

Interpreter Services

If you have difficulty understanding English, contact the Translating and Interpreting Service (TIS) on 131 450. The Translating and Interpreting Service will telephone Housing NSW for you at no cost.

Arabic
خدمة الترجمة الخطية والشفهية المجانية
اتصل على الرقم 131 450

Chinese
免費的翻譯傳譯服務
致電 131 450

Russian
Служба бесплатного письменного и устного перевода
Позвоните по номеру 131 450

Spanish
Servicio Gratuito de Traducción e Interpretación
Llame al 131 450

Vietnamese
Dịch vụ Phiên dịch và Thông dịch Miễn phí
Điện thoại 131 450

It is illegal for an officer of Housing NSW to ask for money or favours or other benefits of any kind in exchange for helping you with your housing needs.

It is also illegal for you or anyone else to offer money or favours or other benefits of any kind to an officer of Housing NSW in exchange for helping you.

If you have any information regarding this, please contact **Housing NSW's Business Assurance Unit** on **1800 806 206**. Housing NSW may refuse the provision of further housing services to anyone who has engaged or sought to engage in corrupt or illegal conduct.



Tenant Databases

What is a Tenant Database?

- A tenant database is a list where landlords/agents record personal information about tenants who have had problems with their tenancies
- With this information, agents decide if someone is likely to fall behind on rent or damage the property
- If you have left a property without paying the full rent or with damage or repairs that are more than your unclaimed bond, your name may have been placed on a tenant database.

How do I find out if I am listed on a tenant database?

In each of the tenant database websites, there is a 'Tenants' section that tells you how to find if you are listed.

Common tenant databases are:

- Tenancy Information Centre Australasia (TICA) www.tica.com.au
- National Tenancy Database (NTD) www.ntd.net.au
- Trading Reference Australia (TRA) www.tradingreference.com
- The Landlord www.thelandlord.com.au

Calls to the database telephone hotlines are charged by the minute. You can also request information about whether you are listed via mail.

How do I get my name removed from a tenant database?

- If you were listed for not paying rent, start repaying the debt to the agent or landlord
- If you were listed for something else – contact the landlord or agent to try and sort it out.

What to do if you don't think your name should be on the database?

- Write to the agent and tell them if the information is not correct, or out of date and request that the information be changed (and keep a copy in case of a dispute)
- If the agent objects to your requested change/s, your objection must be noted on the database.

As the law about tenant databases was changed on 15 September 2004:

- you can challenge a listing made after 15 September 2004. To find out how to do this refer to the fact sheet and website listed below
- your name will not be removed completely if you were listed prior to 15 September 2004, but your objection can be added.

For further information:

- refer to the Office of Fair Trading's *Tenant Databases* fact sheet www.fairtrading.nsw.gov.au/realestaterenting/tenantslandlords/tenants or contact them on 13 32 20
- contact your local Tenant's Advice Service
- ask Housing NSW staff for help.