

Fact sheet

April 2011

Signing a tenancy agreement

A tenancy agreement is a legal document that you sign before you can move into your new home. It sets out the legal rights and responsibilities between a tenant and Housing NSW. Tenants and Housing NSW have to comply with the *Residential Tenancies Act*.

Arranging a time and date to sign the agreement

Once you have told us that you want to accept the property offered to you, we will contact you to arrange a convenient date and time to sign the agreement. We will try to make the appointment with you as soon as possible so you can move into your new home quickly.

The appointment will be held at the local Housing NSW office that manages the property. However, in special circumstances, appointments can be arranged for other locations. Our discussion with you will help us to determine the most appropriate location.

Please make sure you tell us if you require an interpreter to be present for the appointment so that we can arrange this for you.

What you will need to bring with you to the appointment

You will need to bring:

- two forms of identification (eg. your driver's licence, pensioner benefit card or Medicare card). If you are unsure what to bring, we will tell you what is acceptable
- proof of income for yourself and other family members over 18 years who will be living with you in the property (eg. an income statement from Centrelink or a pay slip). If you are unsure what to bring, we will tell you what is acceptable.

If you haven't already supplied this information and it is relevant to you, you should also bring:

- written confirmation of Aboriginality
- written confirmation about:
 - ongoing access to care
 - management of affairs by the NSW Trustee and Guardian or the Public Guardian
 - any support programs
 - written confirmation that you receive a pension
- a letter from a community housing organisation verifying that you are moving directly from a community housing lease that started before 1 July 2005



- two weeks rent and water usage charges. We will tell you what the amount will be using our rent-charges estimator.

What happens after you sign the agreement?

- We will give you the keys to your new home. Please make sure you keep them safe as we do not keep copies or spare keys to your home. If your keys are lost or stolen, you are responsible for organising and paying the cost to have your locks and keys changed.
- We will give you your property condition report and ask that you return it to your client service officer within seven days or as soon as possible.

You need to arrange to have the:

- Electricity and/or gas connected.
- We can tell you how to contact the local electricity or gas company.
- Telephone connected if you require this.

Are all your questions answered?

If all your questions have not been answered in this fact sheet:

- contact your local Housing NSW office
- or
- call 1300 HOUSING (1300 468 746)
- or
- go to the Housing NSW website www.housing.nsw.gov.au

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 Business Assurance on 1300 HOUSING (1300 468 746). Housing NSW may refuse the provision of further housing services to anyone who has engaged or sought to engage in corrupt or illegal conduct.

Translation service

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