



## Rent Arrears and Termination Quick Reference

Situation	What to Do	What Can Happen
14 days behind in rent	Check your records to see if Landlord's calculations are correct. Try to catch up in rent.	You could get a termination notice.
Termination notice - 14 days	Contact the Landlord to try to arrange payment plan contact a tenancy service.	
Termination notice expires (14 days up)	You can still try to arrange repayment. You do not have to leave now- Landlord needs termination ORDER.	Landlord can apply to the NSW Civil and Administrative Tribunal (NCAT) for termination order.

NCAT notice	Arrange repayment. Take note of the hearing date.	
NCAT hearing	You (or someone with written permission to speak for you) MUST attend the hearing. You can still try to arrange repayment.	Landlord can try to claim for damages, rent owing. Termination order can be made.
Warrant applied for	You can check with the sheriff if they have a warrant to evict.	
Warrant issued	You can ask the sheriff when they are likely to come to your property. You can try to negotiate extra time to remove your things. You must move your things out and leave the house now.	The sheriff can forcibly remove you and change the locks.

Law Access	1300 888 529 or Common Auto Dial List (CDL) free call 2#
Housing NSW	1300 468 746 (1300HOUSING)
Aboriginal Legal Service	1800 826 966
Prisoners' Legal Service	CDL 11# (Legal Aid) and 2# (Law Access) and ask for PLS.
Tenants Union	CDL 2# and ask for TU
Greater Sydney Aboriginal Tenants Service	02 9569 0222
Homeless Persons Information Centre	1800 234 566
Housing NSW Temporary Accommodation after hours	1800 152 152
Community Restorative Centre	02 9288 8700
Alcohol and Drug Information Service	02 9361 8000

## Applying for Housing

- HNSW can assist you with applications (see welfare officer)
- You need to be eligible for public housing (contact tenancy service for criteria)
- You will need ID, eg. DCS Discharge Certificate, current Centrelink Income Statement, Bank statement.

\*\*\*If you've been a HNSW tenant before and you know you are not a 'satisfactory' tenant, there are ways to become one again (contact tenancy service for more info)\*\*\*



## Waiting list

- You can't stay on the Housing Register unless you tell HNSW that you are in prison
- While you are in prison, you are still on the waiting list, but you won't be offered a house (your application is inactive)
- You need to notify HNSW of your release so that they can reactivate your application and your original application date will still apply.

## Thinking of going into private rental?

HNSW can assist ex-prisoners with bond and 2 weeks rent if applying privately.

This is called **Rentstart Plus** (you need ID).



## Uncollected Goods -

Things in your house at the end of the tenancy when either **you leave** or the **Landlord terminates your tenancy**.

### Important Points:

Landlord must give you written notice for disposal of things:

Personal documents- 90 days

Other goods- 14 days

You must respond to the notice in within 14 days or the landlord can throw away your belongings or sell them.

If you (or someone with your written permission) don't pick up the things in the negotiated period, the landlord can dispose of them.

Tell your landlord you are no longer living at the property and leave forwarding address otherwise the landlord can't give you notice.

If you leave the property without providing a forwarding address, the landlord may apply to CTTT for orders to dispose of things.

You (or someone with written permission to speak for you) should attend the hearing to try to make a time to collect your things.



## Tenant Databases

Reasons you could be listed

You are on a tenancy agreement that has ended **AND:**

You breached the tenancy agreement (by damaging the property or by owing money when you leave).

Because of the breach, you owe the Landlord more money than the bond; or because of the breach, the CTTT made a termination order.

The information on the database identifies the breach and is accurate, complete and unambiguous.

**\*\*\*Write to your landlord to find out if you have been listed. They have to give you information on the listing within 14 days\*\*\***

**TELL HOUSING AS SOON AS POSSIBLE IF YOU ARE IN PRISON**



## **Housing NSW**

If your house will be empty.....

Less than 3 months	More than 3 months
<p>You can have a reduced rent (\$5/week)- You need to arrange this with HNSW.</p>	<p>You will need to either end your tenancy, or transfer your tenancy to another eligible household member. If this doesn't happen, Housing will terminate the tenancy after 3 months.</p>
<p>You can hand in your keys and end your tenancy. You will need to reapply to HNSW before your release date or soon after.</p>	<p>You can make someone your agent while you are in prison- then they can remove your goods, and hand back your keys to end the tenancy.</p>
<p>Tell HNSW you are in prison as soon as possible.</p>	<p>HNSW will look at re-housing you if you were a 'satisfactory' tenant, and have reapplied while in prison or soon after your release.</p>