

CLSD Program: Tenancy Support Services Referral Guide – Shoalhaven, Bega Valley and Eurobodalla

Legal issue	Service (see details on last page)	Notes
<p>Evictions or terminations by private housing landlords or Agents</p> <ul style="list-style-type: none"> • Eviction • Notice of termination from landlord • Want to get out of lease 	<ul style="list-style-type: none"> • ILC Tenancy Service - prioritise termination matters • 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) • South Coast & Country Community Law - advice only, no representation. • Aboriginal Legal Service (NSW/ACT) Limited Family Violence Prevention Unit (FVPU) • NSW Fair Trading (urgent lock out matters) • Murra Mia 	<ul style="list-style-type: none"> • All services give advice, but representation in the NCAT is not guaranteed. <ul style="list-style-type: none"> - Representation unlikely if notice of termination is for no reason (90 day no grounds, end of fixed term or on grounds sale of property) • In any event it is important to get advice ASAP because: <ul style="list-style-type: none"> - The notice of termination may not be valid and there may be a retaliatory argument to be made - it is difficult for services to get agreement from the NCAT member for representation at the 1st hearing, and - even though the NCAT notice of hearing does not tell tenants to submit evidence, it is best if the tenant makes written submissions before the 1st hearing – services can assist the tenant to prepare submissions and evidence to present their circumstances to NCAT • ILC Tenancy Service does not assist <ul style="list-style-type: none"> - co-tenants, unless domestic violence is involved - Landlords/ Real Estate Agents & Social Housing Providers - Park Owners/Managers • ALS Family Violence Prevention Unit. To be eligible for this service: <ul style="list-style-type: none"> - the client must be Aboriginal or Torres Strait Islander - live on the South Coast (from Berry to Eden), and - be experiencing or at risk of domestic and family violence. • Murra Mia – advice and advocacy

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Evictions or terminations by social housing providers <ul style="list-style-type: none"> • Eviction • Notice of termination from landlord • Strike notices 	<ul style="list-style-type: none"> • ILC Tenancy Service • Legal Aid NSW • South Coast & Country Community Law • Aboriginal Legal Service FVPU • Murra Mia 	See above.
Evictions or terminations by Aboriginal housing providers or to Aboriginal tenants in social housing <ul style="list-style-type: none"> • Eviction • Notice of termination from landlord • Want to get out of lease 	<ul style="list-style-type: none"> • ILC Tenancy Service • Legal Aid NSW • South Coast & Country Community Law • Aboriginal Legal Service FVPU • Murra Mia – advice and advocacy 	<ul style="list-style-type: none"> • Murra Mia does advocacy with the Aboriginal Housing Office and Community Housing Industry Association when assisting clients with eviction notices.
Repairs – private and social housing	<ul style="list-style-type: none"> • ILC Tenancy Service • Legal Aid NSW • Murra Mia • South Coast & Country Community Law • Aboriginal Legal Service FVPU 	<ul style="list-style-type: none"> • ILC Tenancy Service generally advice – in extreme circumstances may represent • Murra Mia – advice and advocacy
Repairs – Aboriginal housing	<ul style="list-style-type: none"> • Murra Mia • ILC Tenancy Service • Legal Aid NSW • South Coast & Country Community Law • Aboriginal Legal Service FVPU 	<ul style="list-style-type: none"> • Murra Mia does advocacy with the Aboriginal Housing Office regarding repairs, Homes NSW, Community Housing sector and Aboriginal Community Housing sector

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Arrears of rent <ul style="list-style-type: none">• Debt and behind in the rent – before getting a breach notice from landlord• Subsidy cancellation	<ul style="list-style-type: none">• ILC Tenancy Service• Legal Aid NSW• South Coast & Country Community Law• Murra Mia• Aboriginal Legal Service FVPU	

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

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Problems and disputes with neighbours – all housing types	<ul style="list-style-type: none"> Community Justice Centre for mediation ILC Tenancy Service – basic advice and referral Legal Aid NSW – basic advice unless client has tried themselves and unable to resolve situation – main priority is social housing Murra Mia 	<ul style="list-style-type: none"> 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.
Uncollected or abandoned goods in residential and housing schemes	<ul style="list-style-type: none"> Legal Aid NSW South Coast & Country Community Law Aboriginal Legal Service FVPU Murra Mia 	<p>NSW Fair Trading have information on their website about uncollected goods - https://www.fairtrading.nsw.gov.au/trades-and-businesses/business-essentials/selling-goods-and-services/uncollected-goods</p>
Rental Bonds and compensation claims at the end of a tenancy	<ul style="list-style-type: none"> ILC Tenancy Service Murra Mia Legal Aid NSW South Coast & Country Community Law Aboriginal Legal Service FVPU Fair Trading 	<ul style="list-style-type: none"> ILC Tenancy Service – advice only. Advice and Advocacy.
Rent assistance <ul style="list-style-type: none"> Not getting the right level of rental assistance Centrelink disputes 	<ul style="list-style-type: none"> Murra Mia Legal Aid NSW South Coast & Country Community Law Aboriginal Legal Service FVPU Welfare Rights Centre and Illawarra Legal Centre Welfare Rights lawyer 	<ul style="list-style-type: none"> Murra Mia - Basic advice

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Contact details – legal and advocacy services

- ☐ **South Coast & Country Community Law**
 - Email: info@scclaw.org.au
 - Phone: 1800 229 529
- ☐ **ILC Tenancy Service – Illawarra Legal Centre Tenancy Service**
 - Phone: 4274 3475 or 1800 807 225
- ☐ **Legal Aid NSW – Nowra office**
 - Email: nowra@legalaid.nsw.gov.au
 - Phone: 4422 4351
- ☐ **Legal Aid – Wollongong office**
 - Email: WollongongCivil@legalaid.nsw.gov.au
 - Phone: 4228 8299
- ☐ **Legal Aid NSW Housing Appeals (appeals from NCAT decisions)**
 - Phone: 9219 5800
- ☐ **Murra Mia Aboriginal Tenants Advice and Advocacy Service**
 - Email: admin@murramia.com
 - Phone: 4472 9363
- ☐ **Aboriginal Legal Service NSW/ACT Family Violence Prevention Unit (South Coast and ACT)**
 - Email: fvpw.nowra@alsnswact.org.au
 - Phone: 4424 8950
- ☐ **Welfare Rights Legal Centre and ILC Welfare Rights Legal Service**
 - Phone: 9211 5300 or 1800 226 028 (Statewide)
 - Phone: 4276 1939 (South Coast)
 - Website inquiries: <https://welfare-rightscentre.org.au/need-help>

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
- ☐ **LawAccess NSW**
 - Legal information and referrals for all problems
 - Phone: 1300 888 529
 - Website: www.legalaid.nsw.gov.au

