

USEFUL CONTACTS

Tenants' Union website:
www.tenants.org.au

Tenants Union hotline:
1800 251 101

Credit and Debt hotline:
1800 808 488

**Office of Fair Trading Rental Bond
Information:**
(02) 9377 9000
Outside Sydney: 1800 422 021

**Consumer, Trader and Tenancy
Tribunal (CTTT)**
1300 135 399

**Homeless Persons' Information
Service**
(02) 9265 9081

**Domestic Violence Advocacy
Service:**
(02) 9637 3741

Housing NSW Offices:

Blacktown	(02) 9831 0866
Parramatta	(02) 9891 8111
Mt Drutt	(02) 9675 8998
Telopea	(02) 9638 3905

Western Sydney Tenants Service
is funded by the
Office of Fair Trading

WESTERN SYDNEY TENANTS'
SERVICE

ADVICE SESSIONS

Telephone advice line
(02) 8833 0911

Monday - Thursday
9.00am - 12.00pm

Friday
11.00am - 2.00pm

Thursday Evening Advice
5.30pm - 7.00pm

- Operates at Macquarie Legal Centre
(Face to face advice - only by appointment)

Street Address
Suite 302, Level 3,
107 Phillip Street, Parramatta
NSW 2150

Postal Address:
PO Box 23, Parramatta, NSW 2124

Email
WESTS_Tenancy@clc.net.au

Website
www.macquarielegal.org.au



Need an interpreter? No worries!
A Translating & Interpreting Service
is available.

MACQUARIE
LEGAL CENTRE INC.

TENANTS
ADVICE
AND ADVOCACY
SERVICES

WESTERN SYDNEY TENANTS' SERVICE



**FREE ADVICE &
ADVOCACY**

(02) 8833 - 0911

MACQUARIE
LEGAL CENTRE INC.
Copyright 2011

CAN WE HELP..?

Being evicted?

Having trouble paying off your rent?

Need the landlord to do some repairs?

Landlord increased your rent?

Is it safe to stay at your rented property?

Locked out by the landlord?

Need help with going to the Tribunal?

Need help negotiating with your landlord or real estate agent?

Having problems getting your bond back?

Need help with Housing NSW appeals?

Have any residential park enquiries?



WHO WE ARE?

Western Sydney Tenants' Service (WESTS) Parramatta provides legal advice and advocacy to residential tenants in the Auburn, Parramatta, Blacktown and Holroyd Local Government areas.

The service provides tenancy advice, referrals, community education, advocacy, face-to-face interviews and preparation for, or (in some cases) representation at The Consumer Trader and Tenancy Tribunal (CTTT).

Our services are FREE and confidential.

If you live outside our local government areas, please visit the Tenants Union website at www.tenants.org.au to locate your nearest Tenants' Advice and Advocacy Service.

**Telephone advice line:
(02) 8833 0911**

BASIC RIGHTS & RESPONSIBILITIES

RIGHTS

- * To have premises which are clean and fit to live in.
- * To have reasonable security and locks.
- * To have privacy and full use of the premises.
- * To have repairs carried out by the landlord.
- * To be given written notice of rent increases and termination.



RESPONSIBILITIES

- * To pay rent on time.
- * To leave the premises in the same condition as when you moved in (except for fair wear and tear).
- * To report the need for repairs, preferably in writing.

