

# Tenants' Rights and Responsibilities

## RIGHTS

### 1. Receive urgent repairs immediately from agent/landlord



Water leaks/problem

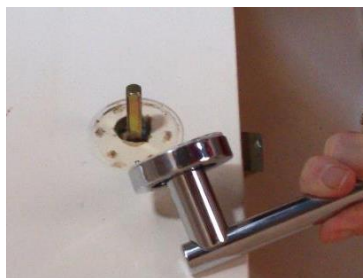


Electricity problem



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



**TENANTS' UNION**  
OF NEW SOUTH WALES



**Fair Trading**

**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

