

What should I do if I have a problem?

- Talk to your landlord or real estate agent as soon as possible
- Follow up conversations with emails or letters
- Look at fact sheets on the Tenants' Union of NSW website

Keeping records of communications with the landlord and/or real estate agent is very important. If things go wrong, an email or letter is strong evidence, while a verbal exchange is harder to prove.

The Tenants' Union of NSW website (tenants.org.au) has fact sheets dealing with common issues faced by tenants, and letter templates for particular tenancy issues that you can tailor to your situation. You will also find a blog on current tenancy issues and information on active campaigns to support the rights of tenants.

Still Need Help?

Call our Tenancy Advice Line on **(02) 4704 0201**:

Mondays & Tuesdays 9:30am - 12:30pm

Messages can be left outside these times and we will get back to you as soon as possible.

Your Feedback

We welcome your feedback. If you have any complaints, compliments or suggestions, please call or write to us.

Blue Mountains Tenants' Advice and Advocacy Service.

Central Tablelands and Blue Mountains Community Legal Centre Inc.

- 📍 4 Station Street, Katoomba NSW 2780
- ☎ (02) 4704 0201
- ✉ admin@ctbmclc.org.au
- 🌐 www.ctbmclc.org.au

Do You Need An Interpreter?



Call the Translating & Interpreting Service (TIS) on **131 450**. State the name of the language you speak, and ask to be connected to the Blue Mountains Tenants' Advice and Advocacy Service on **(02) 4704 0201**.

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

Fair Trading NSW funds BMTAAS through the Tenants' Advice and Advocacy Program, one of several programs funded using interest earned from Tenants' Bonds.

Supported by the



CENTRAL TABLELANDS AND BLUE MOUNTAINS Community Legal Centre



Blue Mountains Tenants' Advice & Advocacy Service



CENTRAL TABLELANDS AND BLUE MOUNTAINS Community Legal Centre

The Blue Mountains Tenants' Advice and Advocacy Service (BMTAAS) is a free, confidential residential tenancy advice service provided by the Central Tablelands and Blue Mountains Community Legal Centre.

We support tenants living in the Blue Mountains local government area to understand and assert their rights so tenancy disputes can be resolved. We can also provide advocacy and representation when appropriate.



What sort of tenancy support do we provide?

- Advice about tenants' 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
- 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 (NCAT) 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 socially or economically disadvantaged

We Do Not Assist:

- Landlords or real estate agents
- Tenants in dispute with other tenants

Your Rights & Responsibilities

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

Tenants' 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 certain requirements
- Proper notice of rent increases, terminations and landlord access to the premises

Tenants' 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