

How to contact TIAS:

TIAS is available: Monday to Friday
9am – 5pm (excluding public holidays).

TIAS can be contacted
through a free call number:

1800 060 462

Tenancy Advisors are also available
for face-to-face enquiries at selected
Job Prospects offices **by appointment only**.

TIAS Locations:

Tenancy Advisors are available for
face-to-face enquiries, by appointment
only, at selected Job Prospects offices
in the:

- Western suburbs
- Northern suburbs
- Southern suburbs
- Metropolitan area

To make an appointment time please
call **1800 060 462** during business hours.

For a current list of TIAS locations please
visit **www.syc.net.au/tias**

Priority assistance will be given to
households who are paying greater
than 30% of their income in rent.

TIAS

TENANTS' INFORMATION & ADVISORY SERVICE



Providing advice and assistance to tenants in South Australia.

TIAS is a state-wide service which
provides free and independent
information, advice and advocacy
to help people on low incomes to
sustain their tenancies in private rental,
community housing or public housing.

www.syc.net.au/tias

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www.syc.net.au/tias



Government of
South Australia



What can TIAS provide?

- Education, information and advice on your rights and responsibilities as a tenant
- Representation at and assistance with South Australian Civil and Administration Tribunal (SACAT) hearings
- Encouragement and assistance to engage with housing providers and mediation services
- Assistance to access internal avenues of appeal with relevant housing providers
- Referrals to and information on financial counselling and other services relevant to your circumstances



Are you eligible to receive help from TIAS?

Assistance may be provided to low income households in:

- **Public Housing**
- **Private Rental**
- **Community Housing**
- **Housing Co-operatives**
- **Rooming Houses**

Priority assistance will be given to households who are paying greater than 30% of their income in rent.

If you're unsure if you're eligible, please visit www.syc.net.au/tias for further information.



What issues does TIAS help with?

TIAS may be able to assist with issues related to your tenancy such as:

- **Leases**
- **Bond disputes**
- **Property maintenance**
- **SACAT processes**
- **Housing SA and Community Housing processes and appeals**

TIAS **cannot** advocate for you, but may still be able to provide you with advice and general information if you are:

- **Living in a caravan park or residential park**
- **Seeking emergency accommodation**
- **An agency or organisation**
- **Experiencing neighbour to neighbour disputes**