

# Tenants' Rights and Responsibilities

## RIGHTS

1. Receive urgent repairs immediately from agent/landlord



Water leaks/problem



Electricity problem



Gas problem

2. Get general/non-urgent maintenance work done in reasonable time



3. Get repairs costs paid by agent/landlord when it is not your fault





4. Get bond returned fully when house is in good condition



5. Get free help when you have problems with real estate agent



1800 251 101 - information available in different languages

(02) 8117 3700

13 32 20

6. Get help from NSW Civil and Administrative Tribunal (NCAT) if others cannot help



NCAT  
NSW Civil & Administrative Tribunal

1300 006 228 or call TIS 131450 to get an interpreter to help you to call NCAT

## RESPONSIBILITIES

1. Pay rent on time



2. Keep the property clean

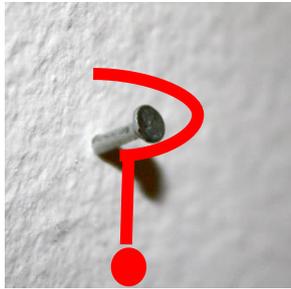




### 3. Maintain the house



### 4. Ask permission to real estate agent/owner before making changes to the house



### 5. Ask for repairs in writing



### 6. Tell real estate agent/owner 28 days before moving out (at the end of lease)



## 7. Be a good neighbour

