

This factsheet is part of a series from Legal Aid NSW that aims to help answer your questions about COVID-19 and everyday law.

You may be worried or confused about how COVID-19 will affect you and your everyday life. Sometimes a crisis can make legal problems worse or new problems might develop. Legal Aid NSW understands that there will be a lot of questions about money worries, fines, police, housing, Centrelink, employment, guardianship and mental health. This series of fact sheets will give you helpful information and contacts to assist you to manage all the changes that are happening in our community.

Read this factsheet if you need general information during the COVID-19 crisis and you are a social housing tenant.

The protections offered during the COVID-19 period end on 26 March 2021.

If you're a private tenant and your landlord is evicting you for rent arrears, you can find more information on our eviction fact sheet [here](#).

Will my rent increase if I receive the additional Centrelink coronavirus supplement payments?

Social housing rents will not increase even if you get more money from Centrelink.

If you get an economic support payment of \$750 or a Coronavirus Supplement of \$550 per fortnight, your social housing rent will not increase.

Social housing rents will not increase with the usual 6-monthly review of the CPI.

What if I can't pay my rent because I lose my job?

First, talk to your landlord about your situation. Ask your landlord to adjust your rent because your income has reduced. Talk about arrangements that can be put in place quickly to assist you.

Will I be evicted for rent arrears?

The moratorium on evictions under the residential tenancies laws does not apply to social housing tenants. If you are behind in your rent payments, speak to your landlord about a low repayment plan.

You should continue to pay your rent during the health crisis, if you can. Contact your landlord if you are having problems paying your rent.

If your landlord has applied to the Tribunal or has termination orders, you should still be able to work with your landlord to make arrangements to stay in your property.

How do I contact my landlord?

- Contact your local housing provider by phone, don't go in person. You can call DCJ Housing on 1800 422 322.
- You can use the DCJ Housing [website](#) or MyHousing app to access services, update your details, and tell them about changes in your circumstances.

Where can I find more information?

If you are having problems with your tenancy, you should get legal advice. Information is changing very quickly and there will probably be more changes for tenants throughout the health crisis. You can get help from these services:

Tenancy advice

- Find your local tenancy advice and advocacy service at the [Tenants' Union](#).
- The Tenant's Union NSW has up-to-date information and templates for tenancy matters in response to COVID-19 on their [Renting & Coronavirus page](#).
- Department of Communities and Justice's [renting in a private market page](#).

Legal advice - housing

- If the NSW Civil and Administrative Tribunal (NCAT) has made final orders for termination of your tenancy, you can call the Legal Aid NSW NCAT Appeals Hotline on (02) 9219 5800.
- If you need advice about the new laws and your rights and obligations, you can get free legal help on 1300 888 529 or [call your local Legal Aid NSW office](#).
 - If you need an interpreter, call the Translating and Interpreting Service on 131 450 and ask for LawAccess NSW. If you find it hard to hear or speak, call the National Relay Service on 133 677 and ask for LawAccess NSW or visit <http://www.relayservice.gov.au/>.
- If you are experiencing or worried about domestic violence, call the Women's Domestic Violence Court Advocacy Program on 1800 938 227.

NSW Civil and Administrative Tribunal

- NSW Civil and Administrative Tribunal has up-to-date information that you can access on their [website](#).

How can I get help?

For free legal help call 1300 888 529 or [call your local Legal Aid NSW office](#).

There is also a series of [factsheets about COVID-19 and the law](#) available on the Legal Aid NSW website to assist you to manage all the changes that are happening in our community.

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This factsheet is intended as a general guide to the law. Do not rely on this information as legal advice. We recommend you talk to a lawyer about your situation. This information is correct at the time of writing, however, it may change.