

What should I do if I have a problem?

- talk to your Landlord or agent as soon as possible
- follow up conversations with emails or letters
- look at factsheets from the Tenants Union website

Keeping records of communications with the Landlord and/or real estate agent is very important. The reason for this is that if things go wrong, an email or letter is strong evidence, while a verbal conversation is hard to prove.

The Tenants Union of NSW has a website with fact sheets dealing with common issues faced by tenants, as well as letter templates on particular tenancy issues that can be tailored to your situation and sent to your Landlord. The site also has a blog on current tenancy issues and campaigns to support the rights of tenants. <http://www.tenants.org.au>

Still need help?

We operate a phone advice line on the following days and times:

Tenancy advice line: 4704 0201

Mondays 9.30-12.30pm

Tuesdays 9.30-12.30pm

You can also call on other days and we will get back to you as soon as possible.

Your Feedback

We welcome feedback, so if you have any comments or are unhappy with our service call or write to the Principal Solicitor at the address below.

Blue Mountains Tenants' Advice and Advocacy Service

4 Station Street, Katoomba NSW 2780

Phone: (02) 4704 0201

Fax: (02) 4782 4384

Email: admin@eeclc.org.au

www.eeclc.org.au

Do you need an interpreter?



Call the Telephone & Interpreting Service (TIS) on 131 450. State the name of the language you speak, and ask to be connected to the Elizabeth Evatt Community Legal Centre on 4704 0201.

We acknowledge the traditional owners of the lands on which we work; the Darug, Gundungurra and Wiradjuri peoples, and pay our respects to their Elders, both past and present.

Fair Trading NSW funds BMTAAS through the Tenancy Advice & Advocacy program. This program is one of several programs funded through interest earned on Tenant Bonds.



Supported by the



Blue Mountains Tenants' Advice And Advocacy Service

elizabeth evatt
community legal centre

The Blue Mountains Tenants' Advice and Advocacy Service (BMTAAS) is a free, confidential residential tenancy advice service of the Elizabeth Evatt Community Legal Centre.

BMTAAS aims to support tenants living in the Blue Mountains local government area to assert and advance their rights, enabling them to confidently resolve their own disputes, while also providing advocacy and representation when necessary.

What sort of tenancy support do we provide?

- advice about tenant rights and responsibilities
- negotiation with Landlords and real estate agents
- assistance to prepare for cases at the New South Wales Civil & Administrative Tribunal (NCAT)
- assistance at NCAT every fortnight on Thursdays
- representation at NCAT hearings when necessary
- community engagement activities to promote better outcomes for tenants
- referrals to appropriate services.

Who can use our services

Any residential tenant living in the Blue Mountains or appearing at the NSW Civil & Administrative Tribunal in Katoomba.

We prioritise service to tenants who:

- live in social housing
- are experiencing violence or the threat of violence
- have been locked out or evicted from their homes
- have received a termination notice
- have received a notice to appear before NCAT
- have rental arrears in excess of 2 weeks
- have a bond dispute
- are otherwise socially or economically disadvantaged.

We do not assist:

- Landlords or real estate agents, or
- tenants in dispute with other tenants.



Your rights and responsibilities

All residential tenancy agreements in NSW, whether in writing or not, are covered by the *Residential Tenancies Act 2010*.

As a tenant, your rights include but are not limited to:

- premises that are clean and fit to live in
- privacy and full use of the property
- reasonable security and locks
- repairs carried out by the Landlord in a reasonable time
- reimbursement for urgent repairs paid by you – if you have met with certain requirements
- proper notice periods for rent increases, terminations and Landlord access to the premises.

As a tenant, your responsibilities include but are not limited to:

- paying rent on time
- reporting faults and repairs (always do so in writing)
- leaving premises in the same condition as when you first moved in, allowing for reasonable wear and tear.