



06 Ending your tenancy

Parramatta Mission Community Housing provides transitional housing and, unlike a private rental, you are not locked into staying with Parramatta Mission Community Housing for the entire period of your Residential Tenancy Agreement. If you find suitable alternative long-term housing, we want to support you in your move, so please let us know by phoning or emailing us using the details below.

Once you have told us that you will be moving out, we will send you a letter to confirm the date your tenancy with us will end along with your ledger (history of your rental payments) and any outstanding amounts up until your vacate date.

Preparing to move out

When you move out, you should leave the property in a state that is clean, safe, fit to live in and in the same condition as when you moved in, fair wear and tear excluded.

You must remove all your personal possessions and rubbish and clean the property including (but not limited to) inside cupboards and drawers, skirting boards, the oven and the grill. If the property is not left in a clean state the cost of cleaning will be deducted from your bond.

Remember to return all keys for the property without delay to Parramatta Mission 119 Macquarie Street Parramatta. You will be responsible for paying the rent until the keys are returned.

Any money owing for rent must be paid by the end date of the tenancy.

Property inspection

We will carry out a final inspection with you and your Support Service Worker when all your possessions have been removed. The condition of the property will be assessed against the Condition Report completed at the start of your tenancy. If you are not able to attend the inspection we will make our own judgements about the condition and advise you of the outcome. Please ensure you provide us with a forwarding address in order to formally correspond with you.

Refunding your bond

Providing there is no outstanding monies for rent or utilities (utilities shared houses only) and the property has been left in the same condition as when you moved in (fair wear and tear excluded) you will receive your bond back. We will arrange this with NSW Fair Trading who will return your bond to you. Please

have bank account details ready as this is the fastest way of having your bond returned.

Parramatta Mission Community Housing may need to claim part or your entire bond if there are any outstanding monies, cleaning or maintenance that is required at the property due to damage or neglect.

If there is a claim on your bond we will notify you and commence arranging the property to be brought up to standard. We will take photos and send you a statement of the amount that will be deducted from you bond within seven days of the inspection.



Tenancy assistance and information

If you would like more information about your tenancy please contact us using the details below. For more information about renting in general, please visit the following websites:

- fairtrading.nsw.gov.au
- tenants.org.au

If you would like more information on Community Housing regulation in NSW and Australia, please visit the following websites:

- rch.nsw.gov.au
- nrsch.gov.au