- With Welfare Rights Centre on Tenancy issues.
- Review of the Rental Bond Board.
- Participated and contributed to the NSW Women's Housing Conference December 84, a precursor to the National Women's Housing Conference.
- Participated in and organised the National Conference of Tenants' Unions.

The Tenants' Union has participated in a number of government programmes and policy forums:-

- Rental Housing Task Force-advises on issues relevant to the preservation of rental housing. Tenants' Union raised issues related to Law reform and Licences, Singles Advisory Committee

The Tenants' Union has been involved in the implementation of the state government's singles housing policy. The Tenants' Union has had representation



on the advisory committee established for this purpose. Single people are now eligible for Housing Commission housing, however, the major hindrance to the implementation of this policy is the lack of money with which to do it. The Tenants' Union has a position on the ministerial advisory committee implementing this policy.

#### -Community Tenancy Scheme

The Tenants' Union as a representative on the CTS Ministerial Advisory Committee and also drafted the leases and contributed to training workshops for CTS workers. The scheme continues to develop and has some potential. However, there are a number of questions which concern the Tenants' Union, in particular the tenant management practices of local committees and the potential for the scheme to become a second tier of public housing which subsidises slum landlords.

The Tenants' Union has also been concerned with the potential for CTS schemes to decontrol protected tenancies. We have discussed the issue with local schemes and have raised it on the CTS Advisory Committee, and participated in the preparation of a discussion document on protected tenancies.

During the course of the year some CTS schemes indicated they wished to take on a tenancy advice role. The Tenants' Union became concerned about this because of the fundamental conflict of interests between those who provide housing and those who are tenants. We developed a policy which basically says we would not support or resource CTS schemes providing tenancy advice.

#### Policy Submissions Prepared

- Contributed to the combined legal centres submission on gaps in legal services.
- to the Minister of Consumer Affairs on discrimination against people with children, and seeking appropriate legislative reforms.

As part of the research for this submission a phone-in was organised. It involved the Sydney metropolitan area, Wollongong, Newcastle and Orange/Bathurst. Publicity was distributed in community languages as well as English. Bi-lingual people were involved in answering the phones. Available languages were: Greek, Italian, Spanish, Turkish, Arabic, Polish, Vietnamese.

#### Landlord and Tenant Law Reform

There has been much talk about this issue. Promises are always made that the long-awaited reforms are around the corner!

#### Tenants' Advice Services Submission

Joint submission from the Tenants' Union and affiliated TAS structure to funding bodies. Aim of the submission was to seek secure, comprehensive funding for the Tenants' Union and its tenants' service structure.

The final submission was the outcome of numerous discussions the Tenants' Union had with TAS' over the precarious continued existence of a voluntary tenancy network.

The submission seeks funding from either the Ministry of Housing or the Ministry of Consumer Affairs. The proposed outcome date for the submission is late 1985.





## 2 Secretary's report

### 1. TENANTS IN NSW

Things have not improved for tenants in NSW over the past year. Rents have continued to rise and the long awaited Landlord and Tenant Law reform has still not materialised. A lot of private rental accommodation is rented on the basis of at least \$50 to \$100 per bedroom. For 4 and 5 bedroom houses in the city this means outlays in excess of \$1,000 for bond alone.

These prohibitive costs have been further exacerbated by the actions of rapacious real estate agents who are involved in rental gazzumping. The Tenants' Union has been arguing for prosecution of these agents under Section 84 and 84a of the Auctioneers and Agents Act.

### 2. Tenants' Union Activities

The worsening conditions in the private rental market have increased the pressure on the tenants' advice network. Repairs, evictions, rent increases and bond enquiries continue to be major issues. An enormous amount of work has once again been achieved in the resourcing and survival of the Hotline and Tenants' Advice Services. At present, there are over 30 TAS's throughout the state.

The Tenants' Union project officers have also continued tenancy workshops and community education programmes, and have contributed to state policy advisory committees. A submission was presented to the Minister for Consumer Affairs, seeking legal changes to prevent discrimination against people with children; and the Union was consulted by Consumer Affairs in its review of "Factors Affecting the Availability of Private Rental Accommodation." More recently we have contributed to a Housing Ministry review of tenancy advice needs in NSW.

CTS: The T.U. is also on the Advisory Committee for the CTS. During the year the Board determined a number of policy resolutions with respect to CTS.

### 3. LAW REFORM in 1985?

The Minister for Consumer Affairs, George Paciullo, continues to be evasive about the tabling of draft Landlord and Tenant law reform. The Tenants' Union has requested repeatedly and unsuccessfully throughout the past year for a meeting with the Minister to discuss the legislative reform, and the importance of funding for the Tenants' Union and Tenants Advice Services.

There has been no community consultation regarding new legislation. It is feared that it will not adequately deal with the issues of security of tenure, repairs and the position of licences. The legislation may also terminate the 1948 Landlord and Tenant (Amendment) Act which deals with protected tenancies.

If the legislation is eventually tabled this year, it will obviously be a major focus of our work.

### 4. FUNDING

The Tenants' Union and Tenants Advice Services compiled a major submission for funding from the Interest Account of the Rental Bond Board. The submission was presented to both the Minister for Consumer Affairs and the Minister for Housing.

Changes are expected to the Rental Bonds Act (1977) which will make possible the funding of community groups from the Rental Bond Board. However, Minister Paciullo has remained especially evasive regarding financial allocations to community groups. We must continue to be active in demanding a positive response to the need for an adequately funded Tenants' Union and tenants advice network throughout the state.

At present, the Union continues operations with marginally increased funding from YACS and the Legal Services Commission. Two CEP positions have also been funded over the past year.



A welcome development has been the recent approval of our application for a Grant-In-Aid worker from the Federal Dept of Immigration. The grant was one of 49 approved from 207 submissions. It is an important recognition of the severely disadvantaged position of tenants who are non-english speaking migrants. Interviews for the position will be held very soon.

## 5. STAFF

The past year began in much improved working conditions in the new premises at 197 George St, Redfern. The then staff of six was soon reduced to three when Deb Whitmont and the two Wage Pause workers, Cait Perry and Jane Skelton, left.

Mary Perkins, Kerry Dent and Fran Press were later joined by Paul Wright. Together they have continued to achieve an awesome amount of work, the details of which will be presented in the Project Officer's Report.

Unfortunately out two CEP positions are shortly to end. The special project on the development of a Housing Action Manual has almost been completed by Fran.

On behalf of the Board I would like to thank Fran, Kerry, Mary and Paul for their really great efforts. I also thank the volunteers throughout the advice services for their continued involvement and support in keeping the network going.

## 6. THE COMING YEAR

Hopefully this year will see the tabling of Landlord/Tenant law reform. Hopefully too, there will be developments on the funding front. Pushing for these will be two major areas of activity.

One thing that we must consider is the restructuring of the Union in the event of funding that includes Tenants Advice Services. It may then be appropriate to determine an affiliate structure with TAS representation on the Board.

In winding up I would also like to thank the Board, and particularly Peter Colley who has consistently done a dilligent job as Treasurer. I will not stand for Secretary and wish the incoming Secretary all the best.



Mary had Jesus so that she  
could get a house.

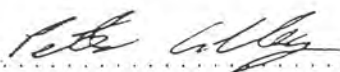
# 3 Treasurer's report

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## STATEMENT BY TREASURER OF

### TENANTS UNION OF NEW SOUTH WALES CO-OP LIMITED

To the best of my knowledge and belief the accompanying income and expenditure statement and balance sheet give a true and fair view of the results of the abovenamed organisation for the year ended 31st December, 1984.



Peter Colley - Treasurer

SYDNEY, 28 March 1985

### TENANTS UNION OF NEW SOUTH WALES CO-OP LIMITED

#### BALANCE SHEET AS AT 31 DECEMBER, 1984

<u>1983</u>			<u>1984</u>
\$		\$	\$
<u>MEMBERS FUNDS</u>			
<u>SHARE CAPITAL</u>			
766	885 shares of \$1 each fully paid		885
19,643	Accumulated fund & reserves 31/12/83	23,840	
<u>4,197</u>	Transfer of surplus	<u>36,399</u>	
23,840			60,239
<u>OTHER LIABILITIES</u>			
11	Monies held in trust		60
<u>-</u>	Other creditors		<u>3,730</u>
24,617			64,914
=====			=====
This is represented by:-			
<u>FIXED ASSETS</u>			
695	Furniture and fittings (Note 2)		8,764
<u>CURRENT ASSETS</u>			
9,935	Cash at bank	8,423	
13,633	Deposit - Building society (at call)	46,950	
350	Interest bearing deposits	350	
<u>4</u>	Other debtors	<u>427</u>	
23,922			56,150
<u>24,617</u>	<u>NET ASSETS</u>		<u>64,914</u>
=====			=====



## TENANTS UNION OF NEW SOUTH WALES CO-OP LIMITED

## STATEMENT OF INCOME AND EXPENDITURE

FOR THE YEAR ENDED 31 DECEMBER 1984

	General \$	Project \$	Wage Pause Programme \$	Community Employment Program NEC 731 \$	Community Employment Program NEC 732 \$	Total \$
<b>INCOME</b>						
Donations	151.74					151.74
Leaflets	428.10					428.10
Service Fees	503.00					503.00
Bank Interest	310.84					310.84
Miscellaneous	66.98					66.98
Resource Manual		343.15				343.15
Fees for Workshops/Training		2,184.32				2,184.32
Fees for Photocopier use		581.38				581.38
Expenses Recovered	931.06					931.06
Grants		55,575.00	16,729.00	27,653.00	27,653.00	127,622.00
Building Society Interest	3,736.56					3,736.56
	6,128.28	58,663.63	16,729.00	27,653.00	27,653.00	136,859.13
<b>EXPENDITURE</b>						
Salaries & Wages		28,568.97	18,731.32	13,586.50	13,586.50	74,473.29
Travel		338.95		6.00	239.90	584.85
Printing		1,571.80				1,571.80
Postage	239.95	281.17				521.12
Stationery		166.70				166.70
Hotline		302.42				302.42
Telephone		1,193.33				1,193.33
Book Keeping		1,480.00				1,480.00
Photocopier Supplies & Maintenance		498.77				498.77
Publicity (Including T.A.S.)		993.60				993.60
Multilingual Project		495.78				495.78
Workshops		199.17				199.17
Insurance		906.32				906.32
Building Society Charges	13.39					13.39
Miscellaneous	76.23	255.97				332.20
Depreciation	1,272.00					1,272.00
Labour On-costs			579.94	60.00	60.00	699.94
Training			765.00	200.00	200.00	1,165.00
Administration			1,501.92			1,501.92
Other Labour				650.78	510.74	1,161.50
Materials & Equipment			868.02	1,454.52	1,258.40	3,580.94
Newsletter Printing	420.63					420.63
Subscriptions	25.00					25.00
Bank Charges	157.41					157.41
Administration, Rent, Power etc.				464.14	438.55	902.69
Rent		5,144.03				5,144.03
Secretarial		697.00				697.00
	2,204.61	43,093.78	22,446.20	16,421.92	16,294.09	100,460.60
EXCESS OF INCOME OVER EXPENDITURE						36,398.53

## TENANTS UNION OF NEW SOUTH WALES CO-OP LIMITED

## NOTES TO AND FORMING PART OF THE ACCOUNTS

FOR THE YEAR ENDED 31 DECEMBER, 1984

## 1. ACCOUNTING METHODS

- (a) The accompanying financial statements have been prepared in accordance with conventional historical cost principles and have not been adjusted to record either changes in the general purchasing power of the dollar or changes in the prices of specific assets.
- (b) The accompanying financial statements are prepared in accordance with accounting principles generally accepted in Australia and conform in all material respects with International Accounting Standards.

## 2. FIXED ASSETS

	Cost	Accumulated Depreciation	Written Down Value
1984			
Furniture and fittings	10,681	1,917	8,764
1983			
Furniture and fittings	1,340	645	695


# 4 Auditor's report

## AUDITORS' REPORT TO THE MEMBERS OF TENANTS UNION OF NEW SOUTH WALES CO-OP LIMITED

We have audited the financial statements set out on pages 1 to 3 in accordance with Australian Auditing Standards.

In my opinion:

- (a) the attached balance sheet and statement of income and expenditure are properly drawn up in accordance with the provisions of the Co-operative Act, 1923, as amended, and so as to give the information required by or under this Act in the manner so required and give a true and fair view of:-
  - (i) the state of affairs of the Co-operative at 31 December, 1984 and of
  - (ii) the income and expenditure of the Co-operative for the year ended 31 December, 1984.
- (b) I have obtained all the information and explanation which to the best of my knowledge and belief were necessary for the purpose of the audit.
- (c) Proper books of account have been kept.
- (d) The balance sheet and income expenditure accounts are in agreement with the books.
- (e) The register of members and other records which the Co-operative is required to keep by or under this Act or by its rules, have been properly kept.
- (f) The rules relating to the administration of the funds of the Co-operative have been observed.

  
R. B. BROWN  
CHARTERED ACCOUNTANT

DATED, 28th March 1985





## 5 Elections

## 1985 BOARD OF DIRECTORS AND ELECTIONS

The following people were elected as directors in 1984 for a two year term. They have one more year to serve:

Greg Combet  
Helen Sullivan  
Sue Dawson  
Gary Moore  
Virginia Pidcock

The following people were elected as directors for a two year term at the 1985 AGM:

Patrick Moylan  
Regina Haertsch  
Peter Colley  
Meredith Foley

The following people were elected as alternate directors for a one year term at the 1985 AGM:

Vanessa Jeavons  
Caitlin Perry  
Christine Gibson

OFFICE HOLDERS:

Secretary - Christine Gibson  
Treasurer - Peter Colley  
Membership secretary - Terry Johnson  
Newsletter editor - Meredith Foley

1985 Membership renewals are now DUE!

**renew your membership!**

APPLICATION TO RENEW MEMBERSHIP OF THE  
TENANTS' UNION.

Name.....  
Address.....  
.....  
Telephone.....  
Occupation.....

Please Tick

Are you a tenant? Squatter?  
Are you a home owner?

## Organisation?

Annual Service Fee.

N.B. In cases of financial difficulty this may be negotiated with the Union.

\* Pensioners/Unemployed/Students \$1

\* Workers ☐ \$5

* Organisations	\$15
<input type="checkbox"/>	
<input type="checkbox"/>	

\* Donation ☐ \$

I enclose \$

Signature.....

Date .....

Return to:  
The Tenants' Union, of NSW Co-op Ltd.  
197 George St., Redfern, 2016

OFFICE USE ONLY.  
Service

Donat ion

Receipt No. . . . .

Member ship No. . . . .



TENANTS' UNION OF N.S.W. CO - OP LTD.,  
197 GEORGE ST,  
REDFERN 2016.

REGISTERED BY AUSTRALIA POST  
PUBLICATION NUMBER NBH 2043.

**Get Your  
Friends  
to Join the  
Tenants' Union!**



TENANTS' HOTLINE.  
For advice and assistance  
Phone: 698 8033  
Mon. - Fri. 9-5.

APPLICATION TO JOIN TENANTS' UNION

Name.....  
Address.....  
.....  
Telephone.....  
Occupation.....

Please tick

Are you a tenant? Squatter?  
Are you a home owner?

Cost: Pensioners/Unemployed/Students ☐ \$2  
Workers ☐ \$5  
Organisations ☐ \$15  
Donations ☐ \$  
I enclose

This covers purchase of shares and a service fee.

I declare that I am over 18 years of age.

Signature.....

Witness.....

Date.....

Return to:  
Tenants' Union of NSW Co-op Ltd.,  
197 George St., Redfern 2016.

OFFICE USE ONLY

Service Donation  
Shares Non-member trust account  
Receipt No.....  
Membership No.....