



Pacific Link
HOUSING

TENANT INFORMATION HANDBOOK

WELCOME TO PACIFIC LINK HOUSING



WELCOME TO YOUR HOME

TENANT INFORMATION HANDBOOK

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Welcome to Pacific Link Housing. This Handbook contains information about your tenancy with us.

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OUR COMMITMENT TO YOU

We are committed to continually improving services to meet the needs of all our clients and tenants.

Pacific Link Housing is managed by a Board of skilled Directors from the local community and a team of professional staff and management who look after the daily operations of the organisation. We receive funding from NSW Department of Family and Community Services and manage homes on behalf of government (known as “capital” properties) and on behalf of private landlords (known as “leasehold properties”).

Pacific Link Housing operates under our Customer Service & Expectations Charter and has a comprehensive set of policies and procedures, which govern the actions of all directors and employees. These have been carefully written to ensure compliance with the National Regulatory System for Community Housing and the National Community Housing Standards

We are committed to continually improving services to meet the needs of all our clients and tenants. We are also dedicated to continually increase our housing stock by taking all opportunities that become available through property acquisition, growth and development.

OUR MISSION STATEMENT

Pacific Link Housing will continue to provide and further develop affordable and appropriate housing solutions for those in the community who are in the greatest need. The company will operate within a culture of social justice, fairness and transparency and remain accountable to all stakeholders.

OUR COMMITMENT TO SERVICE

Pacific Link Housing will;

- Treat all tenants with the utmost respect and equality
- Confirm our commitment to our code of conduct and confidentiality of tenant’s disclosures, information and files.
- Ensure tenants are informed of their rights and responsibilities
- Encourage tenant participation in any aspect of the organisation
- Welcome tenants complaints and feedback as a positive step to continual improvement of our service
- Ensure tenant’s properties are maintained to a high standard
- Ensure adequate information is made available to inform and empower tenants
- Continue to work to ensure tenants have secure, affordable and sustainable tenancies

MEMBERSHIP

When you become a tenant of Pacific Link Housing you can also become a member of our organisation. Being a member of Pacific Link Housing entitles you to vote at our Annual General Meeting and to re-elect members to the Board of Directors. You may also vote on any changes to the constitution and other matters as they arise.

To become a member you pay a joining fee of \$2.00 and then an annual fee of \$2.00 each July.

TENANT PARTICIPATION

Pacific Link Housing supports tenants becoming more involved in the management of their housing. So, during your tenancy we will ask for your feedback and/or comments on the way we provide our services and give you opportunities to become involved in decisions about how your housing is managed.

We may also ask you to become involved in other ways;

- attend tenant meetings
- assist us with the publishing/ articles for our tenant newsletter
- respond to surveys
- attend tenant groups and forums
- Block /Estate BBQ’s
- Become a member of PLH and vote at Annual General Meetings.

TENANT SOCIAL OUTINGS

PLH also holds various Social Outings throughout the year. You can meet other tenants and enjoy a variety of excursions and day trips; some even include free lunch!

There is sure to be something of interest for everyone. You can also invite a friend or neighbour etc. as long as they are also Pacific Link tenants. Pacific Link Housing will arrange transport and/or pay for transport costs.

Please note: No bookings will be accepted verbally - a confirmation of Booking form must be completed.

If you are interested in participating in any of these areas and/or activities, or would like more information about how to become more involved, please contact us.

TENANT PROGRAMS

PLH Continue to support and develop programs designed to help tenants pursue their educational objectives, connect and engage with the community, obtain essential skills and participate in the workforce.

Current Programs;

- Learner Driver Program: Young Persons aged 16-25
- Sheila Astolfi Education Scholarship: all tenants
 - Laptop Loan Purchase Program - all tenants
- Sports, Health, Education & Wellbeing Program (SHEW)
- Tenant Employment Program
- Financial Literacy Workshops
- Resident Advisory Panel

TENANT FORUMS

PLH also schedule Tenant Forums throughout the year, which is located in various local government regions. This is to ensure that access is viable for all tenants as much as possible. Guest speakers are invited to present interesting and informative topics and lunch is also provided free of charge.

If you have any questions you can email info@pacificlink.org.au or phone (02) 4324 7617.

QUICK REFERENCE GUIDE DO'S & DON'TS

NO PETS

No Pets allowed on or in the premises without written consent from the Landlord.

NO BLU TAC OR ADHESIVE TAPES ON CEILING

Don't use blu tac or other adhesives and tapes on ceilings, walls and doors.

NO HOOKS OR NAILS

No hooks or nails are to be used on ceilings, walls and doors without the written permission from the Landlord.

REPORT MAINTENANCE ISSUES

Any maintenance issues are to be reported to Pacific Link Housing as soon as they happen.

TAKE DUE CARE

All due care must be taken with fixtures and fittings i.e. carpets, blinds, lighting etc.

MAINTAIN PROPERTY GROUNDS

The property grounds are to be mowed and clean and tidy at all times.

GARBAGE DISPOSAL

Garbage bins should be placed on the kerb in accordance with your local councils collection days. Please bring bins in soon after.

RENT

Rent must remain two (2) weeks in advance at all times.

HOW WE CALCULATE YOUR RENT

RENT CALCULATIONS

Your rent is calculated according to formulas set by Housing NSW (Community and Private Market Housing Directorate).

All community housing associations use these formulas. For most of you, rent is assessed at 25% of the gross income of your household plus 100% of Commonwealth Rent Assistance to which you are entitled. An outline of this formula is shown on the next page. Please remember that this may change subject to government policy.

RENT PAYMENTS

It is a condition of your tenancy that you keep your rent two (2) weeks in advance at all times. Your rent statement will indicate your credit / arrears position.

If you are experiencing financial difficulties, please contact your Housing Manager to discuss further. All endeavors will be made to assist you in this regard.

RENT ARREARS

If you have not been in contact with us, we will start proceedings with the NSW Civil & Administrative Tribunal (NCAT) for either an Order for you to pay the rent or an order for possession of the property (also known as eviction).

It is important to contact us if you get behind in your rent. If you do, we can discuss options and organise a payment plan for you to catch up your rental arrears. We do not want your tenancy to fail!

INCOME REVIEWS

It is a part of the Funding Agreement with the Community and Private Market Housing Directorate that rent reviews are conducted.

If your household income should change at any time throughout the year, you must advise the office within seven (7) working days and provide documentary evidence of income.

If you do not supply the information we ask you for, we will assume you do not wish to apply for a rebated rent and your rent will be set at the market rate.

INCOME	RATE
The tenant, their spouse or live-in partner, irrespective of their age.	25%
All other persons living in the household who are aged 21 years and over	
People living in the household aged 18 to 20 years inclusive who are not the tenant, their spouse or live-in partner.	15%
Family Tax Benefit Part A and Part B	15%
Maintenance payments	25%
ASSETS: GREATER THAN \$5,000 AT THE RATE SET BY CENTRELINK	
RENTAL SUPPLEMENT	RATE
Commonwealth Rent Assistance	100%

LEASE AGREEMENT: PROPERTY CONDITION REPORT

A Residential Premises Condition Report (or property condition report) is Part 2 of your tenancy agreement. It is proof of the condition of the property at the start of your tenancy. The condition report will be compared to the condition of the property at inspections during and at the end of your tenancy. You are responsible for taking care of the property and leaving it in a similar condition to when you rented it, except for ‘fair wear and tear’.

As your landlord, we are responsible for ‘wear and tear’; you may be held responsible for damage, cleaning or lawn mowing, if you cannot prove it was like that when you moved in. We will do a routine inspection of the property within the first 3 months of your tenancy and then up to 4 per year. If we need to look at a problem before then, please tell us by calling or visiting the office.

WHAT YOU NEED TO DO

1. Inspect your property to see if we recorded everything correctly.
2. Fill in the ‘tenant agrees’ column with a Y (yes) or an N (no). If you put N (no), write your reason in the space next to it.
3. Sign the report and keep one copy for your records as you will need it when you move out. You must return the other copy to us within 7 days.
4. If a maintenance problem written on the report is urgent, do not wait for us to receive the report. Phone or call into the office and tell us about it.
5. Some problems are not obvious until you live in a property. If you find a problem after you have sent back the report, please tell us as soon as possible.

This Premises Condition Report is an important document as it forms part of your lease agreement – Keep your copy in a safe place.

PROPERTY INSPECTIONS

Pacific Link Housing will carry out an inspection on your property up to a maximum of 4 per year. We will give you a minimum of 7 days’ notice of this happening. If you are aware of any repair or maintenance issues at this time, it would assist the Pacific Link Housing Manager if you write them down and present them on the day.

The Housing Manager will also bring a camera to record maintenance issues and/or any damages and may also take photographs of the property for asset purposes.

This inspection helps us assess the condition of the property and keep it in good order. Inspections may happen more frequently if you live in a leasehold property and the agent/ owner requests this. They can visit up to 4 times per year. We will also carry out an inspection at the end of your tenancy.

PERIODIC INSPECTION GUIDE CHECKLIST

THE ITEMS LISTED BELOW ARE REVIEWED AT EVERY ROUTINE INSPECTION CARRIED OUT BY PACIFIC LINK HOUSING.

Please use the following list as a guide

1.	☐	Stove, oven, griller and drip trays to be clean
2.	☐	Exhaust fans and range hood filters to be clean
3.	☐	Windows to be cleaned inside and out (if able to be reached)
4.	☐	Marks to be removed from walls on a regular basis
5.	☐	Cobwebs to be removed from inside and outside the property
6.	☐	All floors to be clean
7.	☐	Particular attention should be paid to the bathrooms. Toilets, shower recess to be scrubbed and grout to be free of soap scum, soap residue, mildew and mould. This includes shower screens and curtains
8.	☐	Lawn maintenance – if applicable, lawns must be mowed and edged. Gardens weeded, pruned and all garden waste removed from the premises. Yard to be free of all animal droppings.

NOTES:



MY HOME & COMMUNITY APP

LODGE REPAIRS AND MAINTENANCE
WITH OUR NEW MY HOME & COMMUNITY APP
TALK TO US ABOUT GETTING STARTED

REPAIRS AND MAINTENANCE

TREATING MOULD

Mould is a fungal growth. It grows in homes under the right conditions of dampness, darkness and poor ventilation.

The key to preventing household mould is reducing moisture where possible, rather than expensive mould removal products that may do more harm than good.

How to prevent mould:

- Increase circulation
- Open windows and blinds/curtains
- Dry clothes and shoes before putting them away
- Use exhaust fan when taking hot baths and showers, to prevent the build up of steam indoors.
Open windows to allow moisture to escape.

WHAT TO DO

If you have a repair or maintenance problem, please report it as soon as you can to the Maintenance Department. You may contact the office directly on 4324 7617 (between 9am-5pm, Monday to Friday) or in person or online (www.pacificlink.org.au). Please provide as much detail as possible about the repair. Most repairs are no charge to you, however if there is a charge you will be advised. Either case, we will arrange for the repairs to be carried out. We will contact either a trades-person or the agent/owner (if you live in a leasehold property).

We will give the trades-person or agent/owner your contact details so they can make an appointment with you to come and do the work. Remember to let us know if you change your phone number so we can update our records.

TIME FRAMES

Emergency repairs will be attended to within 24 hours, urgent repairs within 5 working days and normal repairs within 28 days.

Usually our response time is much quicker than this. However, in a leasehold property some agents/owners can take longer than this. Please let us know if it is taking longer than the above time frames to fix your problem and we will follow up.

You can help us by keeping your repair appointments or advise us if you are not available.

EMERGENCY REPAIRS

All repairs are to be reported to Pacific Link Housing. Please do not ring the Contractors directly or you may be charged for the costs.

Some examples of an emergency may be a burst water pipe, gas leak, a serious roof leak, or breakdown in any essential services.

Further information is also available in your lease agreement.

Emergency Repairs
Call Pacific Link Housing on
Phone (02) 4324 7617.

REPAIRS AND MAINTENANCE

WORKING WITH CONTRACTORS

Contractors will call you in the first instance to arrange a mutual appointment. But while they are on site, please:

- Keep young children and animals away from the work area and don't allow them to play with any equipment
- Where possible, clear access to work areas
- Ensure that a person over the age of 16 is present for a contractor to enter your property

PROBLEMS

We randomly check completed repairs to ensure the work has been completed and that you are satisfied. If you have any problems with any trades people or the quality of their work, please let us know, so we can rectify the problem.

DAMAGES

If you break or damage any fixture, fitting or other part of the property you are responsible for its repair or replacement. Visitors/guests to your property are also the responsibility of the tenant and you will be liable for any costs of repairs if they cause damages.

You can ask Pacific Link Housing to do this repair, but you will be charged for the cost. Approval will be required by management before any non-urgent repair can be carried out. We can arrange a payment plan to help you pay off the cost if needed.

IMPROVEMENTS

Before carrying out any improvements to your property, you will need prior approval. All requests are to be forwarded, in writing, to the Maintenance Department. Do not commence any work until you have received approval from us or the landlord.

EXCESS GARBAGE

Tenants are not charged for the normal weekly garbage collection, using the Council bins. You will not be charged for anything you leave out on Council clean up days.

There are other methods of disposing of goods that cannot be collected with your normal garbage. You can contact your local council for further information on waste and recycling services.

[Recycling Near You Hotline](#)
[Phone 1300 733 712](#)
[Website recyclingnearyou.com.au](#)

PESTS & VERMIN

You are responsible to keep your home free of pests and vermin. However, if you have been in your home for less than 6 weeks, the incubation time for many of these pests, Pacific Link Housing will assist in removing pests and vermin.

TYPE OF PEST	RESPONSIBILITY	COMMENTS
ANTS	Tenant	Please inform us if you suspect Coastal Brown Ants are nesting in your Hot Water System. You will notice them by the piles of granular debris building up at the base. PLH will deal with them.
BEES AND MUD WASPS	Tenant	PLH will assist if the nest is in the chimney space, inside a cavity wall or under an external porch.
EUROPEAN WASPS	Tenant	Local Councils deal with the eradication of European Wasps. Contact your local council for advice.
BIRDS	PLH	If you have a problem with birds in the roof PLH will remove them.
COCKROACHES	Tenant	PLH will assist in dealing with this pest on behalf of the tenant.
FLEAS	Tenant	PLH will assist in dealing with this pest on behalf of the tenant.
SPIDERS	Tenant	PLH will assist in dealing with this pest on behalf of the tenant.
MICE AND RATS	Tenant	PLH will seal any openings which could be used by mice or rats, and may assist if mice or rats are at plague levels.
POSSUMS	PLH	PLH will remove the possums and seal any obvious access holes in your home.
SNAKES AND OTHER REPTILES	Tenant	You may get help by contacting a snake catcher. (Look under Snake Removal Services in the Yellow Pages.) or if you live relatively close to the Australian Reptile Park call 4340 1022 or www.reptilepark.com.au
WHITE ANTS	PLH	Tenant to advise PLH. PLH protect the structure of your home.

DISPUTE RESOLUTION

If you have a disagreement with a neighbour that you just can't settle, it may be best to get some help.

NEIGHBOUR DISPUTES

Community Justice Centres have trained mediators who can help solve problems quickly and fairly.

Mediation can help solve problems on issues like: pets, children, noise, garbage, unreasonable behaviour, or family disputes.

The mediators' role is to manage and facilitate discussion so that people can reach their own common sense solution to their dispute. The process generally follows these steps:

- Mediators and the people involved introduce themselves and mediators explain the process and "ground rules" for the mediation.
- Outline of each persons concerns.
- Each person is listened to without interruption.
- Mediators encourage and facilitate discussion between the people on issues they have identified.
- Mediators see each person privately, while the other has time to think about their options.
- They are then brought back together and encouraged to negotiate future arrangements.
- If all agree Mediators write up an agreement and give a copy to each person as a record of what was decided.

Contact the Community Justice Centres on 1300 990 777.

VISITORS AND RELATIVES

Pacific Link Housing understands that you might have visitors, friends and relatives staying with you in your home from time to time. The tenancy agreement you signed with us clearly states how many people are entitled to live in your home. If this changes, you need to let us know immediately. Having extra people living in your home needs to be approved by us first as it will usually mean a change in your rent. It may also cause overcrowding.

You should be aware that your tenancy agreement states that you agree to be responsible to us for any act or omission by any person you allow on your property who breaks the terms of your tenancy agreement i.e. the tenant will be responsible for costs related to any damages/repairs caused by their visitors. This also includes noise & nuisance i.e. your neighbours have a right to quiet enjoyment and tenants and/or their visitors will not cause or permit interference to their peace and comfort.

PET POLICY

Your lease states that you may not keep pets without the prior consent of the landlord.

PETS

Please let us know if you want to have a pet, particularly a cat or dog. If you are in a leasehold property we cannot give you permission as we do not own the property. However, we are required to seek permission on your behalf from the owner of the property. Pets are often prohibited by private property owners and strata by-laws.

Please apply in writing to us and we will then give you written permission, if you are approved. Please follow this procedure before you get a pet.

Approval may be given if;

- The property is suitable for the animal
- The pets do not interfere with the reasonable peace, comfort and privacy of neighbours, and
- You comply with the Companion Animals Act.

CAR PARKING

Please make sure that cars are parked only in a designated parking area and not on a common property area e.g.; grass strips or lawn areas. In unit blocks it is important that visitor car parking areas are not used by residents.

ENDING YOUR TENANCY

If you wish to end your tenancy with us, please give us 21 days' notice in writing. This is the agreed length of time written in your lease. If there are special reasons why you can't give us 21 days' notice please contact us as soon as possible to discuss them.

If no notice is given and there are no exceptional circumstances, you will be charged rent to the end of the 21 day period.

SUPPORT OPTIONS

We understand that some people may need support to manage and sustain their tenancies. Whether it's a permanent change of lifestyle or a temporary setback, you may need support to help you through those difficult times.

PLH have many partnership agencies with effective programs. We can also advocate on your behalf and offer/ recommend referrals to many other services in the community who may be able to assist you.

If you are having difficulties or simply have a question or enquiry, please don't hesitate to contact your Housing Manager on Phone 4324 7617.

VACATING PROPERTY CLEANING CHECKLIST

WHEN YOU MOVE

1. Do not leave without telling us. If you do this, we consider the property to be abandoned. You will be charged any unpaid rent up to the time we take possession of the property, and the costs of any repairs that are needed.
2. Take all your personal belongings and furniture with you. If you leave anything of any value behind we are legally required to store it for 14 days, and you will be charged the cost of this if you want to reclaim them. Different rules are in place when dealing with personal documents left behind by a tenant. Personal documents are defined under the Act as being:
 - a birth certificate, passport or other identity document
 - bank books or other financial statements or documents
 - photographs and other personal memorabilia (e.g. medals, trophies)
 - licences, other documents conferring authorities, rights or qualifications.

Personal documents left behind by a tenant need to be kept in a safe place for at least 90 days from the day you give notice to the tenant. This longer period recognises the importance or sentimental value of such items.

3. Leave all fixtures, fittings etc. These will be listed on the residential premises condition report prepared at the start of your tenancy.
4. Remove any fixture or fitting that you installed and agreed to remove at the end of your tenancy. You must repair any damage caused by its installation or removal. If you want to leave anything you have paid for that has improved the property, check with us first if this is okay.
5. You must aim to leave the property in a similar condition to the start of your tenancy. Repair or replace anything you have broken or damaged, but remember, you are not responsible for anything that is caused through normal wear and tear. Report all repairs that you know are needed to the property and that are our responsibility.
6. Leave the property clean. Remove any rubbish from inside and outside, and attend to the lawns and gardens. The property must be in a similar (or better) state of cleanliness as when you moved in.

7. Ensure all light bulbs/globes are fitted and in working order.
8. Attend the end of tenancy outgoing property inspection with us. This helps to sort out disagreements about who is responsible for any cleaning or repairs. Any cleaning or repairs outside of normal wear and tear will be charged to you. We will give you a reasonable opportunity to fix or clean anything you would otherwise be charged for.
9. Return all the keys to the property. This includes any sets you gave to your family members or friends. Tell us if any keys are missing or any locks are not working.
10. Pay your rent and other charges up to the vacate date. You will be charged rent until your keys are returned or we take possession of the property. When keys we will let you know if there are any other costs that may be charged to you (water usage, damages, cleaning, replacing locks if keys are lost).
11. Give us your new contact details. We will send you a final account, and your bond (or the amount remaining after any costs charged to you have been paid), within 28 days of your vacate date.

GENERAL CLEANING		KITCHEN	
	Wash and sweep hard floors		Clean top of stove, trays and splash back
	Vacuum, shampoo & spot clean carpets		Clean griller and tray
	Clean curtains		Clean oven and shelves
	Clean Venetian blinds		Wipe out cupboards and drawers
	Wash walls		Wipe front of cupboards
	Wash doors and woodwork		Clean sink and bench tops
	Wash windows and window sills		Wipe down window sills
	Replace the original light fittings (if applicable)		Clean exhaust fan and range hood
LOUNGE, BEDROOMS & HALLWAYS		LAUNDRY	
	Clean out cupboards		Clean out cupboards
	Wipe over cupboards		Check tub cupboards are empty & clean
BATHROOM		TOILET	
	Clean bath & tiles in shower recess		Clean toilet bowl
	Clean shower screens and/or wash curtains		Wipe over seat and cover
	Clean hand basin		Clean cistern
OUTSIDE (DOES NOT APPLY TO UNITS)		FINALLY	
	Mow lawns, trim edges & tidy gardens		Re-check cupboards and drawers
	Leave shed garage empty		Check letterbox
	Sweep veranda and paths		Switch off power at main
	Clean windows and fly-screens		Lock all windows, doors & gates
	Remove cobwebs from eaves and gutters		Remove any rubbish/boxes from the property
If you have a pool, ensure the pool & water is clean & all equipment is in the same working order it was given to you. Note: You must, by law, have a four sided fence around ANY pool that can be filled with more than 300mm of water. This includes inflatable and portable swimming pools.			
REMINDER			
Disconnect Gas, Electricity, phone/internet & pay TV		Redirect your mail, 2 weeks before you leave	
Please ensure all keys/remotes are returned to the office by 4:00pm on vacate day, as rent is due and payable until all keys/remotes are returned to the office.			

BILLS YOU ARE RESPONSIBLE FOR

ELECTRICITY

Tenants are responsible for the cost of connection and use of electricity. Any faults with the wiring or the meter are our responsibility.

GAS

Tenants are responsible for the cost of connection and use of gas to their property. Any faults with the gas pipes or meter are our responsibility.

TELEPHONE

Tenants are responsible for the cost of installing a telephone service in the property if there is not one already there. Permission must be given before this is carried out. Costs of all phone calls, line rental and handset charges are your responsibility.

INSURANCE

You are responsible for insuring your own possessions against fire, theft and/or other damage. We pay insurance for the property itself (Buildings Insurance), but this does not cover your personal possessions and furnishings etc. (contents insurance).

KEYS

You will get one complete set of keys for yourself and any other tenant named under the lease agreement: to all external doors, security screens, window locks, and internal and garage doors (where required). You are responsible for the cost of cutting extra sets of keys if lost/stolen etc.

SMOKE DETECTORS

It is law in NSW for all new premises and rental properties to be fitted with smoke detectors. We will inspect the smoke detectors in all our own properties once a year to make sure they are working. If you are in a property that does not have a smoke detector or yours is not working, please let us know immediately.

It is law in NSW for all new premises and rental properties to be fitted with smoke detectors. We will inspect the smoke detectors in all our own properties once a year to make sure they are working. If you are in a property that does not have a smoke detector or yours is not working, please let us know immediately.

Where a smoke alarm is of the type that has a replaceable battery, the landlord must put a new battery in at the commencement of a tenancy.

After the tenancy begins, the tenant is responsible for replacing the battery if needed. However, if you are not physically able to change the battery, then you are required to notify the landlord as practicable after becoming aware of the need for it to be replaced.

The tenant is not responsible for the replacement of batteries in 'hard-wired' smoke alarm systems that have battery back-up. This is the responsibility of the landlord.

SERVICE DIRECTORY		
ORGANISATION	DESCRIPTION	CONTACT DETAILS
CENTRELINK	If you are claiming benefits, let Centrelink know your new address. You should also make a claim for Rent Assistance	136 240 Phone Self Service 132 300 Seniors 132 490 Youth & Students 132 717 Disability, sickness & Carers 136 150 Family Assistance Office 131 272 Child Support 1800 810 586 TTY Users www.humanservices.gov.au
COMMUNITY JUSTICE CENTRE	Community Justice Centres (CJCs) provides mediation and conflict management services to the people of NSW. The services are FREE, impartial and culturally appropriate.	Freecall 1300 990 777 www.cjc.nsw.gov.au
HOUSING APPEALS COMMITTEE	The HAC is informal and accessible to clients of social housing. There is no charge to clients for this service. The Housing Appeals Committee (HAC) is an independent agency who can review decisions of social housing providers	Freecall 1800 629 794 www.hac.nsw.gov.au
TENANCY ADVICE & ADVOCACY SERVICES	This service can help you if you have any problem with us as your landlord, or if you want independent legal advice about something we have told you about your tenancy.	02 4969 7666 Central Coast 1800 654 504 Hunter Region www.tenants.org.au
TENANCY RESOURCE SERVICE	Tenant Participation Resource Services provide advice and advocacy to Social Housing Tenants (Housing NSW, Department of Aboriginal Housing and tenants of Community Housing Providers).	Central Coast & Hunter Regions Freecall 1800 786 466 www.samaritans.org.au



GET IN TOUCH

Office Address:

Suite G02, 280 Mann Street Gosford

Office Hours:

Monday to Friday 9am - 5pm

Phone: (02) 4324 7617

Email: info@pacificlink.org.au



**Pacific Link
HOUSING**