



Welcome to ISSUE #2 of the Cooper & Cooper Tenant Newsletter – we aim to provide you with relevant information on a 3 monthly basis

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Your Tenant ID Reference Number is Important when paying rent

You may or may not recall when you signed your lease agreement you were provided with our rental trust account details to deposit your rental payments into.

Along with these details you were also provide a “tenant ID number” or “Agent Number”. This 4 digit reference number is unique to your tenancy. We requested that you use this 4 digit number as the description to appear on our bank statement when transferring rent, **so we can identify the payment has come from you.**

Unfortunately an increasingly large number of tenants are not using their number, or they are not putting the number first in the description.

Should you be unsure of what your tenant ID number is, we urge you to make contact with our office for clarification on 02 4229 8233. For those who are aware of their agent number, **please ensure that the you are putting the number as the first item in your description.** (For example: “1234” not “Agent number 1234”)

Should you be unsure or have any questions please contact our office on (02) 42298233 or via email to your property manager.

Information about paying your Water Usage

If you are in a property where you are required to pay water usage, there are a couple of things you need to know.

Your water invoices will be posted out to you after we receive them and you will be given 21 days to make payment.

When paying your usage amount, this is to be paid **DIRECTLY TO US** not to Sydney water, as we will have already paid the total bill to them you are simply reimbursing the landlord for the usage portion.

Please ensure you are paying the **EXACT** amount as shown on your invoice, to the cent. This also needs to be paid in a **SEPARATE** transfer than your rent payment.

When paying the separate transfer, ensure you still use your tenant ID number as the description with the addition of the word "water" **AFTER** the 4 digit number. (For Example: 1234 Water)

Following these steps will ensure you do not fall behind in your water payments.



THE MANAGEMENT & STAFF WISH TO PASS ON OUR SINCERE WISHES FOR A SAFE & HAPPY CHRISTMAS & NEW YEAR

Please note that our office will be closed between Christmas & New Year.

Closing: Friday 23rd December – 12 noon
Re-open: Tuesday 3rd January 2017 – 9am

In the event of emergency please contact:

Rocar Electrical – 0418290601 (Rod)
Strata Plumbing – 02 4294 2358
Nathan Chinnock Plumbing - 0408001021
Jet Locksmiths – 02 4229 2346
Gads Glass & Glazing – 02 4257 7677

Information from NSW Fair Trading - Falling behind with your rent Information for tenants

If you have fallen behind with your rent it is important to take action as soon as possible, as your landlord can give you notice to end the tenancy if your rent is more than 14 days overdue.

If you are behind with your rent

One of the terms of your tenancy is that you agree to pay your rent on time. If the rent is late you are in breach of this term. It is important to pay the outstanding rent as soon as possible.

If you are unable to pay all of the overdue rent immediately, you should contact your landlord or agent to talk about a repayment plan.

Repayment plans

A repayment plan is a plan for the outstanding rent to be paid over a period of time, in addition to your normal rent payments. You and the landlord both need to agree on the plan, including the payment amounts and dates. The repayment plan should be put in writing and signed by both parties to avoid misunderstanding or disputes over what was agreed. If you cannot agree on a repayment plan the NSW Civil and Administrative Tribunal may help set to one up.

Can I be asked to leave?

If the rent is **14** days behind or more, the landlord can serve you with a termination notice, giving you **14** days to vacate the property.

The notice must be in writing, signed by your landlord or agent and explain the reason for the notice and the date by which you must vacate.

What if I do not vacate within 14 days?

The landlord can apply to the Tribunal for an order to end your tenancy. They can do this at the same time as giving you notice or up to 30 days after the notice ends. If they apply to the Tribunal you will receive a notice from the Tribunal to attend a hearing. You cannot be evicted until the Tribunal makes a termination order and gives you a date to leave. The law provides a general guarantee that a tenancy can continue if you catch up with the rent or a repayment plan is agreed to by the landlord and you stick to it. This applies before or after the Tribunal hearing, unless the Tribunal orders differently because the rent has frequently been late (see below for more information).

At the Tribunal

It is important that you attend any Tribunal hearings. The Tribunal member may first conciliate to try to get you to agree with your landlord on a repayment plan for the overdue rent. At this meeting, make sure that you do not offer to pay more than you can afford because if you fail to make the repayments, the landlord can take you back to the Tribunal and the tenancy may be terminated. If you cannot come to an agreement, your case will be decided by a Tribunal member.

At the hearing, you can:

- *ask for time to bring your rent up to date and allow you to continue your tenancy*
- *give evidence of how much extra you can afford to pay and when.*

When do I have to move out?

Termination order

If the Tribunal issues a termination and possession order, you are required to vacate the premises on the date specified unless you pay your overdue rent or comply with a repayment plan agreed to by the landlord. Otherwise, the Sheriff may enforce the warrant for possession and evict you. However, refer to the information below about frequent late payments.

Frequent late payers

If you have a history of frequently paying the rent late, your landlord can apply to the Tribunal for you to be evicted even if you pay all the rent you owe. The law does not state what is considered to be frequently late. Whether the Tribunal makes such an order is up to the Tribunal to decide based on the evidence you and the landlord present at the hearing.

Rent records

If you are told that you are behind in your rent and you disagree, check your rent receipts and other records (such as bank statements) to see if this is correct. Ask the landlord or agent to give you a copy of your rent ledger so you can see if your records match theirs.

Late fees

The landlord can only ask you to pay the cost of replacing any rent deposit books or rent cards you have lost and the amount of any bank fees for dishonoured rent cheques, insufficient funds for direct debit rent payments and the like.

Your landlord cannot charge you for Tribunal application fees, or costs involved in enforcing a warrant or charge a penalty (eg. interest) for late payments.



Non English Speaking Clients

**Telephone Interpreting Service
1800 019 909**



**PLEASE MAKE SURE THAT YOU
CHECK YOUR MAIL BOX
REGULARLY TO AVOID MISSING
IMPORTANT CORRESPONDENCE**

PLEASE NOTE: Information contained in this publication is correct at time of printing however is subject to change without notice. This newsletter must not be relied upon for legal advice. For more information on these topics refer to the appropriate legislation.