



Tenancy Guarantee

Factsheet for clients

What is a Tenancy Guarantee?

The NSW Government offers a Tenancy Guarantee to real estate agents or private landlords of up to \$1,500 (including GST). This money is available to cover rental arrears or property damage over and above the rental bond.

The Tenancy Guarantee encourages real estate agents and landlords to approve new leases for eligible tenants.

The Tenancy Guarantee is valid for the fixed-term period of the tenancy agreement for up to 12 months. If the tenancy is terminated before the fixed-term period, the Tenancy Guarantee expires with it.

Am I eligible?

You are eligible for a Tenancy Guarantee if you:

- are an Australian citizen or permanent resident
- are a resident of New South Wales
- meet social housing income eligibility criteria
- have looked for a private rental without success
- can afford and sustain a successful tenancy.

How does it work?

You can apply for a Tenancy Guarantee at your local DCJ Housing office or participating community housing provider.

If your application is successful, we will provide you with a letter confirming the Tenancy Guarantee offer. This letter will include:

- a Tenancy Guarantee registration number
- confirmation of the Tenancy Guarantee offer and expiry date
- maximum weekly rent
- conditions of the Tenancy Guarantee offer
- contact details of the social housing provider issuing the offer.

Present the Tenancy Guarantee offer letter to your real estate agent or landlord when applying for a rental property. If the agent or landlord approves your rental application, they will sign the Residential Tenancy Agreement with you and sign an acceptance of the Tenancy Guarantee.



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We will then confirm the property details with the real estate agent or landlord and activate the Tenancy Guarantee.

What happens when my real estate agent or landlord makes a claim?

Your real estate agent or landlord may make a claim against the Tenancy Guarantee. This may be for rent arrears or damage to the property.

To make a claim against the Tenancy Guarantee, the money owed from rent arrears or damage must exceed the bond. The real estate agent or landlord will liaise directly with us or your social housing provider.

We will only pay claims that are supported by evidence, up to the amount of the Tenancy Guarantee. If the claim is greater than the sum of the rental bond plus Tenancy Guarantee, you will need to pay the difference to your real estate agent or landlord.

How do I find out more?

You can find out more by calling the Housing Contact Centre on **1800 422 322** or by visiting your local DCJ Housing office or participating community housing provider.

More information on Tenancy Guarantee and other types of private rental assistance is available online at **www.facs.nsw.gov.au/privaterentalassistance**