



Tenants' Rights and Responsibilities

Rights	Responsibilities
<p>Receive urgent repairs immediately from agent/landlord</p> <ul style="list-style-type: none"> • Water leaks • Toilet blocks • Electricity/gas/water not working 	<p>Pay rent on time</p> <ul style="list-style-type: none"> • You may be charged a late payment fee if you do not pay on time. • You may get an eviction notice from the agent/ landlord if you are 14 days late from the due date. • You will get a bad reference from the agent/landlord for your housing application in the future.
<p>Get general maintenance work done in reasonable time</p>	<p>Keep the property clean (inside and outside)</p> <ul style="list-style-type: none"> • You will be asked to pay for cleaning fee or • Cleaning fee will be deducted from your bond • You will also get a bad reference from the agent/landlord
<p>Get repairs/damage costs paid by agent/landlord when not at fault</p>	<p>Maintain house in good condition</p> <ul style="list-style-type: none"> - Mow the lawn (if the property has one)
<p>Get your bond return fully at the end of lease</p> <ul style="list-style-type: none"> - When you have done your all of responsibilities 	<p>Get permission to make any changes to the house</p> <ul style="list-style-type: none"> • Your agent/landlord may not want to put nails on the wall
<p>If you have problems with your real estate agent, you can get free advice from:</p> <ul style="list-style-type: none"> - Tenants' Union of NSW 1800 251 101, information available in different languages - Tenants Advice and Advocacy Services (02) 8117 3700. - NSW Fair Trading 13 32 20 	<p>Be a considerate neighbour</p> <ul style="list-style-type: none"> • Keep noise down at night
<p>If NSW Fair Trading cannot resolve the issue, you can contact NSW Civil and Administrative Tribunal (NCAT) 1300 006 228</p> <ul style="list-style-type: none"> - You can access NCAT through TIS (Translating and Interpreting Services) 131450 - Fees apply (you may be eligible for concession fee) 	<p>Report/request repairs in writing Pay for repairs/damage caused by you</p>



You can always ask your housing worker (if you have one) if you have any housing/tenancy issues

Provide 28 days notice in writing if you want to move out at the end of lease

- If you move out before end of lease:
 - you have to pay for the rent until the agent can find a new tenant
 - you may get an expensive fine
 - the agent may give a bad reference