



TENANT HANDBOOK



July 2015
Version: 2

ABOUT US

Common Equity New South Wales (CENSW) is a registered Community Housing Provider; it is a not-for-profit company established for the purpose of supporting housing co-operatives across NSW.

CENSW assists individuals and families to reduce poverty and to achieve a sustainable future through the provision of affordable rental housing and to be part of communities through Co-operative living.

CENSW provides information and assistance on forming a housing co-operative as well as resources and technical assistance. CENSW runs workshops and produces materials to support Co-operatives through their development. Most importantly CENSW leases properties to Housing Co-operatives providing a range of support services to manage tenancies.

This tenant handbook provides information about the rights and responsibilities of being a tenant in a CENSW property or registered Housing Co-operative.

CENSW and their partnered Housing Co-operatives are committed to supporting your tenancy and ensuring the best possible services can be offered. A key principle for our model is ensuring we maximise the participation of co-operatives and their members in community life.

CENSW is governed by a Board of Directors, four of whom are tenant member directors elected from the Housing Co-operatives and five technical directors who provide advice and guidance on a range of responsibilities including asset management, finance, risk management, community development, asset management to ensure the company runs effectively.

TENANT HANDBOOK

Welcome to CENSW. This handbook contains information primarily for tenants who are in ‘Community Property’ tenancies and also provides general information for co-operative tenant members.

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CO-OPERATIVE PROPERTIES

Co-operative properties are dwellings that are leased to housing co-operatives under a Company Co-op Agreement (CCA), where the co-operative is the landlord and CENSW is the registered housing provider.

COMMUNITY PROPERTIES

Community properties are dwellings rented to individuals with CENSW as the landlord.

TENANTS

Tenants of CENSW have a tenant-landlord relationship with the company.

Tenants of a housing co-operative have a tenant-landlord relationship with the co-operative.

CO-OPERATIVE MEMBERSHIP

When you become a tenant of a CENSW Housing Co-operative you may also become a member of that Co-operative. Members become both tenant and landlord and contribute time and effort to the joint running of the co-operative. (Check the Rules of your Co-operative for details).

Commitment to a quality service

CENSW and member Housing Co-operatives are committed to providing you with quality services.

Common Equity NSW is registered as a community housing provider under the National Regulatory System for Community Housing (NRSCH), subject to compliance with the National Law, National Regulatory Code and Conditions of Registration.

The annual Tenants Satisfaction survey also provides tenants an opportunity to comment on services they have received. Tenants are also invited to provide feedback through regular Regional Meetings and through Common Equity NSW Website.

YOUR RIGHTS

As a tenant you have rights under the *Residential Tenancies Act 2010* and *Residential Tenancies Regulation 2010*:

- To be given a copy of the residential tenancy agreement, a condition report completed by the landlord/agent and the NSW Fair Trading *New tenant checklist*;
- to have premises rented to you in a reasonable state of cleanliness and fit to live in;
- to be given rent receipts (unless you pay rent into a nominated bank account);
- to be offered at least one means of paying the rent for which you do not incur a cost;
- to be given 60 days written notice of a rent increase;
- to have quiet enjoyment and use of the premises – the landlord/agent must not interfere with your possession of the premises;
- to have reasonable peace, comfort and privacy;
- to have reasonable locks and security
- to have reasonable repairs and maintenance done
- to be repaid for any urgent repairs that you have paid for – if the tenant has been unable to make contact with the CENSW maintenance team.
- to apply to NCAT for orders if the landlord has broken the tenancy agreement
- to be given written notice of the landlord wanting to end the tenancy agreement

- to be notified of the change of name and address of the landlord or their agent
- to refuse the landlord access except in certain circumstances and with proper notice
- not to be unlawfully evicted.

YOUR RESPONSIBILITIES

- To fill out the condition report and give the landlord/agent a copy within 7 days
- to pay rent on time
- to care for the premises
- to pay for any damage caused by you or your guests
- to report the need for any repairs or maintenance
- not to make alterations or additions without the landlord's permission
- not to alter, remove or add a lock or security device without the landlord's consent
- not to use or permit the premises to be used for an illegal purpose
- not to cause or permit a nuisance
- not to interfere with the peace, comfort or privacy of neighbours
- to give correct written notice when you leave
- to leave the premises in a similar condition to when you rented them, except for normal wear and tear.

TENANT PARTICIPATION

All members of a co-operative must be active.

- In order for a co-operative to exist, members must participate in the operation and activities of the co-operative.
- The Co-operatives Act 1996 states that all co-operative members *must* be active.
- 'Activity' is defined in the Rules of each co-operative.
- In the case of inactive members, the Board must act by either:
 - i. Granting the member leave (e.g. on compassionate grounds);
 - ii. Keeping the matter under review for up to 12 months, during which time the member has the opportunity to become active once more;
 - iii. Cancelling the membership.

Under the Rules of the Co-operative, the primary purpose is to provide housing to its members.

Being active means participating in the activities of the co-op, e.g. attending meetings, serving on the Board or a sub-committee etc.

RENT

The NSW Community Housing Rent Policy sets out the NSW Government's requirements for rent policies operated by community housing providers in NSW.

If a tenant is entitled to a rent subsidy, the proportion of income paid by the tenant as rent is determined by a set of rules which defines:

- the types of income which are assessed for rent setting purposes
- the percentage of each income type that is paid in rent.

Community housing providers must determine the subsidised rent of all tenancies based on a percentage of the assessable household income plus 100 percent of the household's entitlement to Commonwealth Rent Assistance (CRA). This is subject to the qualification that the subsidised rent, including CRA, must not exceed market rent.

To determine the eligibility of a tenant for a rent subsidy, community housing providers must require proof of income for the tenant, their spouse/live in partner (even if they are under 18 years of age) and other household members aged 18 years or over.

Households on low or very low incomes must not pay more than 25 to 30 percent of their incomes in rent.

The following table shows the percentage of income payable by different members of a household:

For most tenants, rent is assessed at 25% of the gross income of your household plus 100% of Commonwealth Rent Assistance. Where the market rent is less than 25% of the household income, you will pay market rent.

An outline of this formula is provided below. Please remember that this may vary, subject to changes in government policy. We use a rent calculator to work out your rent according to your income and we will be pleased to explain how the calculation is made.

Here is a link to the Community Housing Rent Policy

<http://www.housing.nsw.gov.au/NR/rdonlyres/619B3405-E1AF-47F5-8B8A-9198127449B7/0/NSWCommunityHousingRentPolicy.pdf>

INCOME

Income	Assessment Rate
Tenant and live-in partner	25%
Other household member 21 years and over	25%
Other household member 18 years to 20 years (inclusive)	15%
Other household member < 18 years	Nil
Family Tax Benefit Part A and Part B	15%
Assets > \$5,000 @ rate set by Centrelink	

Rental Supplement	Assessment Rate
Commonwealth Rental Assistance	100%

We will give you a copy of your Rent Assessment each time your rent is reviewed. (usually twice a year or when you tell us your circumstances have changed).

Some properties are subject to slightly different rent calculations. We will advise you about this at the start of your tenancy.

If your income changes, the occupants in your household of your home changes or the income of any other persons residing in your premises changes please notify your landlord (CENSW or Co-operative) within 21 days so we can make the necessary adjustments to your rent. It is your responsibility to give us this information.

INCOME REVIEWS

Community housing providers must regularly review the level of rent paid by a tenant to:

- determine, if a rent subsidy is applied, whether the tenant remains eligible for a subsidy (at least every 6 months)
- recalculate the level of rent paid in accordance with the requirements set out in the NSW Community Housing Rent Policy dated July 2014 (at least every 6 months for subsidised rent and annually for market rent).

It is the tenant's responsibility to advise their community housing provider of any change in their income and/or family circumstances within 21 days of the effect of that change.

Community housing providers must immediately reassess the rent level for a tenant following notification that the household income has changed.

RENT ARREARS

The community housing provider will, in the event of any tenant falling into rent arrears, take all necessary steps to reach agreement with the tenant on the recovery of such arrears. Failing such agreement the provider will take action if necessary through the NSW Civil & Administrative Tribunal (NCAT) to recover possession of the property leased to that tenant.

The provider is committed to achieving sustainable tenancies and, in dealing with all matters of arrears, will adopt a sensitive approach to any financial difficulties being experienced by a tenant with a view to maintaining the tenancy; and if appropriate, will refer the tenant to a support service for financial or other counselling or assistance

YOUR HOME

CONDITION REPORT

Residential Tenancies Act 2010 requires the landlord to give the tenant a condition report filled out by the landlord.

It is the tenants responsibility to give the landlord a copy of the condition report with your comments within 7 days of the start of the agreement. The condition report is important evidence if there is a dispute over the bond at the end of the agreement.

PROPERTY INSPECTIONS

The residential tenancy agreement provides the landlord may inspect the premises, if the tenant is given at least 7 days written notice (no more than 4 inspections are allowed in any period of 12 months). CENSW or your co-operative landlord will carry out an inspection on your property generally once a year. We will give you a minimum of seven days notice of this happening.

This inspection helps us assess the condition of the property and keep it in good order.

REPAIRS & MAINTENANCE

WHAT TO DO

If you have a repair or maintenance problem, please report it to your co-operative maintenance contact person as soon as you can or if you are in a Community Property, report it to your CENSW maintenance team. You can do this by calling maintenance on 02 9356 9219.

Maintenance will assess whether the repair is an emergency, urgent, routine or planned repair and let you know when it should be completed. They will contact a tradesperson for you and give the tradesperson or agent/owner your contact details so they can make an appointment with you to come and do the work.

TIMEFRAMES

Emergency repairs will be attended to within 24 hours, and important repairs within 2-3 working days where possible. General repairs will be met within 20 days. Usually our response time is much quicker than this. We aim to fix the problem as soon as possible and often quicker than these timeframes. Please let us know if it's taking too long to fix your problem.

Emergency repairs include loss of services (eg Water, Hot water, electricity).

EMERGENCY REPAIRS AFTER HOURS

For Community Property tenants, all repairs are to be handled by CENSW.

Please contact our **after hours number 0432 664 486** to receive advice on how to best proceed with your maintenance issue.

Co-operative tenants, should contact your Co-operative Maintenance Officer or committee in the first instance. Should they not be available to assist, then please also call our after hours number for assistance: 0432 664 486.

PROBLEMS and MAINTENANCE SURVEYS

We check finished repairs to make sure the work has been satisfactorily completed. If you have any problems with any contractors or the quality of their repair work, please let us know, so we can rectify the problem.

We send out a Maintenance Survey once your maintenance job has been completed. Please ensure you complete and return this survey, as this ensures we get timely feedback should repairs not be up to standard.

Please contact us by calling maintenance on our free call number 1800 066 834 or local call cost 02 9356 9219.

TENANT DAMAGE

If you break or damage any fixture, fitting or other part of the property, you are responsible for its repair or replacement.

Please report the issue to CENSW or your co-operative as soon as you can. We can assist you with co-ordinating the repair of this item and discuss ways of covering the cost. We can arrange a payment plan to help you pay off the cost if needed.

Please do not make any modifications to the fixtures and fittings of a property including: ovens, blinds, doors without first seeking the approval of your co-operative or CENSW in writing.

Please refer to our Tenant Recharge Policy for Tenant Damage for more information.

TENANT ALTERATIONS

From time to time, a tenant may ask for permission to make a small change or add a fixture to the premises at their own expense, to increase their comfort or security. The landlord will give careful consideration to such requests.

The tenant must first seek written consent from the landlord before adding a fixture or make any renovation, alteration or addition to the premises. If a tenant makes an alteration without consent they are breaching the terms of the tenancy agreement. The landlord may apply to the NSW Civil and Administrative Tribunal for orders that the tenant comply with the agreement and restore the premises to the previous condition.

The landlord will not unreasonably refuse to give the tenant consent to add a fixture or to make a change that is of a minor nature.

Examples of some common types of requests which may be considered reasonable include:

- installing extra window safety devices for small children
- installing additional security features above what is required
- having a phone line connected
- connecting to the National Broadband Network
- putting a reasonable number of picture hooks in the wall
- installing a grab rail in the shower for elderly or disabled occupants.

Generally, an added fixture or change made by the tenant is at their expense, unless the landlord agrees otherwise.

The tenant cannot go to the Tribunal seeking to get money back for improvements they make.

Tenants are expected to remove any additions/modifications made, and restore the premises to previous condition.

If the landlord paid for the fixture in some way, then the tenant is not allowed to remove it without landlord consent.

CHANGING NEEDS

CENSW understands that people's circumstances change, and that sometimes this means your housing is no longer suitable for you. If your housing needs change please advise Common Equity. You can access the Changing Needs of Tenants Policy (under Tenant Policies in the Tenants tab of the Website)

DISABILITY MODIFICATIONS

If your needs change because of health or disability we may be able to modify your existing housing. We will request that you ask an Occupational Therapist to provide a thorough assessment of your disability needs and what is required. If your house cannot be modified we will help find a more suitable property for you. Please refer to our CENSW Property Modification Policy for Disabilities for more information.

Should you wish to make any other modifications to the fixtures and fittings of your tenancy, please seek CENSW written approval before doing so. Tenants should not make any adaptations to their properties without the written agreement of the Landlord.

COMPLAINTS AND APPEALS

CENSW and the member co-operatives have a process for managing complaints and appeals made by tenants relating to decisions, policies or practices of the landlord. .

A complaint can be lodged if you are unhappy or dissatisfied with the service you receive from CENSW. For complaints with your co-operative also check their rules regarding disputes and resolutions as this may vary slightly between each co-operative.

The Complaints and Appeals Policy can be found under the Tenants tab on our Website.

Who else can I report a complaint or appeal a decision to?

Registry of Co-operatives oversees the regulation of co-operatives to make sure the processes within co-operatives are appropriate. It is part of the Office of Fair Trading
www.fairtrading.nsw.gov.au

Housing Appeals Committee reviews decisions made by your co-operative or CENSW about housing matters.
Ph: 1800 629 794 / 02 8741 2555 Fax: 02 8741 2566
www.hac.nsw.gov.au

Registrar of Community Housing ensures CENSW and housing co-operatives maintain their responsibilities as a Registered Housing Provider. Ph: 1800 330 940
www.rch.nsw.gov.au

Community Justice Centres -Community Justice Centre's also have trained mediators who can assist with solving disputes quickly and fairly. Mediation can help on topics such as:

- Pets
- Children
- Noise
- Garbage
- Unreasonable behaviour

- Family disputes
- Fences

The contact number for Community Justice Centres is 1300 990 777.

VISITORS AND ADDITIONAL OCCUPANTS

Friends and relatives who visit members/tenants of the landlord for social or holiday purposes are not regarded as additional occupants. They are regarded as visitors.

Your tenancy agreement states how many people are allowed to live in your home. If this changes, you need to let us know immediately.

Please refer to CENSW's policy on Visitors and Additional Occupants available under the Tenant tab on our website.

PETS

All tenants living in CENSW or co-op properties, who wish to have animals, must adhere to the Companion Animals Act 1998 and the by-laws set by their local Council and for co-operatives the rules of their Body Corporate.

The tenant will not keep any animal or bird on the premises without the consent of the landlord.

ENDING YOUR TENANCY

Tenancies can end in a number of ways. Generally, to end your tenancy you will need to give written notice to the landlord or agent. The notice period required will be different depending on the situation. Please see Ending a Tenancy Policy under the Tenant tab on our Website.

WHEN YOU MOVE

Tenants are responsible for ensuring that all of their belongings are removed from the premises at the end of the tenancy. However, from time to time, tenants leave things behind for various reasons.

It may be a genuine oversight or a deliberate or unavoidable act by the tenant. Regardless of the circumstances, landlords and agents must follow the correct process when goods have been left behind.

If items other than rubbish have been left behind the landlord must attempt to notify the former tenant. The landlord must advise the tenant their goods have been left on the premises and they will be disposed of after 14 days if they are not collected.

Different rules are in place when dealing with personal documents left behind by a tenant. Personal documents are defined under the Act as being:

- a birth certificate, passport or other identity document
- bank books or other financial statements or documents
- photographs and other personal memorabilia (e.g. medals and trophies)
- licences or other documents conferring authorities, rights or qualifications.

Personal documents left behind by a tenant need to be kept in a safe place for at least **90 days** from the day the landlord provides notice. This longer period recognises the importance or sentimental value of such items.

This can be done in writing (mailed to a forwarding address if known or to the property in case the tenant is having their mail redirected), in person or over the telephone. If after 2 days you have not been able to contact the former tenant you can leave a notice in a prominent position somewhere on the premises (e.g. stuck to the front door). If the goods are obviously leased you should also contact the rental company.

INFORMATION ABOUT YOUR PROPERTY

Information about charges other than rent:

WATER USE

Please use water carefully. If a tap is leaking, or left running, a lot of water is wasted and the bill will be higher. Please report leaking taps as soon as you notice them.

WATER CHARGES

For tenants living in co-operatives, you may be charged for water usage. There are special rules that apply to this, and if you are subject to a water charge, we will explain these to you.

Should your co-operative wish to charge you for water, then this charge must appear as a separate amount on your fortnightly rental invoice.

If your property is Community Property and has a shared water meter, CENSW while having the right to recharge for water, has decided not to do so at this time. You will be advised should this change.

EXCESS GARBAGE

Tenants are not charged for the normal weekly garbage collection, using the Council bins. You will not be charged for anything you leave out on Council 'clean up' days.

ELECTRICITY

Tenants are responsible for the cost of connection and use of electricity. Any faults with the wiring or the meter are the landlords responsibility.

GAS

Tenants are responsible for the cost of connection and use of gas to their property. Any faults with the gas pipes or meter are the landlord's responsibility.

TELEPHONE AND INTERNET

All CENSW properties are fitted with working telephone lines. Tenants are responsible for the costs of all phone calls, Internet, line and handset rental charges.

Internet connection and cable TV, are the responsibilities of the tenant.

HOUSEHOLD CONTENTS INSURANCE

CENSW insures the property itself, but you are responsible for insuring your own contents against fire, theft or other damage.

GARDENS

Maintenance for common area gardening is the responsibility of your co-operative landlord or CENSW. Tenants are required to look after their own private gardens.

KEYS

The landlord agrees:

- to provide and maintain locks or other security devices necessary to keep the premises 'reasonably' secure.
- to give each tenant named on the tenancy agreement a copy of the key (or other opening device/information) to open any lock or security device for:
 - the premises
 - any common property that you are entitled to access
- not to charge you for copies of keys or other opening devices except to recover the cost of replacement or additional copies.

- not to alter, remove or add any lock or other security device without reasonable excuse or unless you agree.
- to give you a copy of any key (or other opening device/information) that have been changed by the landlord, within 7 days of the change.

Please do not change any locks without express written permission from CENSW to do so.

SMOKE DETECTORS

It is a term of every residential tenancy agreement that the landlord will install and maintain smoke alarms according to the standards in the *Environmental Planning and Assessment Regulation 2000*.

It is a term of every residential tenancy agreement that neither the landlord nor the tenant shall interfere with the operation of a smoke alarm without a reasonable excuse.

If a smoke alarm gives 'false alarms' (e.g. triggered by cooking), do not remove the battery or disable it. Contact the landlord/agent and ask that the alarm be moved to a more suitable location or replaced with a different style of alarm. See the NSW Fire Brigades website (www.fire.nsw.gov.au) for more information.

It is a term of every residential tenancy agreement that the tenant is responsible for replacing batteries in any smoke alarms during the tenancy.

NSW Fire and Rescue provides a Smoke Alarm and Battery Replacement Service for people over 65 or people with disability who have no-one to assist them. Contact your local fire station for information.

SUSTAINING YOUR TENANCY

CENSW has developed a number of ways to support tenants of Direct Managed properties and from housing cooperatives who may be experiencing difficulties. We aim to support tenants in maintaining and sustaining their tenancies and appreciate from time to time that some people experience all sorts of difficulties. We can assist by putting you in touch with support agencies in your area that are well placed to help you. In addition, we have a number of initiatives specially designed to assist you. Please contact CENSW for more details and we will discuss the best ways to help you:

- **NILS Scheme**, a no interest loan for purchases and repairs of household items, to assist in budgeting
- **Training and Education Scholarships**, funding from CENSW so you can undertake approved training to develop your skills
- **Case Coordination Plans**, working with you for a period to ensure you get the help you need
- **Returning to Employment Rent Review**, a way of delaying rent increases as you return to employment

SUPPORT SERVICES

Across NSW there are a host of services that can assist and support you in managing your tenancy. Please contact CENSW or look on the web to find agencies that can help you.

Some examples are listed below please remember in each area, there are additional local services that may help you.

SUPPORT SERVICES CONTACT DETAILS

<p>Australian Human Rights Commission www.hreoc.gov.au</p>	<p>Phone: 02 9284 9600 Fax: 02 9284 9611</p>
<p>Centrelink www.centrelink.gov.au</p>	<p>Phone: 13 24 68</p>
<p>Family & Community Services Email: facsinfo@facs.nsw.gov.au www.facs.nsw.gov.au</p>	<p>Phone: 02 9248 0900 Fax: 02 9248 0999</p>
<p>Housing Appeals Committee www.hac.nsw.gov.au</p>	<p>Phone: 1800 629 794 Fax: 02 8741 2566</p>
<p>Housing NSW www.housing.nsw.gov.au</p>	<p>Phone: 1300 468 746 Fax: 02 8753 8888</p>
<p>Legal Aid NSW www.legalaid.nsw.gov.au</p>	<p>Phone: 02 9219 5000 Fax: 02 9219 5935</p>
<p>NSW Ombudsman Email: nswombo@ombo.nsw.gov.au www.ombo.nsw.gov.au</p>	<p>Phone: 02 9286 1000 Fax: 02 9283 2911</p>
<p>People with Disability Australia Email: pwd@pwd.org.au www.pwd.org.au</p>	<p>Phone: 02 9370 3100 Fax: 02 9318 1372</p>
<p>Tenants NSW www.tenants.org.au</p>	

TENANTS ADVICE AND ADVOCACY SERVICES

Inner Sydney	02 9698 5975
Eastern Area	02 9386 9147
Inner West	02 9559 2899
Northern Area	02 9884 9605
Southern Sydney	02 9787 4679
South West	1800 631 993
Western Sydney	02 9413 2677

ABORIGINAL SERVICES

Greater Sydney Aboriginal Tenants Service	02 9569 0222
North & North West NSW Aboriginal Service	1800 248 913
Southern NSW Aboriginal Tenants Service	1800 672 185
Western Aboriginal Tenants Service	1800 810 233

HELPFUL WEBSITES

SUPPORTING FAMILIES:

- **Support for Families** <http://www.anglicare.org.au/our-services/familysupport> and <http://www.probonoaustralia.com.au/directory/barnardosaustralia>
- **Support for Young People** <http://au.reachout.com> and http://www.youthmentoring.org.au/program_listings.php?selstate=0
- **Support for Seniors** <http://sydneyseniors.com.au/Help.htm> and <http://www.onlysydney.com.au/sydney-seniors>
- **Support for people with disabilities** <http://www.supportservices.org.au> and <http://www.pwd.org.au/who.html>

- **Support for people with mental health issues**
<http://www.parramattamission.org.au/health> and
<http://www.grow.net.au>
- **Support for people from CALD backgrounds and language barriers** <http://www.workingcarers.org.au/services/1088-sydneymulticultural-community-services>
- **Support for Indigenous Australians - the Aboriginal and Torres Strait Islander people**
<http://www.cityofsydney.nsw.gov.au/community>
- <http://www.humanservices.gov.au/customer/themes/indigenous-australians>
-

FINANCIAL SUPPORT SERVICES:

- **Support for financial difficulties/outstanding debts**
<http://financialplan.about.com/cs/budgeting/l/blbudget.htm>
and <http://www.fcan.com.au>
- **NILS program** - for acquisition of essential household items by providing safe credit by community organizations without any fees, charges or interest payments. www.nils.com.au

CONFLICT & MEDIATION:

- **Support to resolve conflicts and disputes** with neighbours and people you live with. See Community Justice Centres.
www.cjc.nsw.gov.au

APPEALS & COMPLAINTS:

- **Advocacy Services - Tenants Advice & Advocacy**
<http://www.rlc.org.au/our-services/tenants-advice.html>
- **Appeals Services - Housing Appeal Committee (HAC)**
<http://www.hac.nsw.gov.au>
- **NSW Civil and Administrative Tribunal (NCAT)** - information on tenants rights & responsibilities www.ncat.nsw.gov.au

EMERGENCY CONTACTS

Emergency Police, Fire, Ambulance	000
NSW State Emergency (SES)	132 500
Sydney Water	132 092
Poison Information Line	131 126
CENSW After Hours (Maintenance Issues)	0432 664 486

CENSW CONTACTS

If you have any questions about this information please contact CENSW.

HEAD OFFICE

Address:, NSW

Phone: 02 9356 9200 or Free Call: 1800 066 834

Fax: 02 9361 6395

Email: enquiry@commonequity.com.au

Web: www.commonequity.com.au

PO Box A274, Sydney South, NSW 1235

MAINTENANCE

Office Hours: 02 9356 9219 or Free call: 1800 066 834

After Hours: 0432 664 486

Fax: 02 9262 2535

Email: maintenance@commonequity.com.au

Web: www.commonequity.com.au

FIELD OFFICERS

Office Hours: 02 9356 9210 or Free call: 1800 066 834

OFFICE OPENING HOURS

9:00am–5:00pm Monday to Friday

If you would like to meet us please phone us during office hours and arrange an appointment for us to visit you.