



## Tenants' Rights and Responsibilities

Rights	Responsibilities
<b>Receive urgent repairs immediately from agent/landlord</b> <ul style="list-style-type: none"><li>• Water leaks</li><li>• Toilet blocks</li><li>• Electricity/gas/water not working</li></ul>	<b>Pay rent on time</b> <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>
<b>Get general maintenance work done in reasonable time</b>	<b>Keep the property clean</b> (inside and outside) <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>
<b>Get repairs/damage costs paid by agent/landlord when not at fault</b>	<b>Maintain house in good condition</b> <ul style="list-style-type: none"><li>• Mow the lawn (if the property has one)</li></ul>
<b>Get your bond return fully at the end of lease</b> <ul style="list-style-type: none"><li>- When you have done your all of responsibilities</li></ul>	<b>Do thorough clean before moving out</b> (to maximise a full bond return) <ul style="list-style-type: none"><li>• General cleaning – leave the property in the same condition as it was at the beginning of the lease</li><li>• Carpet cleaning – hire a professional carpet steam cleaner and get a receipt for the real estate agent.</li><li>• Rubbish removal – make sure all belongings and rubbish are removed from the property</li><li>• Gardening – make sure the gardens are in the same condition as you moved in.</li></ul> <b>Get permission to make any changes to the house</b>

Sources: <https://cbos.tas.gov.au/topics/housing/renting>; <https://cbos.tas.gov.au/topics/housing/renting/ending-a-tenancylease/moving-out-advice>; <http://tutas.org.au/>



	<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>- Tenants' Union of Tasmania on (03) 6223 2641 or 1300 652 641. Business hours: Mon-Fri 9am – 4pm</li><li>- Email: <a href="mailto:tenants@netspace.net.au">tenants@netspace.net.au</a> – include your phone number if emailing as they cannot advice via email.</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><b>You can always ask your housing worker</b> from your Humanitarian Settlement Program provider (if you hold a Refugee visa) if you have any housing/tenancy issues</p>	<p><b>Provide the owner at least 14 days notice if you are ending a fixed-term lease and moving out.</b></p> <p><b>Provide “Notice to Terminate” to the owner</b> (after 28 days passed without issues being attended to by the landlord as per lease agreement)</p> <ul style="list-style-type: none"><li>- If you intend to leave early because the landlord has not complied with the lease conditions eg. not attending to maintenance issues within the timeframe for repair.</li></ul> <p><b>Provide written notice as much as possible to the owner if you are “breaking the lease”</b></p> <ul style="list-style-type: none"><li>- If you end a lease without acceptable reasons, you are <u>required</u> to pay the rent until a new lease starts or until the end date of the lease, whichever happens first.</li><li>- You will also have to pay advertising costs charged to the owner.</li></ul>