

Received an eviction notice?

Going to the NSW Civil & Administrative Tribunal?

Repairs not getting done?

Have rental arrears?

We may be able to help!



ILLAWARRA
LEGAL CENTRE

CONTACT US:



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ILC is a Community Legal Centre that provides free legal advice, advocacy and representation, where appropriate, in relation to Tenancy matters.

ILC also provides free legal advice in most areas of general law. The Centre offers a Welfare Rights service, Child Support service, Financial Counselling service and Community Legal Education.

Phone:
4274 3475

The law as at 1 June 2024.
This brochure is intended as a guide and should not be used as a substitute for legal advice.

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ILLAWARRA
LEGAL CENTRE

**TENANTS
SERVICE**

Having problems with your
Landlord?

In a dispute with your
park operator?

Who are we?

The Illawarra & South Coast Tenants Service is part of the Illawarra Legal Centre (ILC), which is an independent, not-for-profit, community based legal centre.

We provide Tenants services across - Kiama, Shellharbour, Wollongong, Wingecarribee, Shoalhaven, Eurobodalla & Bega Valley areas.

What do we do?

Negotiating your way through rental agreements, rules and regulations can be a challenge for anyone. ILC's Tenants Service is here to assist people who are having problems with their tenancy or need a better understanding of their rights under the (NSW) Residential Tenancies Act 2010.

Our Tenants Advocates provide free help and assistance, ranging from information to advice, advocacy and representation.

Who can benefit?

ILC's Tenants Service can provide advice and advocacy to:

- Private tenants who are experiencing difficulties with their landlord or real estate agent
- Public and community housing tenants
- Aboriginal housing tenants
- Permanent residents of caravan parks
- Homeowners in land lease communities
- Residents of boarding houses
- People living in share accommodation.

How can we help?

Our Tenant's Service is free and confidential. We can explain your rights, responsibilities and the obligations of landlords. The majority of this advice is given over the phone but face to face is also available when necessary.

ILC Tenants Advocates can assist you if you are experiencing any of the following problems:

- Being evicted/ Given a notice of termination
- Illegal lockouts
- Rent increases
- Getting repairs and maintenance completed
- Behind in rent
- Access to your home by your landlord or agent
- Getting your bond back
- Issues with your locks and security
- Wanting to end a tenancy
- Domestic violence and tenancies
- Issues with community housing providers
- Priority housing appeals
- Disputes with your landlord
- Compensation claims
- Tenant databases ("blacklisting")
- Your rights in share housing
- Your rights as a boarding house resident
- Problems with your real estate agents
- Disputes with park owners/ operators
- NCAT matters.

Advocacy provided by the Tenants Service includes writing to landlords and real estate agents or ringing them to try to resolve issues. Where possible the Service will support tenants to advocate on their own behalf.

Going to Tribunal?

We also assist tenants to prepare for Tribunal hearings and can provide representation at the Tribunal for highly disadvantaged tenants (this is usually limited to matters involving terminations or illegal lockouts).

Our duty advocate attends NCAT regularly to assist tenants during conciliation at the Tribunal. Our Tenants Advocates can assist in advising you in the preparation of your documents for your upcoming NCAT hearing and participate in conciliation sessions between tenants and landlord/agents at NCAT.

ILC Tenants Advocates can assist you with referrals to other community services to assist with any other barriers you may have.

We can also assist you to access a range of resources including sample templates.

Did you know . .

- NCAT settles disputes between tenants and landlords/ residential park residents and park owners.
- The bond when paid to a private landlord must be lodged with NSW Fair Trading within 10 days. When paid to a real estate agent it must be lodged within 10 days of the end of month.
- The condition report forms part of your lease.
- Your lease doesn't expire, only the fixed term expires.
- You can claim your bond up to 6 months after vacating your premises.
- If you pay in cash you are entitled to rent receipts.
- NCAT is there to help you.