



Tenancy Facilitation Pack





Preparing to rent:

1. Identify the size, location, and cost of the property you require.
 - a. Consider specific needs for – pets, transport, etc.
 - b. Your **weekly** rental affordability is usually **around 25-30% of your fortnightly income** plus any rent assistance you will receive from Centrelink (see Rental Affordability Table below).
2. Perform a rental search online or drop in to real estate agents to find suitable properties - make a list of any house inspection times you would like to attend.
 - a. Useful websites include: realestate.com.au or domain.com.au.
3. **Prepare a rental application package with copies of all your supporting documents including as many of the following as possible:**
 - a. **100 points of ID – license, passport, Medicare card, Centrelink card, etc.**
 - b. **Proof of income – Centrelink Income Statement or employee payslips**
 - c. **4-week bank statement.**
 - d. **Any rental references you may have.**
 - e. **If possible, a rental ledger showing rent that you have paid in previous tenancies.**
 - f. **Any supporting documents you might have from Housing NSW or from other services.**
4. Complete a rental application to put together with your supporting documents.
 - a. An application can usually be printed from the real estate's website so that you can **take your time to fill it out** before the inspection. If you cannot print one from the internet you can fill one out at the inspection. *Tip:* Make a copy of an application that you take the time to fill out – you can use the copy to help you complete other applications more easily.
5. Attend a rental inspection and submit your rental application package to the agent at the inspection.
 - a. Dress for the inspection as if you are attending a job interview.
 - b. Try to make sure children are well behaved if they must attend with you.
 - c. Speak to the agent at the inspection – **introduce yourself and let them know what you like about the property** – be friendly
6. Don't be discouraged if you aren't approved! Keep trying as if each time was the first, and request feedback from the real estates about what else might help. **Ring the real estate a day or two after each inspection and ask how your application is going and whether there is anything else you can provide.** Record any inspections you attend in your rental diary (See blank Rental Diary below).



Once you are approved:

1. Once you are approved the real estate will usually ask for a **holding deposit** immediately – this is equal to **1 week of rent** – it secures the property for you so that the real estate cannot advertise it to anyone else.
 - a. If possible, it is best to plan for saving this amount while you are looking for rentals.
 - b. Tip: If your budget is tight, it might be a good time to get some help with food or petrol from a support service so that more of your pay can be saved towards the deposit. (*Find referral options in your pack*).
 - c. If you are eligible for a loan, advance, or urgent payment from Centrelink it might be a good option to save this for your deposit.
 - d. If you are worried about options, speak to a support service – you may be eligible for some financial support if you have tried all other options.
2. Before you can sign the lease, you will need to pay a **bond**, which is equal to **4 weeks of rent**. You will also need **2 weeks of rent in advance** when you sign. **Your holding deposit will count as 1 of these weeks.**
 - a. You may be eligible for a bond loan through **Housing NSW** – you **will not** pay interest on this loan – you **will** need to pay it back each fortnight during the time you are in the property.
 - i. Complete the bond loan application **when you start applying for properties (you may be eligible for pre-approval)** and attach all supporting documents to it so that your application for the loan is **ready to send in as soon as you are approved for a property.**
 - ii. Part C of the bond loan application **must be completed by the real estate who approves you** – this section will need to be completed *only once you are approved.*
3. Consider what furniture and other items you will need when you move in (*find referral options for furniture in your pack*).
 - a. Think about looking for donations or second hand furniture if your budget is tight.
 - b. Renting furniture or other items can become very expensive and is **NOT** recommended – if you are having trouble finding furniture, speak to a support service before considering this option.
 - c. Some places can help with furniture through a No Interest Loan Scheme (NILS) – which means you can get new furniture and pay it off over time without interest. This can be especially useful for whitegoods like a fridge or washing machine.

Additional Support Available in Maitland Area

- **Samaritans – St. Peters Anglican East Maitland**
 - Oz Harvest packages. Book on Tuesday and pick up on Wednesday **PH: 0407 781 515**.
 - Food and Home Goods Assistance
 - Located at St. Peter's Ministry Centre, Banks Street, E. Maitland.
- **St. Vincent de Paul**
 - **East Maitland**
 - Food assistance, clothing assistance and furniture assistance.
 - Must ring **4961 6885** before 11am on Mon, Wed, Fri for assistance.
 - Volunteers can deliver food or vouchers (if available) on those days.
 - Electricity vouchers (EAPA) available Thursday
 - **Rutherford**
 - Open: 9am – 1pm Mon, Wed, Thurs and Fri.
 - Ring **4932 4177** for assistance.
 - Food vouchers and Electricity vouchers (EAPA) possibly available.
 - Vouchers to Maitland store to purchase household items.
 - **Maitland - 196 High Street, Maitland**
 - Open Mon-Fri from 9-3pm, Sat. 9-12pm.
 - Ring **4933 6828** for food relief.
 - Ring **4933 7408** for further assistance.
- **Maitland Neighbourhood Centre - Arthur Street, Rutherford and Lawson Ave, Woodberry**
 - Open 10am – 4pm Mon – Fri.
 - Ring **4932 0950** to make an appointment or find out more.
 - Food parcels, electricity vouchers (EAPA), Justice of the peace services and and NILS loans.
- **Salvation Army**
 - Ring **1300 371 288** for assistance.
 - Food and electricity (EAPA) assistance.
- **Hunter Water**
 - Payment assistance scheme – for property owners (owner occupied properties).
 - Up to \$300 assistance to owners in water arrears with a repayment plan.
 - Owners on a pension – DSP, Single Parenting, Veterans, Age, Carers – can access a rebate on every bill – ring to organize – **1300 657 657**.
- **Hunter Valley Financial Counselling Project**
 - Free support with budgeting, bills, debt, complex financial circumstances.
 - Make an appointment on **4933 8999/1800 007 007**.
 - Located at 555 High Street, Maitland – also available at DUNGOG.
 - Work and Development Orders available – support to pay off SDRO fines.

- **Centrelink Maitland**
 - **13 24 68**, Located at 226 High Street, Maitland.
- **Child Support Agency**
 - Ring **13 12 72** for assistance.

Additional Support Available in Cessnock Area

- **Samaritans Emergency Relief (at SINC)** – 122 - 124 Vincent Street, Cessnock, 2325 (across from ANZ Bank).
 - Open from 10am-2pm on Mon, Wed, Fri. Ring **4993 3430** at 9:30am for an appointment.
 - Assistance includes food and possible electricity (EAPA), phone, and water vouchers.
- **St. Vincent de Paul**
 - Located at 'The Cottage' – 55 Vincent St, Cessnock
 - Ring **4990 1422**, at 9am for an appointment.
 - Assistance includes food and possible electricity (EAPA), phone, and water vouchers
- **Salvation Army**
 - Located at 14 Hall Street, Cessnock.
 - Phone **1300 371 288 or 4991 2063** for an appointment.
 - Food and possible electricity (EAPA), phone and water vouchers.
- **Centrelink Cessnock**
 - Located at 186 Vincent Street, Cessnock.
 - For appointments phone **13 24 68**.

Additional Support Available Dungog Area

- **Dungog Shire Community Centre (DSCC)**
 - Located at 103 Dowling St, Dungog
 - Assistance with food and possible petrol, chemist, electricity (EAPA) vouchers and Telstra vouchers.
 - Payment Assistance Scheme with Hunter Water for water bills.
 - Work and Development Orders available – support to pay off SDRO fines.
 - Assistance with No Interest Loan Scheme.
 - Centrelink Agency in house.
 - Ring **4992 1133, extension 1**, to make an appointment for any of the above assistance.
 - Outreach at Clarence Town every second Monday 10am – 1pm.
 - www.dscc.net.au
- **Dungog St Vincent De Paul**
 - Located at 266 Dowling St, Dungog
 - Ring **4992 1548** for an appointment
 - Assistance with food vouchers



Housing NSW products:

Also Known as: FaCs Housing Services or Department of Housing

1. Rent Start Bond Loan:

You may be eligible for a **bond loan** through Housing NSW – you **will not** pay interest on this loan – you **will** need to pay it back each fortnight during the time you are in the property.

- a. The bond loan is usually only **4weeks** so you may **still need to save for your two weeks rent in advance** – sometimes a support service can give you a support letter to apply for additional weeks rent from Housing
- b. Complete the bond loan application **when you start applying for properties** and attach all supporting documents (see below list) to it so that your application for the loan is **ready to send in as soon as you are approved for a property**. Part C of the bond loan application **must be completed by the real estate who approves you** – this section will need to be completed *only once you are approved*
 - Part A – Application for Rentstart Bond Loan form
https://www.facs.nsw.gov.au/_data/assets/pdf_file/0008/329246/Application-for-Rentstart-Bond-Loan-DH3049Av1.pdf
 - Part B – Additional Persons form (if there are additional people aged over 18 years to be housed with you)
https://www.facs.nsw.gov.au/_data/assets/pdf_file/0009/329247/DH3049B-Part-B-Application-for-Rentstart-Additional-Person-Form-0417.pdf
 - Part C – Property Information form (*to be completed by the estate agent or property owner*)
https://www.facs.nsw.gov.au/_data/assets/pdf_file/0010/329248/DH3049C-270317.pdf
 - Part D – Income from Employment form (to be completed by your employer if you're working) OR Centrelink Income Statement
https://www.facs.nsw.gov.au/_data/assets/pdf_file/0011/329249/DH3049D.pdf
 - Part E – Rentstart Bond Loan Agreement form
http://www.housingpathways.nsw.gov.au/_data/assets/pdf_file/0009/329256/Bond-Loan-Agreement-DH3049E-22-Nov-2017.pdf
 - Authority for Bond Loan Deduction form (if you're a Centrelink customer).
http://www.housingpathways.nsw.gov.au/_data/assets/pdf_file/0003/329250/DH2012.pdf
- c. **You can be pre-approved for this loan.**

2. Start Safely Subsidy:

The Start Safely Private Rental Subsidy provides short to medium-term financial support for people **escaping domestic or family violence**. The subsidy helps people secure private rental accommodation so they do not have to return to the violent situation.

To be eligible to receive a Start Safely Private Rental Subsidy, you should be escaping domestic or family violence and:

- a) be homeless or at risk of being homeless
- b) be **eligible** for social housing
- c) are able to afford the private market rental after the subsidy ends
- d) be willing to receive support services, if needed.

This subsidy is approved for an initial 3 month period and is then reviewed on occasion and can be extended for up to 3 months.

The Start Safely subsidy is calculated according to your income. An applicant receiving the subsidy pays all of their Commonwealth Rent Assistance entitlement and 25% of the rest of their income as rent. FACS pays the balance as a subsidy directly to the real estate agent or landlord.

3. Bond Extra:

https://www.facs.nsw.gov.au/_data/assets/pdf_file/0005/329234/Bond-Extra-Supplement-DH3005.pdf

+ The Housing Assistance Application Form: <https://chl.org.au/wp-content/uploads/Application-For-Housing-Assistance.pdf>

If you have applied for over 25 properties and are not having any luck being approved, but you have a good rental history (or sometimes no rental history) and are applying for properties suitable for your affordability and family size you may be eligible for a Bond Extra.

The Bond Extra program **encourages private sector landlords and agents to rent properties to people who may be experiencing difficulty entering the private rental market** even though they have the income and skills to sustain a successful tenancy. A Bond Extra **offers up to \$1,500 (including GST) to landlords/agents to cover rental arrears and/or property damage over and above the rental bond.** The Bond Extra is valid for the fixed-term period of the tenancy agreement for up to 12 months, or until the tenancy is terminated, whichever is sooner.

4. Rent Choice Assist – *Only for residence in Maitland, Newcastle or Lake*

Macquarie https://www.facs.nsw.gov.au/_data/assets/file/0004/629815/DH2035-Rent-Choice-Assist-Application-Form-0619v1.pdf

The NSW Government is trialling a rental assistance program called Rent Choice Assist. Rent Choice Assist provides rent support to low income households that have experienced a financial shock, such as loss of employment or illness, and need some assistance to either maintain their current tenancy or access affordable accommodation in the private rental market.

Rent Choice Assist can support people who are homeless or at risk of homelessness by:

- Assisting them to sustain their tenancy while they recover from the financially destabilising event
- Helping to find a safe and affordable place to rent
- Paying a proportion of the rent for up to three years, and
- Assisting with support to access education and employment options to regain financial independence.

Who can get Rent Choice Assist?

Rent Choice Assist may be able to help if you live in the trial locations (Blacktown, Campbelltown, Hurstville, Newcastle/Lake Macquarie or Maitland) and:

- Are at least 18 years of age
- Are an Australian citizen/permanent resident
- Are homeless or at risk of homelessness as a result of a financially destabilising event
- Have a household income within the low income limit at the time of application
- Have a history of employment and have sustained housing independently in the private rental market or as a home purchaser or owner
- Agree not to be included on the NSW Housing Register, or be willing to opt out
- Do not own any assets that can be used to resolve your housing need.
- Are able to demonstrate capacity and/or willingness to get financially back on track to be able to afford private rental at the end of the subsidy period.

How does Rent Choice Assist work?

For the first 12 months, you pay 25% of your weekly household income plus 100% of any Commonwealth Rent Assistance you may be entitled to get. Once you have paid your part of the rent, we pay the rest directly to the landlord or real estate agent. The amount you pay will go up gradually after 12 months, but we'll chat to you about that closer to the time.

Affordability

Rent Choice can only be paid if the rent is affordable. When considering what's affordable for you, take into account 50% of your weekly household income plus 100% of any Commonwealth Rent Assistance you may be eligible for.

5. Tenancy Arrears Assistance:

This assistance is for customers in a private rental property who are in rent and/or water arrears. Tenancy Assistance will only be provided once in a 12 month period and the customer must have an agreement with the agent or landlord to continue the tenancy for up to 12 months.

Tenancy Assistance may be in the form of rent arrears, water arrears or a combination of both. The maximum amount of assistance cannot exceed the equivalent of four weeks rent. This is the maximum amount of assistance that will be provided and most customers will receive less than this where they can make an arrangement with their landlord, agent or water authority to pay off the arrears. Tenancy Assistance is not provided as a loan, and is therefore not required to be repaid.

If a customer re-applies for Tenancy Assistance more than once within a two-year period, assistance will only be provided with rent and/or water arrears for a: •Maximum of two weeks for unfurnished dwellings, or •Maximum of three weeks for furnished dwellings, except where the situation may lead to placing other dependant household members at risk of homelessness if assistance is not provided. In this case, full Tenancy Assistance may be provided.

Eligibility Criteria:

- Be eligible for social housing, and
- Intend to remain in that particular location, with the tenancy being sustainable for up to 12 months (that is, they are not on vacation or a tourist), and
- Be able to sustain a tenancy in the private rental market, and
- Have no more than \$1,000 in cash assets, and
- A household income sufficient to meet future rent and water rates, and

- An agreement with the agent or landlord to continue the tenancy for up to 12 months.
- The rent paid for the property must not exceed 50% of the household's total gross weekly income

Proof of rent and water arrears for Tenancy Assistance One or more of the following documents are required:

- A letter or statement of account from the landlord or agent detailing the arrears
- A repayment plan agreed to by the tenant, and landlord or agent, in writing and signed by both signatories
- Notice of Termination by the landlord or agent
- Letter undertaking to preserve the security of the tenancy subject to no further breaches of the agreement
- Notice from the NSW Civil and Administrative Tribunal

Documentation and Evidence Required for Rent Arrears Assessment

- Application – either Application for Housing Assistance form or Change of Assessment form with the words 'RENT ARREARS' written clearly on the front page. Details on form to include amount of weekly rent and arrears amount (rent and/or water);
- Two forms of ID for all adults over 18;
- Income information for all adults over 18 – Centrelink Income Statements and/or most recent four weeks of payslips;
- Current four week bank statements for all accounts;
- Hume consent form to enable contact between Hume and real estate/landlord;
- Copy of tenant/rental ledger;
- Notice of Termination (only if one has been issued) and any other relevant correspondence from real estate, landlord or NCAT;
- Evidence of reason for arrears;
- Copy of repayment plan agreed to by customer, and landlord or agent; in writing, and signed by both parties;
- Confirmation from real estate/landlord that if Hume Housing assists with up to four weeks of arrears (four weeks being the maximum), that customer can remain in property and continue the tenancy for up to 12 months

Hunter Tenants' Advice and Advocacy Service (HTAAS)

What we do: Free telephone advice, information, advocacy, and (where appropriate) representation at the NSW Civil and Administrative Tribunal (NCAT).

Who we can assist: people renting privately through a landlord or Real Estate Agent, tenants in Public and Community housing, tenants renting Caravan Parks, homeowners in Land Lease Communities and residents of Boarding Houses. Our services are available to renters in Newcastle, Lake Macquarie, Port Stephens, Maitland, Cessnock, Singleton, Upper Hunter, Muswellbrook or the Great Lakes areas of Mid Coast Local Government Area.

Phone (02) 4969 7666 or 1800 654 504

Cover letter template:



Below is an example of a cover letter – cover letters are helpful as they personalise your application and could make it stand out from the crowd.

Insert Date Here

RE: Cover Letter for Insert Your Name

Dear Insert real estate agent or landlord's name,

I have attached this cover letter to help you learn a bit more about me.

Insert a description of you and your circumstances. For example, where you have lived in the past, why you are interested in this rental unit, what you do for work, and what type of tenant you are. If you are applying with others, try to have them complete cover letters as well

I understand that by entering into a tenancy, I will be taking on legal responsibilities. As your tenant, I am aware that I will need to:

- Pay the full rent on time,
- Not unreasonably disturb others,
- Care for your property, and
- Otherwise follow the residential tenancy act and the terms of my tenancy agreement.

Along with my cover letter, I have included my Insert other documents you have attached (e.g. references, credit report, pet resume, Renting It Right course certificate)

I am looking for a stable tenancy and hope that you will consider my application. If you have any questions or concerns, please do not hesitate to contact me.

Sincerely,

[Signature]

Insert Your Name

Insert Your Telephone

Number Insert Your Email

Address

Cover letter example for your cat or dog



Sometimes it can be difficult to get approved for a rental if you have a pet like a cat or a dog but there are some things that can help like a cover letter giving the landlord/agents an idea of who your pet is, what they are like and how they may impact on the property.

Insert Date

RE: Cover Letter for Insert Your Name's pet Insert type of pet, Insert name of pet

Dear Insert real estate agent or landlord's name,

I have attached this cover letter to help you learn a bit more about my pet Insert type of pet, Insert name of pet.

Insert a description of your pet including breed, age, temperament, if they are an inside or an outside pet, whether they have lived at a rented property with you before without issues, if they are desexed and microchipped mention it here also.

I am aware that I will need to:

- Tidy up after Insert Pet's Name including all waste
 - Ensure there is no excessive noise as a result of Insert Pet's Name
- Keep Insert Pet's Name outside in the garden (if applicable)

See attached a recent photo of Inset Pet's Name
[include a photo of your pet if possible]

I am looking for a stable tenancy for me [or my family] including my beloved pet Insert Pet's Name I hope you can consider us.

Sincerely,

[Signature]

Insert Your

Name

Insert Your Telephone

Number Insert Your Email

Address

Monthly Budget and Living Expenses

Client's name. _____

Client's T no. _____

FORTNIGHTLY INCOME

Pay checks (salary after taxes and/or Centrelink benefit.)	#1	\$
	#2	\$
	#3	\$
Other Income: eg: Child Support		
Other:		\$
Total Fortnightly Income:		\$

FORTNIGHTLY EXPENSES

RENT	\$
GROCERIES	\$
MEALS OUT – INCLUDING TAKE AWAY	\$
ELECTRICITY / GAS	\$
WATER	\$
MEDICAL	\$
CLOTHING	\$
PUBLIC TRANSPORT	\$
FUEL	\$
CHILD SUPPORT	\$
CHILD CARE/SCHOOL COSTS	\$
INTERNET	\$
PHONE	\$
OTHER:	\$
OTHER:	\$
OTHER:	\$
<u>SUBTOTAL</u>	\$

INCOME	+	EXPENSES	=	DIFFERENCE
\$		\$		\$

Rental Affordability Table

Weekly Rent vs Weekly Rental Affordability

INCOME/WEEKLY	PRIVATE RENTALS (30%) Maximum weekly rent affordably	HOUSING NSW PROPERTIES (20%)	HOUSING NSW SUBSIDIES (50%)
\$200-\$250	\$60 - \$75	\$40 - \$50	\$100 - \$125
\$250-\$300	\$75 - \$90	\$50 - \$60	\$125 - \$150
\$300-\$350	\$90 - \$105	\$60 - \$70	\$150 - \$175
\$350-\$400	\$105 - \$120	\$70 - \$80	\$175 - \$200
\$400-\$450	\$120 - \$135	\$80 - \$90	\$200 - \$225
\$450 - \$500	\$135 - \$150	\$90 - \$100	\$225 - \$250
\$500 - \$550	\$150 - \$165	\$100 - \$110	\$250 - \$275
\$550 - \$600	\$165 - \$180	\$110 - \$120	\$275 - \$300
\$600 - \$650	\$180 - \$195	\$120 - \$130	\$300 - \$325
\$650 - \$700	\$195 - \$210	\$130 - \$140	\$325 - \$350
\$700 - \$750	\$210 - \$225	\$140 - \$150	\$350 - \$375
\$750 - \$800	\$225 - \$240	\$150 - \$160	\$375 - \$400
\$800 - \$850	\$240 - \$255	\$160 - \$170	\$400 - \$425
\$850 - \$900	\$255 - \$270	\$170 - \$180	\$425 - \$450
\$900 - \$950	\$270 - \$285	\$180 - \$190	\$450 - \$475
\$950 - \$1000	\$285 - \$300	\$190 - \$200	\$475 - \$500
\$1000-\$1100	\$300 - \$330	\$200 - \$250	\$500 - \$550
\$1100-\$1200	\$330 - \$360	\$200 - \$240	\$550 - \$600
\$1300-\$1400	\$390 - \$420	\$260 - \$280	\$650 - \$700
\$1400-\$1500	\$420 - \$450	\$280 - \$300	\$700 - \$750

Application Required Documents

Carrie's Place Appointment	• 2 forms of identification • Last 4 weeks bank statements • Last Centrelink income statement or payslip - <i>NOTE: We need one for each person over the age of 16.</i>
HNSW Application	• Housing Application and Subsidy Form • 2 forms of identification • Last 4 weeks bank statements • Last Centrelink income statement or payslip
Real Estate Application	• Cover Letter • 2 forms of identification • Last 4 weeks bank statements • Last Centrelink income statement or payslip • Past rental ledger
NILS Loan Application	• Centrelink Concession Card • Identification • Centrelink income statement or payslip • Rent ledger OR Council and water rates bill • Last 4 weeks bank statements • 2 quotes of desired item • OPTIONAL: Financial Counsellor report • Centrelink Consent to set up Centrepay repayment
Electricity Vouchers (EAPA) Application	• Last Centrelink income statement or payslip • Copy of Electricity Bill • Identification • Centrelink Concession Card
Rent Arrears Application	• NEW Housing Application • Letter of Termination • Letter from Real Estate confirming to sustain tenancy if rent arrears is paid • Letter from Client as explanation regarding the arrears and evidence to support • Last 4 weeks bank statements • Last Centrelink income statement or payslip • 2 forms of Identification
Rent Start Bond Loan	• Part A – Application for Rentstart Bond Loan form • Part B – Additional Persons form (if there are additional people aged over 18 years to be housed with you) • Part C – Property Information form (<i>to be completed by the estate agent or property owner</i>) • Part D – Income from Employment form (to be completed by your employer if you're working) OR Centrelink Income Statement • Part E – Rentstart Bond Loan Agreement form • Authority for Bond Loan Deduction form (if you're a Centrelink customer).

Start Safely	• Housing Application • Evidence of Domestic Violence – Copy of AVO or Support letter from DV service • Last 4 weeks bank statements • Last Centrelink income statement or payslip • 2 forms of Identification
Rent Choice Assist	• Evidence of financial Hardship ie: Termination of employment, Support Letter from Service provider, Medical Assessment form. • Rent Choice Application • Last 4 weeks bank statements • Last Centrelink income statement or payslip • 2 forms of Identification • Tenant Ledger • Tenant Lease • Employment History



Temporary Accommodation Options

Maitland Accommodation:

Affordable Options:

Accommodation Name:	Phone
Coach Stop Caravan Park	4933 2950
Centennial House (Boarding House)	4934 2040 or 0498 658 299
The Family Hotel	4020 1210
Queens Arm's Hotel (Men Only)	4934 5097
The Caledonian Hotel	4933 6360
The Belmore Hotel	4933 6351
The Metropolitan	4933 0151
The Windsor Castle Hotel	4933 7276
Hunter Morpeth Motel and Villas	4933 9350
Imperial	4933 6566
Old Maitland Inn	4932 5255

Less Affordable Options:

Accommodation Name:	Phone
The Best Western Endeavour Motel- East Maitland	4933 5488
Molly Morgan Motor Inn	4933 5422
Palm Valley Motel Tarro	4966 5777
Maitland City Motel	4932 8322
Quest Maitland	4999 6000
East Maitland Executive Apartments	4062 7080
The Bronte Boutique Hotel	4934 6080
Mercure Maitland Monte Pio	4932 5288
Hunter Gateway Motel	4937 7999

Cessnock Accommodation

Affordable Options:

Accommodation Name:	Phone
Cessnock Vintage Motel	4990 4333
Hunter Valley Motor Inn	4990 1722
Peden's Hotel	4990 1014
Ingenia Holidays' Hunter Valley	49902573
Hunter Valley Travellers Rest (Aberdare)	4991 2355
Hunter Valley Hotel	4990 1722
Abermain Hotel	4030 8619
Cessnock Motel	4990 2699
Hotel Cessnock	4990 1002
Vine Valley Inn Cessnock	4991 4712
Cumberland Motor Inn Cessnock	4990 6633
Royal Oak Hotel Cessnock	4991 3700
Railway Hotel Cessnock	4990 1070
Aussie Rest Motel Cessnock	4991 4197
Australia Hotel Cessnock	4990 1256
Paxton Hotel	4990 1226
Ellalong Hotel	4998 1217
The Neath Hotel	4930 8739
Kearsley Hotel	4990 1179
Chelmsford Hotel Kurri Kurri	4937 1064
Station Hotel Motel Kurri Kurri	4936 0700
Hunter Valley Hotel Academy Kurri Kurri	4936 0341
Potters Hotel Brewery Resort	9296 5705
Shortland Hotel	4951 1844

Less Affordable options:

Accommodation Name:	Phone
Wine Country Motor Inn	4993 2999
Vine Valley Inn	4991 4712
Elfin Hill Country Accommodation	4998 7543
Leisure Inn	4998 7000

Kurri Motor Inn

4937 2222

Upper Hunter Accommodation:

Accommodation Name:	Phone
Branxton House Motel	4938 3099
Royal Hotel Singleton	657 21194
Singleton Caracourt Caravan Park	6572 2886
Country Motor Inn Singleton	6572 2388
Benjamin Singleton Motel	6572 2922
Lochinvar Hotel Motel	4930 7216
Greta Tattersalls Hotel	4938 7302
Albion Hotel Singleton	6572 1263
Wyland Caravan Park Singleton	6571 1744
Country Acres Caravan Park Singleton	6572 2328

Less Affordable options:

Accommodation Name:	Phone
Charbonnier Motor Inn	6572 2333
Mid City Motor Inn	6572 2011
Francis Phillip Motor Inn	6571 1991
Quest Singleton	6570 3800

Lake Macquarie Accommodation:

Accommodation Name:	Phone
Toronto Hotel	4959 1033
Freemans Springs Tourist Park	4978 1186
Warners Bay Hotel	4948 9055
Gateshead Tavern & Motel	4943 3944
The Esplanade Motel	4948 9666
Teralba Lakeside Caravan Park	4958 5370

Catalina Motel Lake Macquarie	4959 4833
Paradise Palms Caravan Park Carey Bay	4959 1271
Wangi Point Holiday Park	4975 1889
Lake Macquarie Hotel-Motel	4973 1466
Bay Hotel Motel, Bonnells Bay	4973 3177
Blacksmiths Beachside Holiday Park	4971 2858

Newcastle Accommodation: Affordable Options

Accommodation Name:	Phone
YHA Youth Hostel	4925 3544
Backpackers (Newcastle)	4969 3436
Travelodge Hotel Newcastle	4926 3777
Hotel Jesmond	4955 9206
The Commonwealth Hotel	4926 2680
Newcastle Links Motel, Fern Bay	4928 2366
Shortland Hotel	4951 1844
The Yong Street Hotel	4961 1116
The Criterion Hotel	4961 5597
Boatrowers Hotel	4928 2823
Clarendon Hotel	4907 6700
The Lucky Hotel	4925 8888
Newcastle Beach Hotel	4926 3688
Ibis Newcastle	4925 2266
The Gateway Inn, Mayfield	4903 6300
Hotel Delany	4929 1627
Oriental Hotel	4929 1130
The Premier Hotel	4962 3236
Elizabeth Motor Inn	4952 7111
The Nags Head Hotel	4952 5743
The Newcastle Hotel	4965 4351
Newcastle Accommodation -Tighes Hill	4929 3313

Citigate Motel	4967 1977
Mayfield Motel	4968 2661
Ibis Budget Newcastle	4950 0244
Newcastle Motel	4942 2567
Panorama Motor Inn Hotel	4943 3144
Affordable housing for men	0411 248 934

Port Stephens Accommodation: Affordable Options

Accommodation Name:	Phone
Sleepy Hill Motor Inn, Raymond Terrace	4987 2321
BIG4 Karuah Jetty Holiday Park	4997 5520
Karuah Gardens Motel	4997 5225
Collette Palms Motor Inn	4981 1833
Tomago Village Van Park	4964 8066
Sir Frances Drake Motel, Heatherbrea	4927 1444
Motto Farm Motel –	1800 131 735
Country Comfort, Heatherbrea	4987 1211
Bellhaven Caravan Park, Heatherbrea	4987 2423
Colonial Terrace Motor Inn, Raymond Terrace	4987 2244
Australia Motorhome Tourist Park (12 Mile)	4987 0171
Bull 'N' Bush Hotel, Medowie	4982 8802

Best accommodation websites

www.Lastminute.com

www.booking.com

www.wotif.com

Best camping accommodation websites

www.hipcamp.com

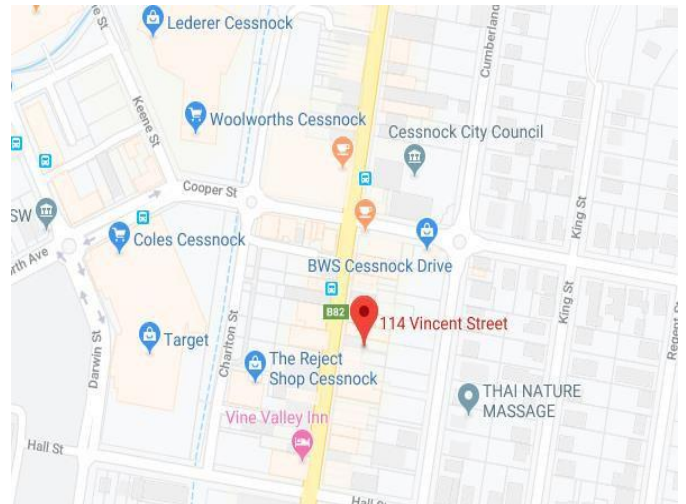
www.nationalparks.nsw.gov.au

www.aircamp.com.au

**Temporary
Accommodation Options:
Link 2 Home: 1800 152 152 (24 Hours)**

Home In Place

114 Vincent Street Cessnock, NSW 2325
(Down from the Commonwealth and
ANZ Bank) Ph.1300 333 733



HUME Community Housing Maitland

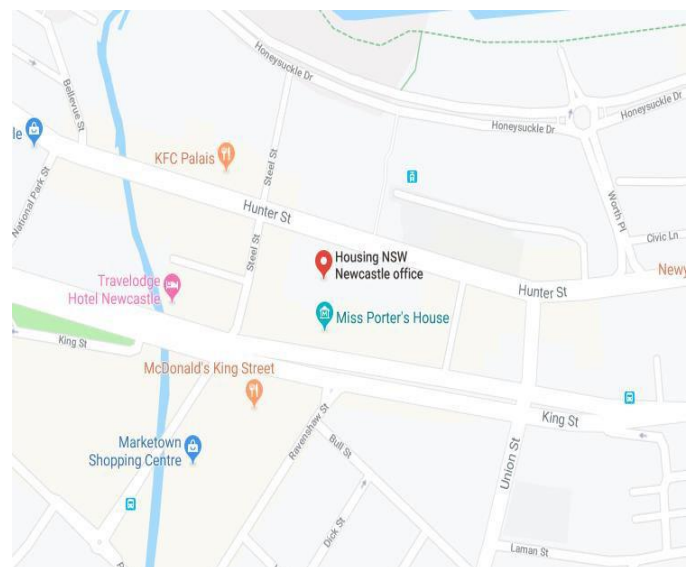
464 high street Maitland NSW 2320
(Next from the Belmore Hotel and Across
from Peters Real Estate) Ph. 1800 004 300



Housing NSW

Newcastle Office

615 Hunter St Newcastle NSW
Ph.1800 422 322



Food and Emergency Relief Options – Hunter AUGUST 2022

Please Note: Most relief venues providing parcels and vouchers require an income statement from Centrelink

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Maitland LGA	▪ St Vincent de Paul East Maitland Food Assistance PH: 4961 6885 at 9am. ▪ St Vincent de Paul Rutherford Food and EAPA Assistance PH: 4932 4177 at 9am ▪ St Vincent de Paul Maitland Food Assistance PH: 4933 6828 at 9am ▪ Uniting Church Maitland Hot Meal 5pm ▪ Maitland Neighbourhood centre, Rutherford. Oz Harvest food Hamper Collection 2.30pm. Registration between 11am – 12pm 0493 280 786. Takeaway meals also available from 11am – 2pm ▪ Metford Baptist Church Takeaway meals by request 4934 5350 ▪ DARA's van	▪ St Vincent de Paul East Maitland Food Assistance PH: 4961 6885 at 9am ▪ St Vincent de Paul Maitland Food Assistance and vouchers PH: 4933 6828 at 9am 12pm ▪ Real Life Church Maitland (Next to the Cinema) Food Parcels/Crisis Bags: 9:30am-3:30pm ▪ Maitland Neighbourhood Centre Oz Harvest food Hamper Collection 9:30am-1pm by Registration Monday before 1pm ▪ Samaritans Rutherford Anglican Church Food and vouchers by appointments (PH: 4932 8604) on Monday ▪ St. Peter's Ministry Centre, Banks Street, East Maitland Food Assistance by	▪ St Vincent de Paul East Maitland Food Assistance PH: 4961 6885 at 9am. ▪ St Vincent de Paul Rutherford Food and EAPA Assistance PH: 4932 4177 at 9am ▪ Salvation Army Rutherford Food, EAPA, Phone and Water Assistance by Appointment (PH: 4932 6682) on TUESDAY ▪ Maitland Neighbourhood Centre Rutherford. Food hampers and take away meals 11am -2pm ▪ Real Life Church Maitland (Next to the Cinema) Food Parcels/Crisis Bags: 12:30pm-3:30pm ▪ Mindaribba Local Aboriginal Lands Council Food hampers available ▪ Uniting Church Maitland	▪ Maitland Neighbourhood Centre Gold Coin Breakfast 8am-9am ▪ St Vincent de Paul Maitland Food Assistance PH: 4933 6828 at 9am ▪ St Vincent de Paul Rutherford Food and EAPA Assistance PH: 4932 4177 at 9am ▪ Real Life Church Maitland (Next to the Cinema) Food Parcels/Crisis Bags: 9:30am-3:30pm ▪ GoodLife Church Info Centre at Old Maitland Gaol Low-Cost Groceries 10am-2pm ▪ St. Peter's Ministry Centre, Banks Street, East Maitland Food Assistance by Appointment (PH: 0407 781 515) 10am-2:30pm ▪ St Vincent de Paul East Maitland EAPA Vouchers	▪ St Vincent de Paul East Maitland Food Assistance PH: 4961 6885 at 9am. ▪ St Vincent de Paul Rutherford Food and EAPA Assistance PH: 4932 4177 at 9am ▪ St Vincent de Paul Maitland Food Assistance PH: 4933 6828 at 9am ▪ Orange Skye 7am-9am at Lawson Avenue & Lark Street, Woodberry, New South Wales, 2322 ▪ Salvation Army Rutherford Food, EAPA, Phone and Water Assistance by Appointment p. 4932 6682 Lowcost Groceries ▪ GoodLife Church Info Centre at Old Maitland Gaol Low-Cost Groceries 10am-2pm ▪ Maitland Neighbourhood Centre Oz Harvest	▪ St Vincent de Paul Maitland Food Assistance PH: 4933 6828 at 9am	▪ St Pauls, Beresfield Lunch 12pm

	Hot meals. Contact 4979 1339 for Van location	Appointment (PH: 0407 781 515) 10am-2:30pm ▪ Metford Baptist Church Takeaway meals by request 4934 5350 ▪ DARA's van Hot meals. Contact 4979 1339 for Van location	Hot Meal 5pm Metford Community Baptist Church Grace Community Kitchen fortnightly 5:30pm-6:30pm. ▪ Metford Baptist Church Takeaway meals by request 4934 5350 ▪ DARA's van Hot meals. Contact 4979 1339 for Van location	(Electricity Assistance) PH: 4933 6828 at 9am Maitland Neighbourhood Centre Dinner 5pm ▪ Seventh Day Adventist Food Hampers available from 1.30pm – 4pm ▪ Metford Baptist Church Takeaway meals by request 4934 5350	foodhamper Collection 2pm-2:30pm Registration 2pm ▪ Maitland Uniting Church DARA's Van Hot Meal & a drink 5pm-7pm ▪ Orange Skye Laundry 347 Ken Tubman Drive, Maitland, NSW, 2320 4:30pm-7:30pm ▪ Metford Baptist Church Takeaway meals by request 4934 5350		
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	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	
Cessnock LGA	▪ Salvation Army Cessnock Food Vouchers OR parcel by Appointment Ph 1300 371 288 at 9am ▪ Kurri Kurri Community Services 1 Lang St Kurri Kurri Affordable Groceries 10am-1:30pm ▪ Samaritans Cessnock, Vincent Street (across from ANZ). Food, EAPA, and Water Appointment 4993 3430 at 9:30am ▪ St Vincent de Paul Cessnock Cumberland St at "the cottage" Food Vouchers by Appointment 9am PH:1800 676 935 ▪ Soupz On Cessnock Baptist Church Corner King St & Cooper St Dinner 5pm – 8pm	▪ Food War Inc 133 Vincent St Cessnock Affordable Groceries 9:30am-3pm ▪ Kurri Kurri Community Services 251 Lang St Kurri Kurri Affordable Groceries 10am-1:30pm ▪ Hunter Food Relief Cessnock Uniting Church Hall Corner Cumberland St & Cooper St 9am – 1pm	▪ Food War Inc 133 Vincent St Cessnock Affordable Groceries 9:30am-3pm ▪ Kurri Kurri Community Services 251 Lang St Kurri Kurri Affordable Groceries 10am-1:30pm ▪ Samaritans Cessnock, Vincent Street (across from ANZ). Food, EAPA, & Water Appointment 4993 3430 at 9:30am ▪ Salvation Army Church Free Café 11.30am – 1.30pm ▪ BBQ lunch in the park, 10am-12pm. 116 Vincent St ▪ Food Care "KINGDOM COMMUNITY CHURCH" 53 Station St Weston Healthcare or Pension Card 9.30am - 1pm ▪ Seventh Day Adventist Church 237 Maitland Rd Cessnock. Every 2nd Week 11am—12pm ▪ Rotary Club Cessnock Crn Cumberland st & Cooper St (Uniting Church) No Appointment 10.30am—1pm	▪ Food War Inc 133 Vincent St Cessnock Affordable Groceries 9:30am-3pm ▪ Kurri Kurri Community Services 1 Lang St Kurri Kurri Affordable Groceries 10am-1:30pm ▪ Lifeboat Foodbank Gillieston Heights Community Centre, Maitland Show Ground Food Tray 1.30pm - 4pm ▪ Food Care "KINGDOM COMMUNITY CHURCH" 53 Station St Weston Healthcare or Pension Card 9.30am - 1pm ▪ Hunter Food Relief Cessnock Uniting Church Corner Cumberland St & Cooper St 12pm – 3pm	▪ Food War Inc 133 Vincent St Cessnock Affordable Groceries 9:30am-3pm ▪ Kurri Kurri Community Services 251 Lang St Kurri Kurri Affordable Groceries 10am-1:30pm ▪ Samaritans Cessnock, Vincent Street (across from ANZ). Food, EAPA, & Water. Appointment 4993 3430 at 9:30am ▪ St Vincent de Paul Cessnock 6A Cumberland St at "the cottage" Food Vouchers by Appointment 9am PH:1800 676 935 ▪ Food Care "KINGDOM COMMUNITY CHURCH" 53 Station St Weston Healthcare or Pension Card 9.30am - 1pm ▪ Lions Club Crn Cumberland st & Cooper St (Uniting Church) No Appointments 10am—1pm • Soupz On Dinner 5pm Cessnock Baptist Church Corner King St & Cooper St	▪ Soupz On Cessnock Baptist Church Corner King St & Cooper St Dinner 5pm – 8pm	

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Newcastle LGA	▪ Soul Café Cnr Hunter & Watt St, Newcastle Free Breakfast 7:30am-8:30am Free Lunch 11:30pm-1pm ▪ Wesley Mission Wood Street, Newcastle Food, Script, Petrol, Clothing, EAPA and Water Vouchers Available by Appointment (PH: 4915 3683) Breakfast, Showers and Washing Facilities 9:30am-11am ▪ Mayfield Community Centre Breakfast, Tea & Coffee 9:30am-1:30pm ▪ BaptistCare South Street Windale Free Breakfast 9:30am-11:30am ▪ Anglican Parish 2 Talinga Close Windale Morning Tea and Lunch 9:30am-12:30pm ▪ BaptistCare Church, Cowper Street Wallsend Breakfast, Free Bread & Groceries 9:30am-1:30pm ▪ South Lakes Food	▪ Soul Café Cnr Hunter & Watt St, Newcastle Free Breakfast 7:30am-8:30am Free Lunch 11:30pm-1pm ▪ Wesley Mission Wood Street, Newcastle Food, Script, Petrol, Clothing, EAPA and Water Vouchers Available by Appointment (PH: 4915 3683) Breakfast, Showers and Washing Facilities 9:30am-11am ▪ Food War Inc Affordable Groceries 6 Lawson Street, Beresfield OR 2-4 Hassall Street, Hamilton South 9:30am-3pm ▪ Mayfield Community Centre Breakfast, Tea & Coffee 9:30am-1:30pm ▪ BaptistCare South Street Windale Free Breakfast 9:30am-11:30am ▪ Anglican Parish 2 Talinga Close Windale Morning Tea and	▪ Soul Café Cnr Hunter & Watt St, Newcastle Free Breakfast 7:30am-8:30am Free Lunch 11:30pm-1pm ▪ Food Bank Queen Street Warners Bay 9am-2pm ▪ South Lakes Food Care from \$5 + Hair Cuts 9:30am-11:30am 614 Freemans Drive Cooranbong ▪ Food War Inc Affordable Groceries 6 Lawson Street, Beresfield OR 2-4 Hassall Street, Hamilton South 9:30am-3pm ▪ Mayfield Community Centre Breakfast, Tea & Coffee 9:30am-1:30pm ▪ MayCare Community Centre, Hanbury Street, Mayfield Breakfast 9:30am-12pm and \$2 lunches ▪ BaptistCare Church, Cowper Street Wallsend	▪ Soul Café Cnr Hunter & Watt St, Newcastle Free Breakfast 7:30am-8:30am . Free Lunch 11:30pm-1pm ▪ Food Bank Queen Street Warners Bay. 9am-2pm ▪ New Day Christian Church, Day Street Toronto . Affordable Groceries 9am-1pm ▪ Food War Inc Affordable Groceries 9:30am-3pm 6 Lawson Street, Beresfield OR 2-4 Hassall Street, Hamilton South ▪ MayCare Community Centre, Hanbury Street, Mayfield Free Breakfast 9:30am-12:30pm ▪ Wesley Mission Newcastle 16 Wood Street, Newcastle. Food, Script, Petrol, Clothing, EAPA and Water Vouchers Available by Appointment (PH: 4915 3683) and Breakfast, Showers and Washing Facilities 9:30am-11am	▪ Soul Café Cnr Hunter & Watt St, Newcastle Free Breakfast 7:30am-8:30am ▪ Food Bank Queen Street Warners Bay 9am-2pm ▪ Wesley Mission Newcastle 16 Wood Street, Newcastle. Food, Script, Petrol, Clothing, EAPA and Water Vouchers Available by Appointment (PH: 4915 3683) and Breakfast, Showers and Washing Facilities 9:30am-11am ▪ South Lakes Food Care 614 Freemans Drive Cooranbong Food parcels \$5 + Hair Cuts 9:30am-11:30am ▪ Food War Inc Affordable Groceries 6 Lawson Street, Beresfield OR 2-4 Hassall Street, Hamilton South 9:30am-3pm ▪ Mayfield Community Centre. Breakfast, Tea & Coffee 9:30am-1:30pm ▪ BaptistCare Church, Cowper Street	▪ Soul Café Cnr Hunter & Watt St, Newcastle Free Breakfast 7:30am-8:30am ▪ DARA's Van Islington Park (East End) Hot Meal and a drink 3:30pm-5:30pm ▪ StreetCare Van Civic Park BBQ 6:30pm	▪ Soul Café Cnr of Hunter and Watt St, Newcastle Fortnightly Free Lunch 12pm-1pm ▪ Windale Community Hall Sunday Breakfast ▪ Hot Meal 12pm-1pm Cnr Kerr and Highfields, Mayfield ▪ Mayfield Uniting Church Lunch 12pm-1pm at High Street. ▪ Cathedral Hall Church Street, Newcastle. Lunch 12:30pm fortnightly ▪ BBQ and Sandwiches 5pm-8pm at Cadaga Road Park, Gateshead ▪ Orange Skye Laundry Christ Church Cathedral. Newcomen St, 11.30am -1.30pm

	Care from \$5 + Hair Cuts 9:30am-11:30am 614 Freemans Drive Cooranbong ▪ Food War Inc Affordable Groceries 6 Lawson Street, Beresfield OR 2-4 Hassall Street, Hamilton South 9:30am-3pm ▪ MayCare Community Centre, Hanbury Street, Mayfield Breakfast 9:30am-12pm	Lunch 9:30am-12:30pm ▪ BaptistCare Church, Cowper Street Wallsend Breakfast, Free Bread & Groceries 9:30am-1:30pm ▪ MayCare Community Centre Hanbury Street, Mayfield Breakfast 9:30am-12pm ▪ Our Backyard, Macquarie Road Cardiff Meal 1pm-2pm by Appointment (PH: 4954 3930) ▪ Newcastle Campus TAFE Block C Top Floor, Salon 6. Free Men's Hair Cuts: 2pm – 6pm ▪ Community Kitchen 6pm-7:30pm at Merewether Uniting Church Glebe Street ▪ Orange Skye Laundry 78 Glebe Road, Merewether 5:30pm-7pm ▪ The Grainery Church Free dinner (school term only) Mayfield West	Breakfast, Free Bread & Groceries 9:30am-1:30pm ▪ BaptistCare South Street Windale Free Breakfast 9:30am-11:30am ▪ Anglican Parish 2 Talinga Close Windale Morning Tea and Lunch 9:30am-12:30pm ▪ Food Care Shop Maitland Road Mayfield Affordable Groceries and Free Bread 10am-4pm ▪ Merrigum Outreach Cnr Balemo Cl & Talinga Cl Lunch 11:30am-12:30pm ▪ Orange Skye Laundry 359 Pacific Highway, Belmont North 11am-1pm	▪ BaptistCare South Street Windale Free Breakfast 9:30am-11:30am ▪ BaptistCare Church, Cowper Street Wallsend. Breakfast, Free Bread & Groceries 9:30am-1:30pm ▪ Anglican Parish 2 Talinga Close Windale Morning Tea and Lunch 9:30am-12:30pm ▪ Food for Life Store 6A South Street Low Cost Groceries 9:30am-3pm Affordable Groceries & Free Bread 10am-4pm ▪ Food Care Shop Maitland Road Mayfield Affordable Groceries Free Bread 10am-4pm ▪ GoodLife Church 18 Albert Street Wickham. 10am-2pm ▪ Mayfield Community Centre. Lunch 12pm ▪ Wallsend BaptistCare Church, Cowper Street \$2 Lunch 12pm ▪ Orange Skye Laundry 32 Sixth Street, Boolaroo ▪ My House pantry and food, 105 Lindsay Street,	Wallsend Breakfast, Free Bread & Groceries 9:30am-1:30pm ▪ Food for Life Store 6A South Street Low Cost Groceries 9:30am-3pm ▪ MayCare Community Centre, Hanbury Street, Mayfield Free Breakfast 9:30am-12:30pm ▪ Anglican Parish 2 Talinga Close Windale Morning Tea and Lunch 9:30am-12:30pm ▪ Activities 10am-11am 66 Queen Street Warners Bay ▪ BBQ Lunch 10am-12:30pm 67 Cleary Street, Hamilton ▪ Food Care Shop Maitland Road Mayfield Affordable Groceries Free Bread 10am-4pm ▪ Orange Skye Laundry 67 Cleary Street, Hamilton, New South Wales, 2303 10am-12:30pm ▪ Dinner 8pm Beaumont Street across from Raj's Corner		
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				Hamilton \$10 per Household dinner 5pm-7pm ▪ Hope Café Cnr Murry and Tutor Street, Hamilton Dinner 5:45pm			
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	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Port Stephens LGA	▪ Port Stephens Family and Neighbourhood Services Food, Script, Petrol, Clothing, EAPA and Water Vouchers Available by Appointment (PH: 4987 1331) 9am-3pm ▪ DARA's Van Anglican Church 29 Tomaree St, Nelson Bay Hot Meal and a drink 6pm-8pm ▪ Orange Skye 6pm-8pm at 25 Church Street, Nelson Bay, NSW, 2315	▪ Port Stephens Family and Neighbourhood Services Food, Script, Petrol, Clothing, EAPA and Water Vouchers Available by Appointment (PH: 4987 1331) 9am-3pm	▪ Port Stephens Family and Neighbourhood Services Food, Script, Petrol, Clothing, EAPA and Water Vouchers Available by Appointment (PH: 4987 1331) 9am-3pm ▪ Assembly of God, 60 Silverwattle Drive, Medowie Takeaway Lunch 11am-1pm ▪ DARA's Van 15 Carmichael ST Raymond Terrace Hot Meal and a drink 5pm-7pm ▪ Orange Sky Laundry Carmichael Street, Raymond Terrace 5pm-8pm	▪ Port Stephens Family and Neighbourhood Services Food, Script, Petrol, Clothing, EAPA and Water Vouchers Available by Appointment (PH: 4987 1331) 9am-3pm ▪ Assembly of God, Silverwattle Drive, Medowie Takeaway Lunch 11am-1pm			

Rental Diary

Name: _____ DOB: _____ TFile: _____ CRN: _____

	Address of rental property	Rent per week	Client application date	Name of real estate agent or landlord	Contact no	Comments
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