

T 4.03 Tenant Rights and Responsibilities Policy

1. Purpose

This policy outlines the rights and responsibilities of tenants living in properties managed by Common Equity NSW (CENSW). It ensures tenancies are managed in a way that is fair, transparent, and consistent with our legal requirements.

2. Scope

This policy applies to all tenants and household members in properties directly managed by CENSW.

3. Policy

a. CENSW Responsibilities

CENSW is committed to upholding tenants' legal rights and promoting a clear understanding of mutual responsibilities between tenants and the organisation.

We will:

- Provide all tenants with a written Residential Tenancy Agreement, Property Condition Report and information about their rights and obligations before moving in (see Start of Tenancy Policy).
- Ensure tenants have quiet enjoyment, privacy and fair treatment in accordance with the law.
- Keep properties in good repair and ensure maintenance and compliance works are completed promptly.
- Provide clear, timely information about rent, charges, inspections and any changes to tenancy arrangements.
- Offer information, early intervention and referrals to support services where appropriate to help tenants maintain their housing.
- Comply with the Residential Tenancies Act 2010 (NSW), Privacy Act 1988 (Cth) and other relevant legislation and policy frameworks.
- Offer accessible avenues for tenants to raise complaints, provide feedback or appeal decisions without fear of disadvantage.

b. Tenant rights

Tenants have the right to:

- Quiet enjoyment and privacy in their home.
- Live in a property that is safe, secure and well maintained.
- Receive clear information about their rent, charges and tenancy conditions.
- Be treated with respect, fairness and without discrimination.

- Have repairs and maintenance completed within reasonable timeframes.
- Receive appropriate notice before CENSW enters the property.
- Access support and advice to help sustain their tenancy.
- Have their personal information managed in accordance with privacy legislation.
- Make a complaint or appeal a decision without fear of disadvantage.

c. Tenant responsibilities

It is a tenant responsibility to fulfill their obligations under the *Residential Tenancies Act 2010 (NSW)* and their Residential Tenancy Agreement.

Tenants are responsible for:

- Ensuring rent and any other charges (if applicable) are paid in full and by the due date.
- Keeping the property clean, tidy and in good condition, and promptly reporting any repairs, maintenance needs or damage.
- Using the premises for residential purposes only and not engaging in illegal or disruptive behaviour.
- Being considerate of neighbours, visitors and the surrounding community and not causing noise, nuisance or harassment.
- Providing access for inspections, maintenance, compliance checks or emergency repairs after receiving proper notice from CENSW.
- Notifying CENSW promptly of any changes to household composition, income or contact details.
- Following the conditions of the Residential Tenancy Agreement.
- Ensuring the property is not used for unlawful purposes and maintaining a safe environment for household members and visitors.
- Any other obligations listed in the Residential Tenancies Act 2010 (NSW).

4. Appeals

Tenants have the right to appeal decisions made under this policy. Appeals are managed in accordance with the CENSW Appeals Policy.

5. Related Legislation, Documents and Policies

- [Residential Tenancies Act 2010 \(NSW\)](#)
- CENSW Starting a Tenancy Policy
- CENSW Rent and Debt Management Policy
- CENSW Breach of Tenancy Policy
- CENSW Ending a Tenancy Policy
- CENSW Appeals Policy

6. Variations

That the policy can be reviewed and amended as required by CENSW.

Name and Designation of Approver	Head, Co-operative Services
Contact/Responsible Delegation	Co-operative Services Team Manager
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