

Tenancy information in 4 easy ways

1. Go to our website **www.fairtrading.nsw.gov.au** to download or order printed copies of tenancy fact sheets and forms as well as access video/audio information.
2. Call **13 32 20** and choose 2 for tenancy enquiries.
3. Visit a Fair Trading Centre – go to our website for the centre nearest you or call for location details.
4. Receive answers to frequently asked questions through our free tenancy e-newsletter *The Letterbox*. Subscribe through our website.



Follow us on Twitter
twitter.com/NSW_FairTrading



View our videos on YouTube
youtube.com/NSWOFT



Subscribe to our news feeds
www.fairtrading.nsw.gov.au

There are Tenancy Advice and Advocacy Services available across New South Wales which provide tenants with information, advice and advocacy. For a full list, visit the Tenants Union website at **www.tenants.org.au**

NSW Fair Trading – What we do

- Shopping and consumer guarantees
- Business names and licences
- Renting, buying, selling a home
- Co-operatives and associations
- Home building and renovating
- Product safety
- Strata and community living
- Resolving disputes
- Retirement villages

www.fairtrading.nsw.gov.au **General enquiries 13 32 20**
Language assistance 13 14 50 (*ask for an interpreter in your language*)
TTY 1300 723 404 for hearing impaired

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For more information about this topic, refer to the appropriate legislation.

Are you a tenant or a landlord?



Your guide to free tenancy information



**Fair
Trading**

www.fairtrading.nsw.gov.au



Be informed

If you are a tenant or landlord in NSW, it is important to understand your rights and responsibilities under the law.

Being well informed about tenancy is the best way to avoid problems between tenants and landlords and there are many ways to get the information you need from Fair Trading.

Detailed fact sheets for tenants and landlords covering all tenancy topics can be downloaded from the Fair Trading website. Many have also been printed and are freely available to order. All fact sheet titles are listed in this brochure. Also on our website is a tenancy video in English as well as audio information in several community languages.

Call us to speak to a customer service officer or go to your nearest Fair Trading Centre for face to face assistance.

NSW Fair Trading administers the tenancy laws in NSW, looks after your rental bond money and provides tenancy information and assistance to residential landlords, tenants and property managers.

For tenants

The following fact sheets are available:

Starting a tenancy

- New tenant checklist
- Tenancy databases
- Discrimination when renting

During a tenancy

- Privacy when renting
- Getting repairs done
- Rent increases
- Paying water charges
- Falling behind with your rent
- Asking to make an alteration
- Sharing a rented home
- Domestic violence in a rented property
- Mortgagee re-possession
- Natural disasters

Ending a tenancy

- Breaking a lease early
- Getting your bond back
- Retrieving goods left behind



For landlords

The following fact sheets are available:

Starting a tenancy

- Deciding to use an agent
- Discrimination in the rental market
- Completing a tenancy agreement
- Filling out a condition report
- Taking a bond
- Smoke alarms

During a tenancy

- Right of entry
- Putting up the rent
- Passing on water charges
- Non-payment of rent
- Alteration requests from your tenant
- Subletting requests from your tenant
- Serving notice

Ending a tenancy

- Giving a termination notice
- Making a bond claim
- Goods left behind by your tenant
- Using tenancy databases



Top tips for tenants

- The lease is a legally binding document. Make sure you read it carefully before you sign it and ask questions if there is anything you don't understand.
- Never stop paying rent, even if your landlord does not keep their side of the agreement (eg. by not doing repairs). You could get evicted if you don't pay rent.
- Contact your landlord immediately if you need an urgent repair or you have difficulties in paying the rent.
- If you agree to anything with your landlord, confirm it in writing.

Top tips for landlords

- By law, landlords and agents must give all prospective tenants a copy of the *New tenant checklist* before they sign a lease. You can download a copy from the Fair Trading website.
- Self-managing landlords have 10 working days to lodge bond money with Fair Trading, while agents have 10 working days from the end of each month.
- If your tenant is late paying the rent, it is good practice to send them a reminder letter. If they are more than 14 days behind, you can serve them with a termination notice.
- You cannot unreasonably refuse a tenant's request to add a fixture or make a minor change to the property, but they must get your written consent first.