

THERE IS A RANGE OF SUPPORTS AVAILABLE IN THE EUROBODALLA TO HELP TENANTS WHO ARE STRUGGLING WITH ARREARS SUSTAIN THEIR TENANCY WITH YOUR AGENCY

Tenancy assistance/rent arrears

As a Property Manager in the Eurobodalla, you can refer tenants to the organisations below if they want help with their rent or water arrears

.... read more

http://www.facs.nsw.gov.au/_data/assets/pdf_file/0020/330239/Rentstartinformationforlandlords.pdf

or if they want to learn more around how to maintain their tenancy

.... read more

http://www.housing.nsw.gov.au/_data/assets/pdf_file/0018/330219/RentitKeepit_FactSheet.pdf

If tenants are **over 25 years old**, they can call **Anglicare**



4474 7973

If they are **under 25 years old**, they can call **Campbell Page Youth Services**



4475 6011

If they have experienced, or are experiencing **domestic or family violence**, they can call **SEWACS**



4474 3226

Free financial advice

Tenants can also access free and confidential financial advice through the **Far South Coast Region Financial Counselling Service**



4474 0891

.... read more (<http://www.efss.ngo.org.au/support-services-pages/8-financial-counselling>)

Reduce fines through the Work Development Order scheme

Tenants who are experiencing acute economic hardship can reduce their state debts through unpaid work or certain courses or treatment

.... read more <http://www.legalaid.nsw.gov.au/what-we-do/civil-law/work-and-development-order-service>

✓ impact Eurobodalla is an approved sponsor organisation and can assist eligible tenants with the application process



4474 2512

Housing NSW private rental products

Other financial assistance is available through Housing NSW

.... read more

http://www.housingpathways.nsw.gov.au/_data/assets/pdf_file/0010/329671/PrivateRentalAssistance.pdf

including:

- **A tenancy guarantee:** one –off assistance via a guarantee to reimburse the landlord/Agent costs of up to \$1,500 for tenant damage and or unpaid rent over and above the rental bond

...read more

http://www.facs.nsw.gov.au/data/assets/pdf_file/0007/329704/Tenancyguarantee.pdf

- **A Rentstart: Bond Loan** ...read more

http://www.housingpathways.nsw.gov.au/data/assets/pdf_file/0004/329980/RentstartBondLoanweb.pdf

- **A Start Safely Subsidy** for people who have experienced domestic violence... read more

http://www.housing.nsw.gov.au/data/assets/pdf_file/0017/330245/StartSafelySubsidy.pdf

Getting started

To access any of the financial assistance available through Housing NSW, tenants/prospective tenants need to complete an *Application for Housing Assistance* form either online or over the phone on 1800 422 322

.... read more

http://www.housingpathways.nsw.gov.au/data/assets/pdf_file/0003/329223/DH3001.pdf

Rent Arrears Checklist

Property Managers can help their tenants access rent arrears assistance: tenants will need to provide FACS Housing Services NSW with:

- a completed *Application for Housing Assistance* either online or over the phone 1800 422 322
- a copy of the Notice of Termination – or letter stating intent to begin the process

- a letter from the Real Estate Agency with the full address of the property, weekly rent and amount of arrears
- a copy of the Tenancy Agreement
- details of the repayment plan agreed to by tenant and landlord, or Real Estate Agent, in writing and signed by both signatories
- a letter stating the tenancy will continue for up to 12 months (shorter periods can be advocated for in some circumstances)
- proof of income for all household members
- a current bank statement with 4 weeks of transactions
- two forms of identification for all household members 18 and over
- documents /letter stating why the arrears have occurred