

Hunter CLSD Program Tenancy Support Services

Legal issue	Service	Notes
Evictions or terminations of housing <ul style="list-style-type: none"> Eviction Notice of termination from landlord Want to get out of lease 	<ul style="list-style-type: none"> HTAAS for all tenants NATAAS specialist service for Aboriginal and Torres Strait Islander tenants PIAC/HPLS Legal Aid NSW 	<ul style="list-style-type: none"> HTAAS don't assist co-tenants, unless domestic violence involved HTAAS provides advice to all tenants and can represent tenants who are vulnerable at NCAT No means test
Repairs	<ul style="list-style-type: none"> Legal Aid NSW Hunter CLC HTAAS NATAAS PIAC/HPLS 	<ul style="list-style-type: none"> Hunter CLC will advocate with landlords, do not represent at NCAT. No means test but merit test for ongoing help.
Rental assistance <ul style="list-style-type: none"> Debt and behind in the rent Not getting the right level of rental assistance 	<ul style="list-style-type: none"> Legal Aid NSW Hunter CLC HTAAS NATAAS PIAC/HPLS 	<ul style="list-style-type: none"> Legal Aid NSW don't represent clients at NCAT Legal Aid NSW can only help with no grounds eviction if client has severe vulnerability or there is complex legal issue (e.g. retaliation) Hunter CLC does not represent at NCAT
Appeal decision by NCAT	<ul style="list-style-type: none"> Legal Aid NSW Housing Appeals 	<ul style="list-style-type: none"> Grant of legal aid, subject to means and merit test
Problems with co-tenants	<ul style="list-style-type: none"> Hunter CLC Legal Aid NSW 	
Domestic violence <ul style="list-style-type: none"> Damage to house Need to get out of tenancy 	<ul style="list-style-type: none"> Hunter CLC Legal Aid NSW HTAAS 	
Assistance in securing housing <ul style="list-style-type: none"> Homeless and need to apply for housing Poor rental history or blacklisting Challenge decision made by housing provider e.g. absence from home 	<ul style="list-style-type: none"> Legal Aid NSW – main area of focus PIAC/HPLS 	
Problems and disputes with neighbours	<ul style="list-style-type: none"> Community Justice Centre for mediation Hunter CLC Legal Aid NSW (limited advice) 	

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Contact details

- **Hunter CLC – Hunter Community Legal Centre**
 - Email: admin@hunterclc.com.au
- **HTAAS – Hunter Tenants Advice and Advocacy Service**
 - Email: enquiries@huntertenants.org.au
 - Phone: 4969 5871
- **Legal Aid NSW – Newcastle office**
 - Email: newcastle@legalaid.nsw.gov.au
- **Legal Aid NSW Housing Appeals (appeals from NCAT decisions)**
 - Phone: 9219 5800
- **NATAAS – Northern NSW Aboriginal Tenants Advice and Advocacy Service**
 - Email: markg@aboriginaltaap.com.au or donnac@aboriginaltaap.com.au
- **PIAC/HPLS – Public Interest and Advocacy Centre/Homeless Person’s Legal Service**
 - Email: homelessproject@piac.asn.au
- **Community Justice Centre**
 - Phone: 1800 990 777
 - Website: www.cjc.justice.nsw.gov.au