



## Tenants' Rights and Responsibilities

Rights	Responsibilities
<p><b>Receive urgent repairs immediately from agent/landlord</b></p> <ul style="list-style-type: none"> <li>• Water leaks</li> <li>• Toilet blocks</li> <li>• Electricity/gas/water not working</li> </ul>	<p><b>Pay rent on time</b></p> <ul style="list-style-type: none"> <li>• You may be charged a late payment fee if you do not pay on time.</li> <li>• You may get an eviction notice from the agent/ landlord if you are 14 days late from the due date.</li> <li>• You will get a bad reference from the agent/landlord for your housing application in the future.</li> </ul>
<p><b>Get general maintenance work done in reasonable time</b></p>	<p><b>Keep the property clean</b> (inside and outside)</p> <ul style="list-style-type: none"> <li>• You will be asked to pay for cleaning fee <b>or</b></li> <li>• Cleaning fee will be deducted from your bond</li> <li>• You will also get a bad reference from the agent/landlord</li> </ul>
<p><b>Get repairs/damage costs paid by agent/landlord when not at fault</b></p>	<p><b>Maintain house in good condition</b></p> <ul style="list-style-type: none"> <li>• Mow the lawn (if the property has one)</li> </ul>
<p><b>Get your bond return fully at the end of lease</b></p> <ul style="list-style-type: none"> <li>• When you have done your all of responsibilities</li> </ul>	<p><b>Get permission to make any changes to the house</b></p> <ul style="list-style-type: none"> <li>• Your agent/landlord may not want to put nails on the wall</li> </ul>
<p><b>If you have problems with your real estate agent, you can get free advice from:</b></p> <ul style="list-style-type: none"> <li>• The Tenancy Advice Service ACT on 1300 402 512</li> <li>• Business hours: Mon-Thursday 8.30am – 7pm, Friday 8.30am – 5pm</li> </ul>	<p><b>Be a considerate neighbour</b></p> <ul style="list-style-type: none"> <li>• Keep noise down at night</li> </ul>
<p>If the Tenancy Advice Service cannot help to resolve the issue, you can contact <b>ACT Civil and Administrative Tribunal (ACAT) (02) 6207 1740</b></p> <ul style="list-style-type: none"> <li>• You can access NCAT through TIS (Translating and Interpreting Services) 131450</li> <li>• Fees apply (you may be eligible for concession or have fees waived if you are in financial hardship)</li> </ul>	<p><b>Report/request repairs in writing</b> Pay for repairs/damage <b>caused</b> by you</p>



<p><b>You can always ask your housing worker</b> (if you have one) if you have any housing/tenancy issues</p>	<p><b>Provide 28 days notice in writing if you want to move out at the end of lease</b></p> <ul style="list-style-type: none"><li>• If you move out before end of lease:<ul style="list-style-type: none"><li>○ you have to pay for the rent until the agent can find a new tenant</li><li>○ you may get an expensive fine</li><li>○ the agent may give a bad reference</li></ul></li></ul>
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