

# Media Release

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## Tenancy advice available in Lucindale

The Office of Consumer and Business Affairs (OCBA) have heard all types of residential tenancy complaints. Typical problems that some tenants and landlords face include tenants wanting to move out before their lease expires, landlords who don't respect the privacy of their tenants, and disputes over who should pay the water bills.

To help landlords and tenants in the southeastern region, OCBA client service officers will be available to give free tenancy advice at the Lucindale Field Days.

The Commissioner for Consumer Affairs, Mark Bodycoat says that OCBA's experienced Tenancy Advice Branch staff provide advice on all types of tenancy matters.

"The Tenancy Advice line receives 87 000 enquiries every year from tenants wanting advice about such things as moving before their lease expires or disputes over payment for water usage. The same staff will be available at the Lucindale Field days."

OCBA Tenancy Branch provides advice on the rights and obligations of both tenants and landlords and encourages parties to communicate with each other, to discuss issues before they take extreme actions.

"Talking to each other is invaluable. The Tenancy Branch has heard from landlords who complained that the tenants just left. Tenants have left simply because the lease was up and they were not told otherwise and simply assumed they were out of a home. The problems for both could have been avoided by talking to each other."

If parties cannot come to an agreement they can apply to the Tenancies Branch for assistance. They can get help from a free conciliation service and if the matter cannot be resolved the parties can apply to the Residential Tenancies Tribunal for a determination. The Tribunal will make a legally binding decision.

"Landlords and tenants should visit the display in the ANZ Lifestyle Pavilion at the Field Days and seek more information. Friendly staff are ready to answer any of your queries."

For more information about residential tenancies contact 131 882 or visit the website at [www.ocba.sa.gov.au](http://www.ocba.sa.gov.au).



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