

**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 <https://www.facs.nsw.gov.au/housing/policies/rentstart-assistance-policy#tenancyassist>

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

... read more <https://www.facs.nsw.gov.au/housing>

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**



4411 8520

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



4474 3226 freecall 1800 797 657

***Free financial advice***

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



4474 2907

... read more <https://familyplace.org.au/>

## **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

## **NSW Department of Communities and Justice - Housing private rental products**

Other financial assistance is available through Housing NSW

.... read more <https://www.facs.nsw.gov.au/housing/policies/rentstart-assistance-policy#tenancyassist>

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 <https://www.facs.nsw.gov.au/housing/factsheets/tenancy-guarantee-landlords-agents>

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

<https://www.facs.nsw.gov.au/housing/policies/rentstart-assistance-policy#tenancyassist>

- **A Start Safely Subsidy** for people who have experienced domestic violence... read more <https://www.facs.nsw.gov.au/housing/policies/private-rental-assistance-subsidy-policy>

## Getting started

To access any of the financial assistance available through Housing NSW, tenants/prospective tenants need to complete an *Application for Housing Assistance* which can be done online

.... read more [https://www.facs.nsw.gov.au/housing/help/applying-assistance/assistance?SQ\\_VARIATION\\_549474=0](https://www.facs.nsw.gov.au/housing/help/applying-assistance/assistance?SQ_VARIATION_549474=0)

## Rent Arrears Checklist

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

- a completed *Application for Housing Assistance*
- 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