

# TENANT RIGHTS AND OBLIGATIONS

## SOUTHERN CROSS HOUSING FACT SHEET



The purpose of this Fact Sheet is to explain what rights you have as a tenant and what your obligations are.

### WHAT ARE MY RIGHTS?

As a tenant with Southern Cross Housing you have the following rights;

- To live in safe, secure, appropriate and affordable housing.
- To housing that meets basic standards and that is in a reasonable state of repair.
- To be treated with respect regardless of cultural identity, race, gender, sexual orientation and age.
- To have quiet enjoyment of your home.
- To be treated and communicated with in a fair, open and transparent way.
- To privacy and confidentiality.
- To be given a copy of your residential tenancy agreement.
- To be provided with a condition report for your property.
- To be given rent receipts.
- To be offered at least one means of paying the rent for which you do not incur a cost.
- To not have market rent increases more than once every 12 months, during a periodic (continuing) lease.
- To be given 60 days written notice of a market rent increase.
- To appeal decisions that are made by SCH.
- To be referred and represented by a Tenants Advice and Advocacy Service.



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### WHAT IS THE NSW RESIDENTIAL TENANCY ACT (2010)?

The NSW Residential Tenancy Act (2010) is a legislative tool that governs the rights of landlords and tenants. You can obtain a copy of the NSW Residential Tenancy Act (2010) from [www.legislation.nsw.gov.au](http://www.legislation.nsw.gov.au).

### WHAT DOES THE ACT MEAN FOR ME?

Almost all residential tenancies in NSW are covered by the NSW Residential Tenancies Act (2010). Rules that are contained in the Act are included in your lease.



### WHAT ARE MY OBLIGATIONS UNDER THE RESIDENTIAL TENANCY ACT?

Your obligations under the NSW Residential Tenancy Act (2010) and your lease are;

- Completing a condition report and returning it to SCH within 7 days of signing the lease.
- To pay rent on time and to remain in advance.
- To pay water and utility charges on time.
- To maintain your property in a reasonable state.
- To pay for any damage to the property that is caused by you or your guests.
- To report the need for any repairs or maintenance.
- Not to make alterations or additions without the SCH's permission.
- Not to use your property for an illegal purpose.
- Not to interfere with the peace, comfort or privacy of neighbours.
- To give correct written notice when you leave.
- To vacate the property in a similar condition to when you started your lease, except for normal wear and tear.
- Southern Cross Housing understands that from time to time there can be disagreements. We ask that at all times SCH staff are treated with courtesy and respect in the spirit of cooperation.