

# CLSD Program: Tenancy Support Services Referral Guide – Queanbeyan-Palerang and Snowy Monaro

Legal issue	Service (see details on last page)	Notes
<p><b>Evictions or terminations by private housing landlords or Agents</b></p> <ul style="list-style-type: none"> <li>• Eviction</li> <li>• Notice of termination from landlord</li> <li>• Want to get out of lease</li> </ul>	<ul style="list-style-type: none"> <li>• South West Tenants Advice Service - prioritise termination matters</li> <li>• Legal Aid NSW - can only help with no grounds eviction if a client has a severe vulnerability or there is a complex legal issue (e.g. retaliation)</li> <li>• South Coast &amp; Country Community Law - advice only, no representation.</li> <li>• NSW Fair Trading (urgent lock out matters)</li> </ul>	<ul style="list-style-type: none"> <li>• All services give advice, but representation in the NCAT is not guaranteed. <ul style="list-style-type: none"> <li>- Representation unlikely if notice of termination is for no reason (90 day no grounds, end of fixed term or on grounds sale of property)</li> </ul> </li> <li>• In any event it is important to get advice ASAP because: <ul style="list-style-type: none"> <li>- The notice of termination may not be valid and there may be a retaliatory argument to be made</li> <li>- it is difficult for services to get agreement from the NCAT member for representation at the 1st hearing, and</li> <li>- even though the NCAT notice of hearing does not tell tenants to submit evidence, it is best if the tenant makes written submissions <b>before</b> the 1<sup>st</sup> hearing – services can assist the tenant to prepare submissions and evidence to present their circumstances to NCAT</li> </ul> </li> <li>• South West Tenants Advice Service does not assist <ul style="list-style-type: none"> <li>- co-tenants, unless domestic violence is involved</li> <li>- Landlords/ Real Estate Agents &amp; Social Housing Providers</li> <li>- Park Owners/Managers</li> </ul> </li> </ul>

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<b>Evictions or terminations by social housing providers</b> <ul style="list-style-type: none"> <li>Eviction</li> <li>Notice of termination from landlord</li> <li>Strike notices</li> </ul>	<ul style="list-style-type: none"> <li>South West Tenants Advice Service</li> <li>Legal Aid NSW</li> <li>South Coast &amp; Country Community Law</li> </ul>	See above
<b>Evictions or terminations by Aboriginal housing providers or to Aboriginal tenants in social housing</b> <ul style="list-style-type: none"> <li>Eviction</li> <li>Notice of termination from landlord</li> <li>Want to get out of lease</li> </ul>	<ul style="list-style-type: none"> <li>Murra Mia</li> <li>South West Tenants Advice Service</li> <li>Legal Aid NSW</li> <li>South Coast &amp; Country Community Law</li> </ul>	<ul style="list-style-type: none"> <li>Murra Mia does advocacy with the Aboriginal Housing Office and Community Housing Industry Association when assisting clients with eviction notices.</li> </ul>
<b>Repairs – private and social housing</b>	<ul style="list-style-type: none"> <li>Legal Aid NSW</li> <li>South Coast &amp; Country Community Law</li> <li>South West Tenants Advice Service</li> </ul>	<ul style="list-style-type: none"> <li>South West Tenants Advice Service generally advice – in extreme circumstances may represent.</li> </ul>
<b>Repairs – Aboriginal housing</b>	<ul style="list-style-type: none"> <li>Murra Mia</li> <li>South West Tenants Advice Service</li> <li>Legal Aid NSW</li> <li>South Coast &amp; Country Community Law</li> </ul>	<ul style="list-style-type: none"> <li>Murra Mia does advocacy with the Aboriginal Housing Office regarding repairs</li> </ul>
<b>Arrears of rent</b> <ul style="list-style-type: none"> <li>Debt and behind in the rent – before get a breach notice from landlord</li> <li>Subsidy cancellation</li> </ul>	<ul style="list-style-type: none"> <li>South West Tenants Advice Service</li> <li>Legal Aid NSW</li> <li>South Coast &amp; Country Community Law</li> <li>Murra Mia</li> </ul>	

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<b>Appeal decision by NCAT</b>	<ul style="list-style-type: none"> <li>Legal Aid NSW Housing Appeals Service</li> <li>South West Tenants Advice Service (depends on capacity)</li> </ul>	<ul style="list-style-type: none"> <li>Grant of legal aid, subject to means and merit test</li> <li>Note very short time frame for lodging appeals to NCAT decisions</li> </ul>
<b>Problems with co-tenants</b>	<ul style="list-style-type: none"> <li>South Coast &amp; Country Community Law</li> <li>Legal Aid NSW</li> </ul>	
<b>Domestic violence – all housing types</b> <ul style="list-style-type: none"> <li>Damage to house</li> <li>Need to get out of tenancy</li> </ul>	<ul style="list-style-type: none"> <li>South West Tenants Advice Service</li> <li>Legal Aid NSW</li> <li>South Coast &amp; Country Community Law</li> <li>Murra Mia</li> </ul>	
<b>Assistance in securing housing – all housing types</b> <ul style="list-style-type: none"> <li>Homeless and need to apply for housing</li> <li>Poor rental history or blacklisting on tenant databases</li> <li>Challenge decision made by housing provider such as absence from home</li> </ul>	<ul style="list-style-type: none"> <li>Legal Aid NSW – main area of focus</li> <li>South West Tenants Advice Service</li> <li>South Coast &amp; Country Community Law</li> <li>Murra Mia</li> </ul>	<p>Services can help with:</p> <ul style="list-style-type: none"> <li>TICA/blacklisting and potentially represent at NCAT</li> <li>1<sup>st</sup> level appeals to challenge a housing provider and to the Housing Appeals Committee</li> <li>advice on how to get onto a waiting list</li> <li>Service cannot help with preparing an application for private rental or social housing unless the client is illiterate.</li> </ul>

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<b>Problems and disputes with neighbours – all housing types</b>	<ul style="list-style-type: none"> <li>Community Justice Centre for mediation</li> <li>South West Tenants Advice Service – basic advice and referral</li> <li>Legal Aid NSW – basic advice unless client has tried themselves and unable to resolve situation – main priority is social housing</li> </ul>	<ul style="list-style-type: none"> <li>Legal Aid NSW will give limited advice. Will mainly assist tenants in social housing at risk of losing their tenancy due to the neighbourhood dispute and if a breach of the landlord's obligations, for example if client is subject to harassment.</li> </ul>
<b>Uncollected or abandoned goods in residential and housing schemes</b>	<ul style="list-style-type: none"> <li>Legal Aid NSW</li> <li>South Coast &amp; Country Community Law</li> <li>Murra Mia</li> </ul>	<p>NSW Fair Trading have information on their website about uncollected goods - <a href="https://www.fairtrading.nsw.gov.au/trades-and-businesses/business-essentials/selling-goods-and-services/uncollected-goods">https://www.fairtrading.nsw.gov.au/trades-and-businesses/business-essentials/selling-goods-and-services/uncollected-goods</a></p>
<b>Rental Bonds and compensation claims at the end of a tenancy</b>	<ul style="list-style-type: none"> <li>South West Tenants Advice Service</li> <li>Legal Aid NSW</li> <li>South Coast &amp; Country Community Law</li> <li>Murra Mia</li> <li>Fair Trading</li> </ul>	South West Tenants Advice Service – advice only
<b>Rent assistance</b> <ul style="list-style-type: none"> <li>Not getting the right level of rental assistance</li> <li>Centrelink disputes</li> </ul>	<ul style="list-style-type: none"> <li>Legal Aid NSW</li> <li>South Coast &amp; Country Community Law</li> <li>Welfare Rights Centre and Illawarra Legal Centre Welfare Rights lawyer</li> </ul>	

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## Contact details – legal and advocacy services

- **South Coast & Country Community Law**
  - Email: [info@scclaw.org.au](mailto:info@scclaw.org.au)
  - Phone: 1800 229 529
- **South West Tenants Advice Service – Verto**
  - Phone: 1300 483 786
- **Legal Aid NSW Housing Appeals (appeals from NCAT decisions)**
  - Phone: 9219 5800
- **Murra Mia Aboriginal Tenants Advice and Advocacy Service**
  - Email: [admin@murramia.com](mailto:admin@murramia.com)
  - Phone: 4472 9363 or 1800 672 185
- **Welfare Rights Legal Centre and ILC Welfare Rights Legal Service**
  - Phone: 9211 5300 or 1800 226 028 (Statewide)
  - Phone: 4276 1939 (South Coast)
  - Website enquiries: <https://welfare-rights-centre.org.au/need-help>
- **LawAccess NSW**
  - Legal information and referrals for all problems
  - Phone: 1300 888 529
  - Website: [www.legalaid.nsw.gov.au](http://www.legalaid.nsw.gov.au)

## Contact details – other services

- **NSW Fair Trading free complaint service for residential tenancy matters (not public, social or boarding house tenancies)**
  - Make a complaint online: <https://www.fairtrading.nsw.gov.au/help-centre/online-tools/make-a-complaint>
  - <https://www.cas.fairtrading.nsw.gov.au/icmspublicweb/forms/Tenancy.html>
  - Phone: 13 32 20
- **Community Justice Centre**
  - Phone: 1800 990 777
  - Website: [www.cjc.justice.nsw.gov.au](http://www.cjc.justice.nsw.gov.au)