





### If you rent your home and the site

If you rent a home and a site on a residential park, you have rights to have repairs done by the park owner.




#### Park owners' responsibilities

The park owner must

-  rent your home to you "reasonably" clean and fit to live in
-  fix anything that is broken before you move in
-  keep your home in good condition and fix any repairs that become necessary
-  provide the common areas and facilities of the residential park in a reasonable state of cleanliness and fit to live in

#### Park residents' responsibilities










You must:

-  keep your home "reasonably" clean and tell the park owner about any repairs that are needed or any damage to your home as soon as you can. Advise the park owner in writing of the repairs required and take photos.
-  You are responsible for any damage to your home or to the park facilities if caused or permitted by you (or your visitors) if that damage was caused intentionally or negligently. Do not agree to pay any sum to the park owner for repairs before getting advice.
-  You must not make any changes or do any renovations or additions to your home without permission, in writing, from the park owner.



#### Urgent repairs

The law says the following things should be fixed urgently:

-  a burst water service
-  a blocked or broken toilet
-  a serious roof leak
-  a gas leak
-  a dangerous electrical fault
-  flooding or serious flood damage
-  serious storm or fire damage
-  a broken hot water service, stove or washing machine
-  any other fault or damage that makes the home unsafe or insecure.

Ring your local tenancy service if you need to get urgent repairs done.

#### Non urgent repairs

Non-urgent repairs could include things like a cracked window, broken cupboard doors, worn out carpet or ripped fly screens subject to issues of safety and security.

#### How do you get non urgent repairs done?

Write a letter to the park owner asking for the repairs to be done. Make sure the letter is signed and dated and specify a time when you expect the repairs to be done. Keep a copy of the letter. Keep paying your rent.

Rent strikes don't work. If you fall behind more than 14 days in rent, the park owner can issue you with a termination notice.

## The Consumer, Trader and Tenancy Tribunal

If you still cannot get repairs done you can apply to the Tribunal for an order. Your local Tenant's Advice Service can help you do this. The Tribunal can order the park owner to do the repairs and that your rent be paid to the Tribunal until all the repairs are done; that your rent be reduced until all the repairs are done and that you get compensation for any losses you have suffered because the park owner did not do the repairs when you asked - for example, money for a new quilt because the roof leaked and the quilt went mouldy. You must apply to the Tribunal within 30 days of the park owner breaching the agreement by not doing the repairs requested by you.



The information contained in this factsheet is not legal advice and is intended as a general guide only. Individual advice can be obtained from your local Tenants Advice Service.

## NSW Tenants' Advice Services

Northern Sydney	9884 9605
Southern Sydney	9787 4679
Western Sydney (Baulkham Hills, Hawkesbury, Penrith)	9413 2677 1800 625 956
Western Sydney (Auburn, Parramatta, Blacktown, Holroyd)	8833 0911
Western Sydney (Blue Mountains)	1300 363 967
South West Sydney	4628 1678
Freecall	1800 631 993
Central Coast	4353 5515
Hunter	4969 7666
Freecall	1800 654 504
Mid North Coast	6583 9866
Freecall	1800 777 722
Northern Rivers	6621 1022
Freecall	1800 649 135
Illawarra / South Coast	4274 3475
Freecall	1800 807 225
North West NSW	6772 4698
Freecall	1800 836 268
South West NSW	6361 5307 or
Freecall	1800 642 609



Independent community organisations funded by the Office of Fair Trading

## Special Services for Koori tenants

Inner West Sydney	9564 5367 1800 772 721
Western Aboriginal Tenants Advice and Advocacy Service (WATAAS)	6882 3611 1800 810 233
Southern NSW (Murra Mia)	4472 9363 or 1800 672 185
Northern NSW Aboriginal TAAS	6643 4426 or 1800 248 913
Central Coast, Newcastle:	(02) 4921 7879

## Specialist resource service for residential parks

Park and Village Service (PAVS)  
Level 1 The Harris Centre  
97 Quarry St, Ultimo 2007  
9566 1010, Toll free 1800 177 688



Park and Village Service is auspiced by the Combined Pensioners and Superannuants Association of NSW. PAVS provides resources, advice, advocacy and back-up to tenancy services regarding residential parks.