

# Tenancy Reference

## What is a tenancy reference?

A tenancy reference is an assessment supplied by someone who can support your past rental history.

## Why do I need to supply a tenancy reference?

You need to supply two (2) satisfactory tenancy reference so the Department can confirm that you have the skills to sustain a public housing tenancy.

## What is a satisfactory tenancy reference?

A satisfactory tenancy reference is a written letter provided by an organisation or company, such as a real estate agent. The company will need to write a letter to the Department on the company's letterhead and must include the following information regarding your past tenancy:

- The address of the property;
- The time the property was rented;
- The rent amount and rent payment frequency;
- If you were a signatory of the lease;
- If a Notice to Remedy was issued and why;
- Property Condition – Internal & External;
- Property Inspection frequency;
- If any damage was done to the property and if so, what damage;
- If there were any complaints from neighbours and if so, what complaints;
- If the bond was refunded in full and if not, why.

If you are receiving a tenancy reference from a person (not a company), the person will need to complete a Housing Tenancy Reference form and return it to the Department.

You can receive this form by contacting your local Housing office or visiting the Department's website [tfhc@nt.gov.au](mailto:tfhc@nt.gov.au).

## When do I need to supply a tenancy reference?

You need to supply a tenancy reference to the Department if you are applying for public housing. You will be notified when references are required.

You do not have to provide these references until the pre-tenancy interview prior to allocation.

## Who can supply me with a tenancy reference?

A past landlord, real estate agent or supported accommodation provider can provide you with a tenancy reference.

## What if I cannot supply a tenancy reference?

If you cannot supply a satisfactory tenancy reference, you can provide other documents that show the Department you have the skills or the support to sustain a tenancy.

These documents could include evidence of completion of a life skills, community support programs or there is an ongoing commitment for support from a recognised advocacy or community support provider where an active case management plan is in place prior to allocation.

If you are unable to supply other relevant documents, the Department may be able to recommend other options to help you.

## Can the Department provide me with a tenancy reference for a private tenancy?

The Department is able to supply you with a written tenancy reference, if you have been a public housing tenant. You can speak to your local Housing office to request a tenancy reference from the Department.

## Where can I find more information?

To find out more, visit the website [nt.gov.au](http://nt.gov.au) or contact your local Housing office:

Greater Darwin	(08) 8999 8814
Yarrowonga	(08) 8999 4767
Katherine	(08) 8973 8513
Tennant Creek	(08) 8962 4497
Nhulunbuy	(08) 8987 0533
Arafura Region	(08) 8995 5122
Alice Springs	(08) 8951 5344