

## 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.tias.org.au](http://www.tias.org.au)

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.tias.org.au](http://www.tias.org.au)

 SYCLtd  SYCLtd  hypa\_syc  SYC Limited

[www.syc.net.au](http://www.syc.net.au)



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 mediation processes and housing providers
- 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**

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.tias.org.au](http://www.tias.org.au) 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**
- **Rent arrears**

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

- **A resident of a boarding house or rooming house**
- **Living in a caravan park or residential park**
- **Seeking emergency accommodation**
- **An agency or organisation**
- **Experiencing neighbour to neighbour disputes**