



# Tenant Charges

IMPORTANT INFORMATION – please read carefully

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## Why do I need to pay?

Under the Residential Tenancies Act 2010, the tenant is responsible for any damage caused to the property by themselves or their guests.

Under Section 51, it states:

Use of premises by tenant

*A tenant must not do any of the following – (d) intentionally or negligently cause or permit any damage to the residential premises.*

After careful consideration, it has been deemed by Pacific Link Housing that this invoice is a tenant charge and therefore puts you in breach of your lease agreement.

Please be aware that failure to pay this invoice will result in a Termination Notice being issued, followed by action through the NSW Civil and Administrative Tribunal (NCAT). It is in your best interest to act promptly to prevent this from occurring.

## How do I pay?

You should pay your tenant charge directly to Pacific Link Housing and not the Contractor. Details on how to pay are on the bottom of the invoice.

## What if I'm having trouble paying?

If you are having trouble paying your tenant charge, please contact your Housing Officer on 4324 7617 or [info@pacificlink.org.au](mailto:info@pacificlink.org.au) to discuss payment options.

## What if I disagree with the tenant charges?

If you think the tenant charge invoice is incorrect, you should contact your Housing Officer. They can provide you with details on what evidence is needed to dispute the charge.

A Non-rent Charge Dispute form is to be completed and can be found on our website, please visit [www.pacificlink.org.au/forms](http://www.pacificlink.org.au/forms) or contact us at 4324 7617.

If you aren't happy after receiving a response on the dispute, you can make an appeal which will be reviewed. For information on how to make an appeal, please visit [www.pacificlink.org.au/appeals](http://www.pacificlink.org.au/appeals) or contact us at 4324 7617.

To view Pacific Link Housing's Bonds, Tenant Charges & Property Damage Policy, please visit [www.pacificlink.org.au/policies](http://www.pacificlink.org.au/policies)

## Independent Advice

- **NSW Fair Trading**  
Phone: 13 32 20  
Website: [www.fairtrading.nsw.gov.au](http://www.fairtrading.nsw.gov.au)
- **Tenants Advice and Advocacy Services**  
Phone: 8117 3700  
Website: [www.tenants.org.au](http://www.tenants.org.au)



### For more information:

**Phone** 02 4324 7617  
**Email** [info@pacificlink.org.au](mailto:info@pacificlink.org.au)  
**Office** 280 Mann Street, Gosford NSW 2250  
**Web** [www.pacificlink.org.au](http://www.pacificlink.org.au)

### Do you need help in another language?

Please contact the Translating and Interpreting Service (TIS) on 131 450