

Tenants' Union of Tasmania



Annual Report

2012/13

Convenor's Report

This has been a busy and productive year for the Committee and for TUT staff.

A longstanding member and stalwart of the Committee, Tim Bullard stood down in November 2013 due to other commitments. He is much missed but it's nice to know he's only a phone call away. There was one new member, Michelle Legg, appointed in April 2013.

Michelle Parker took on and did a great job as Secretary and Michael Kennett continued to provide strong financial oversight as Treasurer. Pia Struwe continued as Public Officer.

The main staffing change during the year for the TUT was Meredith Barton returning from maternity leave. The Committee expresses thanks to Phil Hoffen for taking on the responsibilities of acting Coordinator while Meredith was on leave and for continuing to provide leadership and guidance and to support Meredith on her return. We also thank Meredith for her terrific contribution as Principal Solicitor.

Ben Bartl and Peter Foster continued to provide legal services through their role as Solicitors. The Committee is very appreciative of their contributions. In particular Ben is commended for his work on the TUT's submission to the Full Bench of Supreme Court. Mick Lynch also continued his contribution as Finance Officer.

During the year the Committee undertook its two-yearly Strategic Planning review and finalized its Strategic Plan and Checklist 2013-2015. The Plan provides guidance to the TUT's activities and a framework for reporting progress against the Plan.

The Committee continued its work of considering and approving Policies and Procedures as part of a Program to bring the TUT into line with national standards. During the year the following policies were finalised:

- Information , Assessment and Referral
- General Risk and Compliance
- Media and Publications
- Research, Advocacy and Law Reform
- Advice and Casework
- Community Legal Education.

The Committee also continued to be involved in the TUT's submission to the Residential Tenancy Act review and in the court case and appeals over Housing Tasmania's current policy on eviction of tenants.

The TUT remains in a solid financial position. Following submissions from the TUT, additional funds have been secured for 2013-2015 from the Solicitor's Guarantee Fund. These funds have enabled, amongst other things, the employment of a Training and Development officer, Teresa Clonan, who commenced in August 2013. Welcome Teresa! A further 3 Year Funding Agreement with the State Government was also agreed and signed.

Finally I would like to thank all the staff, the very important volunteers and also the Committee members for their contribution and input into the successful functioning of the TUT.

Our current Committee members are:

- Michael Kennett
- Pia Struwe
- Michelle Parker
- Jody van Kraanen
- Amanda Street
- Michelle Legg

Sue Chapple
Convenor
September 2013

About Us

AIMS

The Tenants' Union works for the interests and rights of residential tenants in Tasmania and seeks to:

- Improve conditions in rental housing in Tasmania so that they meet accepted minimum standards;
- Raise awareness within the community about tenancy issues; and
- Promote legislative change where this is necessary to improve outcomes for tenants.

GENERAL PRINCIPLES

The Tenants' Union is an organisation that is:

- Active in response to changing tenancy issues;
- Offering quality advice, advocacy, information and referral services;
- Empowering people to take action on their own behalf;
- Abreast of current housing issues; and
- Keeping decision makers in the community aware of the key issues that are impacting on residential tenants in Tasmania.

ROLES

The Tenants' Union several roles that provide:

- Advice, information and assistance with tenancy issues;
- Advocacy for individual tenants on residential tenancy issues;
- Systemic advocacy, including political representation; and
- Education and training for professionals, community organisations, students and community members about tenancy issues.

OPERATION

The Tenants' Union provides:

- A free service;
- Access to specialist knowledge on tenancy issues; and
- A service to all residential tenants (eg. public, community, private and boarding).

The Telephone Advice service operates during the hours of 9:30am and 4:00pm weekdays and the Face-to-Face Advice Sessions are available between 9:30am and 12:30pm Tuesday to Thursday inclusive. We also have services through Launceston CLC and North West CLC.

FUNDING

Commonwealth Grants from the Attorney General's Department for the financial year totalled \$73,081 (plus one-off funding of \$3,000). This money was used for the provision of Community Legal Education, training, coordination, compliance and administration of the service as a whole.

State Grants from the Department of Health and Human Services, Housing Tasmania and the Solicitors' Guarantee Fund equalled \$202,628 for the financial year. These funds were expended by supervising the telephone advice service and providing advocacy services and legal representation.

The Tenants' Union used \$3,055 of its Tasmania Community Fund grant for online services during the financial year.

The Tenants' Union generated a small amount of income through the sale of Lease Agreements and Condition Reports totalling \$1,478, and bank interest of \$7,609.

ACCESS AND EQUITY POLICY

The Tenants' Union continues to ensure that all tenants have equitable access to adequate tenancy advice, advocacy and community education services. Similarly the Tenants' Union works to provide equitable access for all tenants to justice through tenancy laws and legal processes and practices.

CLIENTS

The clients of the Tenants' Union are:

- Private housing tenants;
- Public housing tenants
- Community Housing tenants;

Bodies we liaise with are:

- Non-government agencies (eg. community workers and other parties interested in tenants rights and responsibilities) and
- State Government agencies (eg. Housing Tasmania and Consumer Affairs and Fair Trading).

Of the clients who informed us of their status, 65% self-identified as low income, 6% of clients identified as Indigenous, 41% were under 30 years of age and 6% were born overseas. 73% of our clients were women.

People

We thank all the people who have been part of the Tenants' Union in the last financial year:

Ben Bartl	Solicitor (Policy and Research)
Meredith Barton	Principal Solicitor
Tim Bullard	Committee Member
Ashlea Carr	Telephone Advisor
Sue Chapple	Convenor
Brittany Clark	Telephone Advisor
Hannah Dodd	Telephone Advisor
Julia Ely	Telephone Advisor
Rob Fisher	Telephone Advisor
Peter Foster	Solicitor
Alex Fry	Telephone Advisor, Data Entry
Phil Hoffen	Administrator, Acting Co-ordinator
Claire Hutchison	Telephone Advisor
Lokesh Kashyap	Telephone Advisor
Michael Kennett	Treasurer
Peter Lesa	Telephone Advisor
Michelle Legg	Telephone Advisor
Mick Lynch	Finance Officer
Michelle Parker	Committee Member
Emmeli Stenlund	Telephone Advisor
Amanda Street	Committee Member
Pia Struwe	Public Officer
Andrew Topfer	Telephone Advisor
Valentina Urzua	Telephone Advisor
Jody Van Kraanen	Committee Member
Esme Wong	Telephone Advisor

Also thanks to Bernie, Pam Barratt, Harvey Yarnall, Staff at Hobart CLS, Launceston CLC and North West CLC and the tenants who we have been in contact with in the last year.

TRAINING

1. Training of volunteers during 2012/13 financial year:
 - Peter Foster (Solicitor) conducted five blocks of volunteer training, each consisting of six hours of preliminary training, in July 2012 (x2), September 2012, November 2012 and February 2013.
 - All regular volunteers have received training and advice during the year from Meredith Barton (Principal Solicitor), Peter Foster and Ben Bartl.
2. Training of TUT staff during 2012/13 financial year:
 - Meredith Barton conducted ongoing supervision and training with Peter Foster and Ben Bartl throughout the financial year.
 - Pete Foster, Ben Bartl and Phil Hoffen attended the NACLC National Conference in August 2012.
 - Meredith Barton, Peter Foster and Ben Bartl have completed several legal workshops that have contributed to their Continuing Professional Development for the Law Society of Tasmania.

Service Activity

OVERVIEW:

The Tenants' Union continued to experience high demand for its services. 2607 tenants contacted TUT services requesting support, advocacy and/or information from volunteers and staff. The Community Legal Education and Training reached out to wide variety of people in the community through ten projects and forums, and there were nine areas of Law Reform pursued. The Tenants' Union achieved this with the equivalent of 2.9 full time equivalent paid positions plus 0.2 staff at both the Launceston Community Legal Centre (LCLC) and the North West Community Legal Centre (NWCLC).

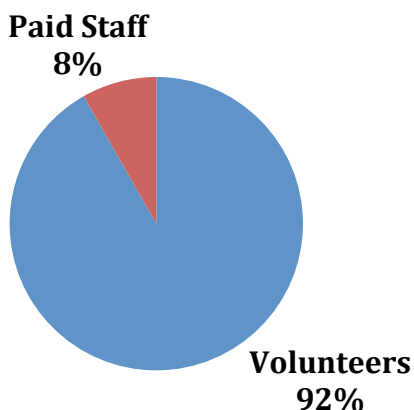
		06/07	07/08	08/09	09/10	10/11	11/12	12/13
Tenants Assisted:		3070	2619	2802	2780	2759	2877	2607
Made Up Of:	Drop In	246	297	287	403	358	397	518
	Cases Opened	87	71	79	71	87	85	117
	Telephone Advice	2737	2251	2436	2306	2314	2395	1972
Region:	South	64%	65%	65%	64%	66%	67%	62%
	North	26%	23%	23%	23%	21%	22%	23%
	North West	10%	12%	12%	13%	13%	11%	15%
Callers Identifying As:								
Low Income		66%	68%	69%	75%	77%	76%	68%
ATSI		3%	3%	3%	4%	4%	3%	6%
Under 30		37%	41%	34%	37%	38%	41%	41%
Women		70%	71%	69%	70%	70%	70%	73%

TELEPHONE ADVICE LINE:

The data provided below is collected from clients using the Telephone Advice Line. This data is extremely valuable to the Tenants' Union as it informs law and policy reform activities, assists in targeting community legal education programs and generally allows the organisation to develop a better understanding of current trends in the rental market. We ask all our clients to provide information to us that will be used in statistical reports. It is important to note that a number of clients choose not to divulge some or any information, however we still provide them with advice and information.

The following charts and figures show the volume of contact with tenants via the Telephone Advice Line in the financial year. The first chart demonstrates the important role that volunteers play in providing assistance to tenants, taking the vast majority of all calls.

Telephone Calls Answered By:



On average, volunteers provide nine three hours shifts of telephone advice per week. Volunteers also conduct supervised face-to-face advice and law graduates seeking further qualifications may provide advice of a more complex nature.

The number of telephone advice line calls fell by around 15% when compared to the previous three financial years. This can be partially attributed to the increase in vacancy rates and stabilisation of rents which has decreased the calls associated with rent increases, rent arrears and evictions. Some of the fall in calls may be explained by the increase in usage of our website on phones and tablets which now makes up 21% of all visits, up from 11% last year.

More statistics based on the data collected are presented later in this report.

FACE-TO-FACE ASSISTANCE:

Our face-to-face sessions at the Hobart office continue to be popular amongst tenants. In the last financial year 393 tenants were assisted in this manner, a fall of 1% on the previous financial year. This is still a significant number given that this service operates for only nine hours per week. In addition, our North West service, delivered by the North West CLC, saw 68 tenants*, and our Northern service, delivered by Launceston CLC assisted 57 tenants. The issues discussed face-to-face are usually more complex than those discussed on our telephone advice service. In many cases they escalate into legal casework and representation.

* North West CLC figures combine face-to-face and advocacy/casework into one figure

ADVOCACY AND CASEWORK:

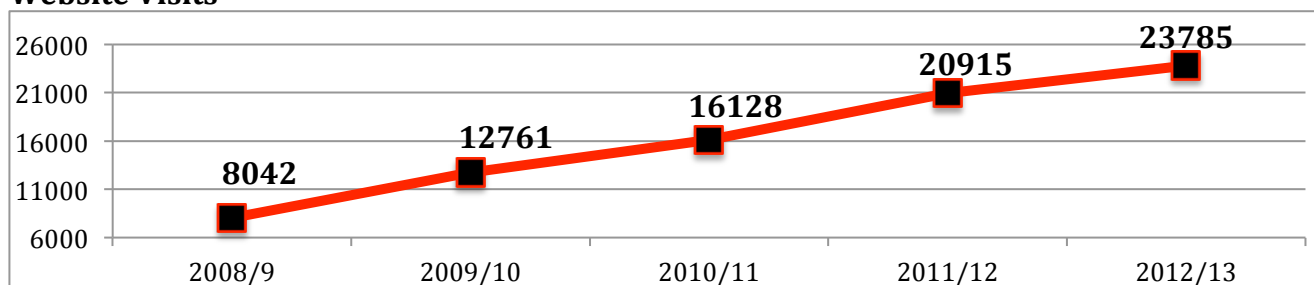
Advocacy and casework continued to be a core activity of the Tenants' Union over the last financial year. Of the tenants assisted through the Hobart service, 97 case files were opened (up slightly) and 56 cases were closed. In addition 20 cases were opened by LCLC in our Northern Service. The Advocacy and Casework service is particularly important as it is primarily focused on tenants with complex needs. Issues that may require advocacy and casework assistance include rental arrears, bond return, lease disputes and, most urgently, the threat of eviction. The advocacy work has been strengthened by the Tenants' Union developing good working relationships with landlords, real estate agents, the Office of Consumer Affairs and Fair Trading, and the Real Estate Institute of Tasmania. However, by far our most important relationship in this area is with the Private Rental Tenancy Support Service (PRTSS). For many tenants, our legal expertise combined with the on-the-ground negotiation skills of the PRTSS means tenants have a far better chance of gaining success in their disputes.

WEBSITE:

The website (www.tutas.org.au) has experienced significant growth in visitor numbers since its relaunch in September 2009. In 2012/13 there were 23,785 website visits, up by 14% on the previous financial year, and visits have nearly tripled since the relaunch.

The most popular destination on the website is Factsheets, accounting for over half of all pageviews beyond the home page. The most viewed factsheets were (in order) Leaving Leases Early, Notice to Vacate, Repairs & Maintenance, Bond and Access & Privacy.

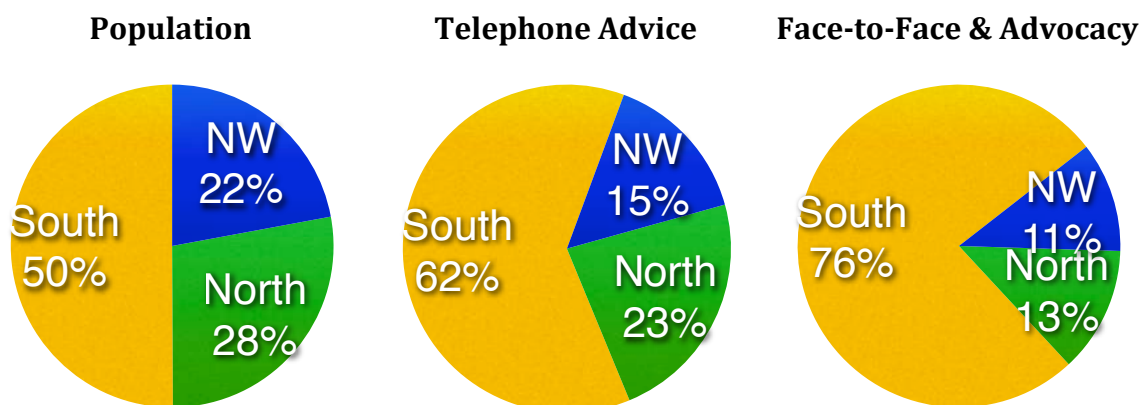
Website Visits



LIMITATIONS TO TELEPHONE ADVICE, ADVOCACY AND CASEWORK:

Following the introduction of the Northern Service through our network partners at Launceston CLC in October 2012, our reach to Northern tenants has improved immensely. The North West service through the NWCLC has too improved service access for tenants in the North West. Despite this, Southern Tasmania still makes up a disproportionately high amount of tenants using our services (see graphs below).

Ongoing service availability in the North and North West should continue to lift the profile of the Tenants' Union, but without ongoing and increased funding for services outside Hobart, access to justice on tenancy matters will continue to be imbalanced in Tasmania.



COMMUNITY LEGAL EDUCATION AND LAW REFORM:

The Tenants' Union is responsible for providing community legal education and training statewide to tenants and the housing sector on tenancy issues, along with an active involvement in tenancy law reform.

The funds for this are provided from the Commonwealth Attorney General's Family and Legal Aid Division and administered through the Legal Aid Commission of Tasmania.

Community Legal Education (CLE) projects in the areas of community, education, government and business were completed in the 2012-2013 financial year. Nine CLE seminars (including one information stall and legal supervision) were conducted by Peter Foster, Phil Hoffen Kirsten Abercromby, Ben Bartl and IUT Secretary-General, Magnus Hammar.

- CLE for Agents at Property Agents Board, Hobart
- CLE for Tenancy Workers at Anglicare Hobart
- CLE for Tenants at the Tasmanian Aboriginal Centre, Hobart
- CLE for Tenants and Workers at Ravenswood Community House
- CLE for Tenants at Clarendon Vale Community House
- Information Stall at Tasmanian Association of Community Houses (TACH) Conference, Ulverstone
- CLE for Housing Workers at Centacare Launceston
- CLE for the public on International Housing Standards by Magnus Hammar in Hobart
- 9 Supervision Sessions for Law Students at the Student Legal Service at the University of Tasmania, Hobart

In addition, the NWCLC conducted two tenancy CLEs in Burnie and on the West Coast and both NWCLC and LCLC conducted numerous general CLEs for groups in the North West, a component of which was a section on residential tenancy.

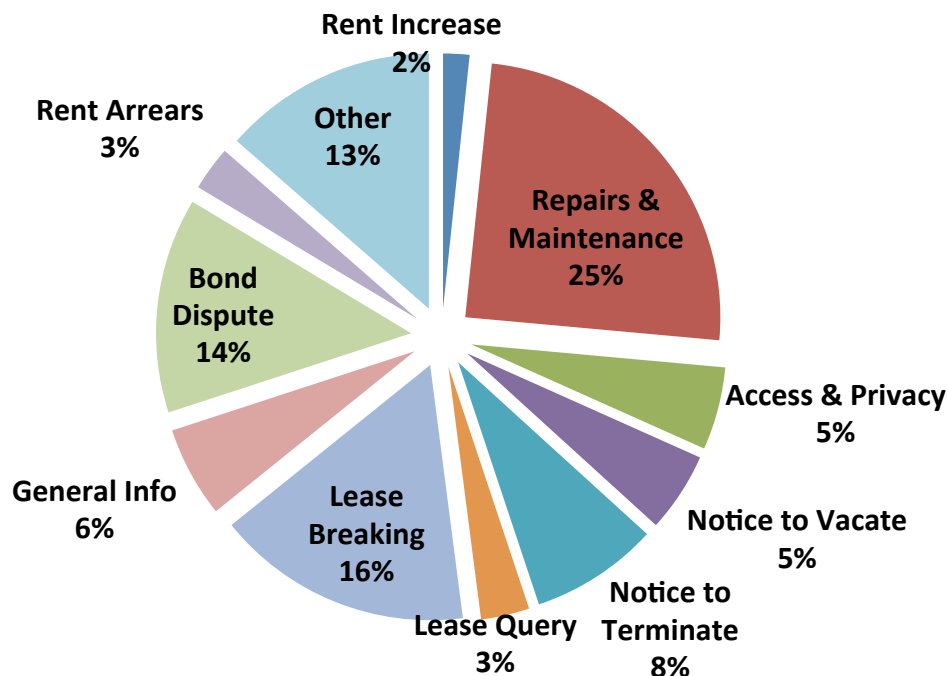
The Community Law Reform work undertaken by the Tenants' Union in the 2012/13 year included the following areas:

- Review of the *Residential Tenancy Act* (1997)
- Water and Sewerage Pricing
- Tenancy and Human Rights
- Social Housing and Homelessness
- Government Budget Submission
- Smoke Alarms Legislation
- Submission to the Select Committee on the Cost of Living
- Housing Tasmania's Eviction Policy

Within these eight law reform areas, two projects commenced in 2012/13, and six were ongoing.

Tenancy Statistics

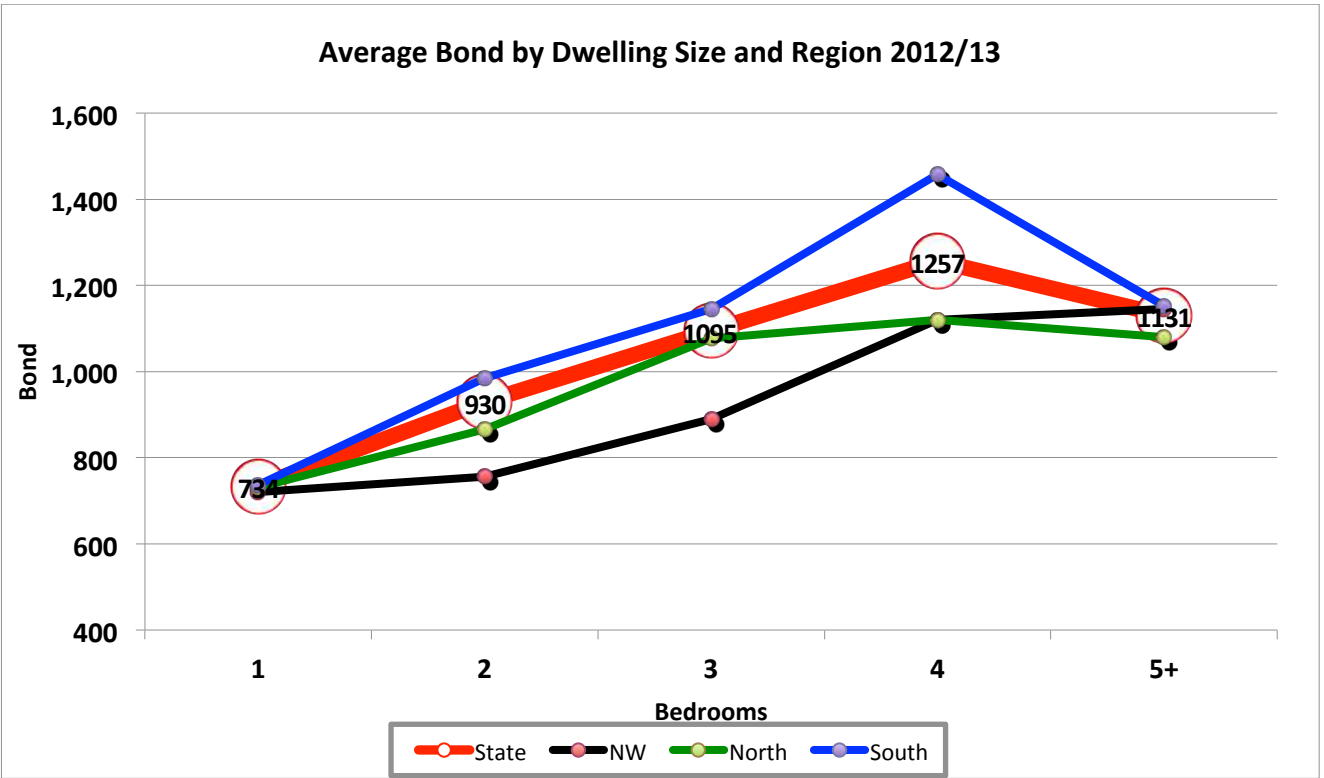
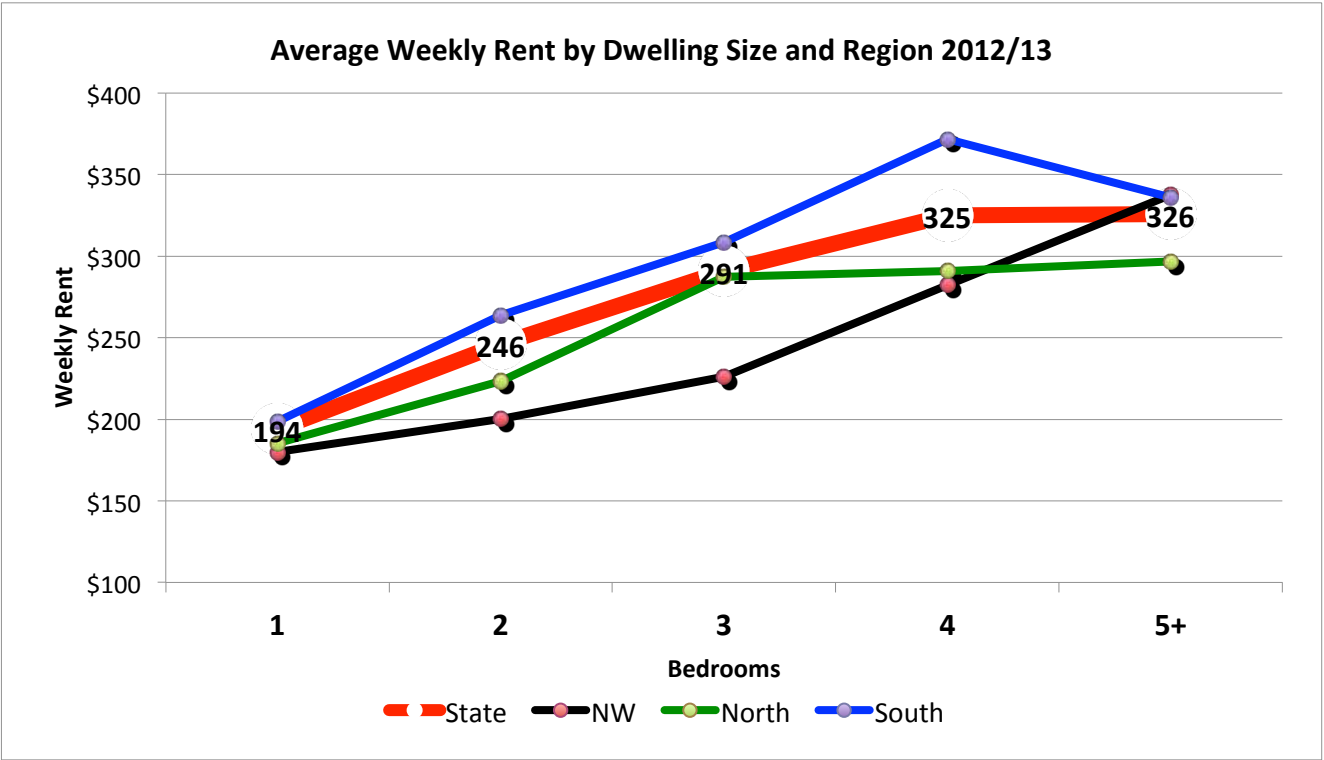
Tenancy Issues - Statewide 2012/13



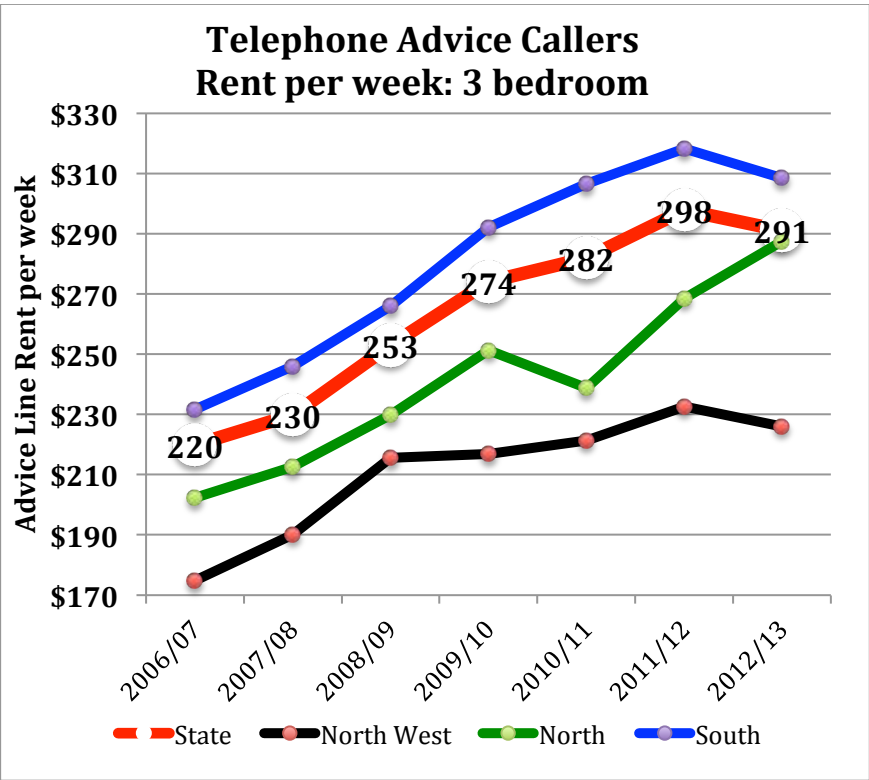
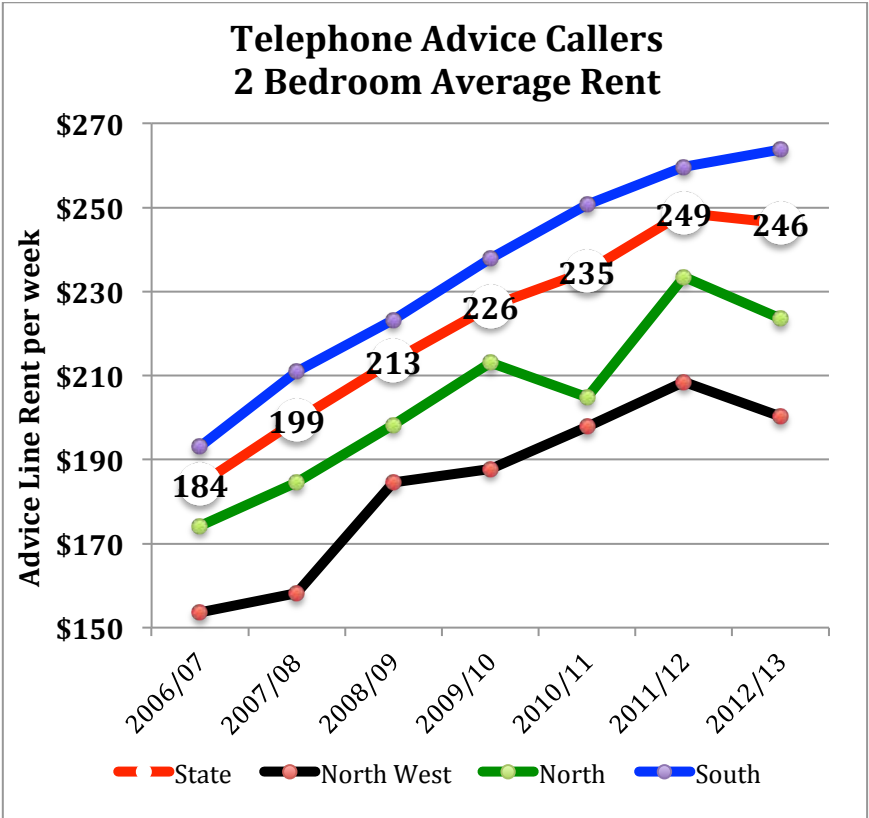
Repairs and Maintenance once again is the matter that residential tenants seek advice for more than any other issue and has continued to grow in the past few years as a percentage of all calls. The Tenants' Union see that a major solution to this problem is the introduction of legislated tenancy quality standards for all Tasmanian residential tenancies, which was recently passed by the Tasmanian Parliament and will be rolled out between 2014 and 2017.

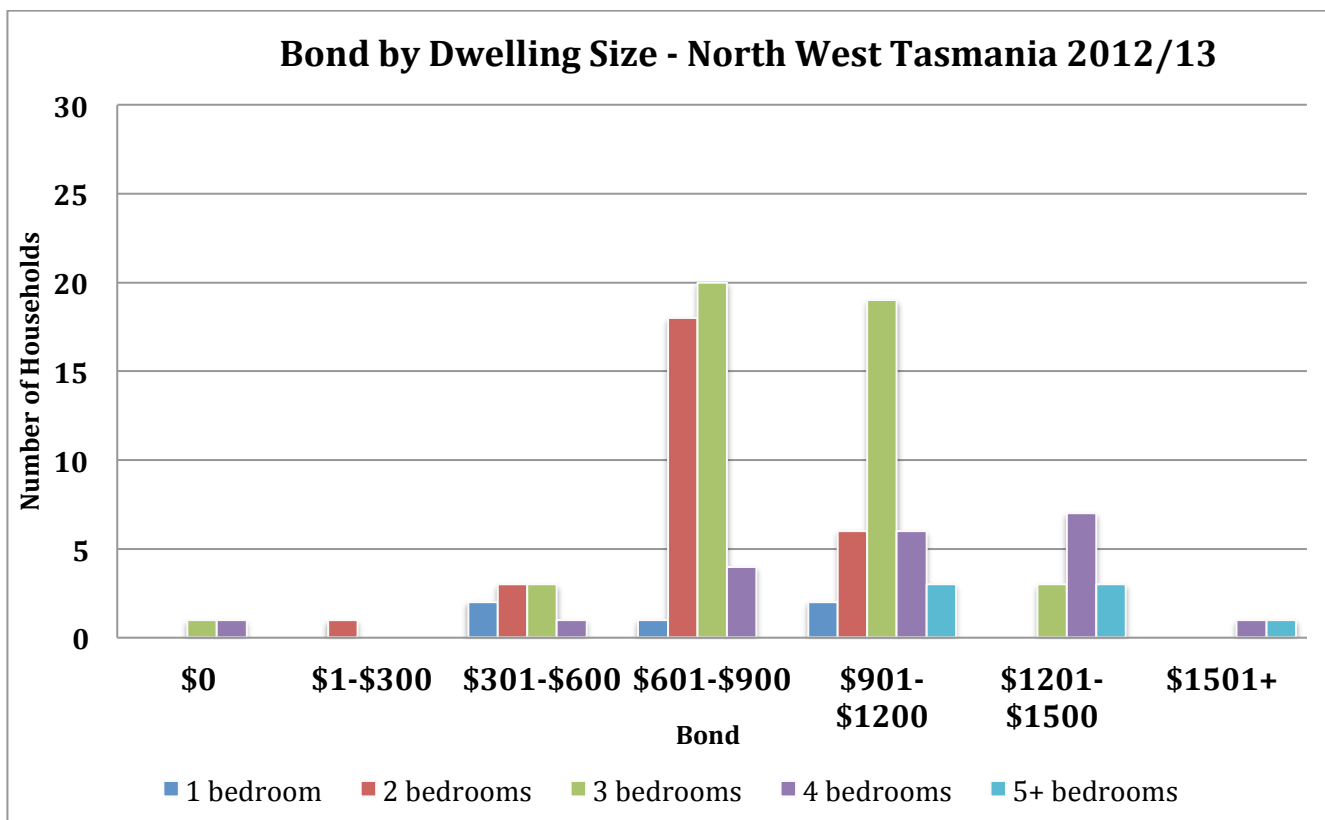
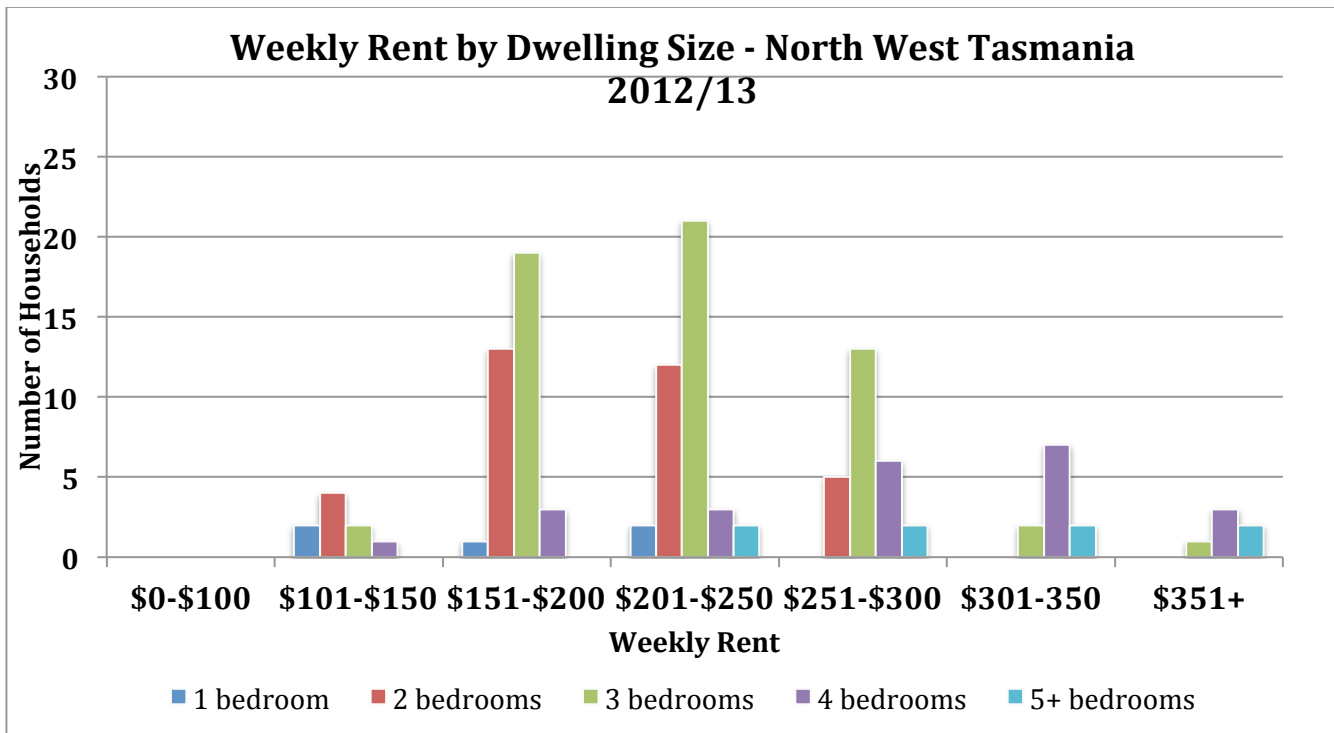
In the past financial year, vacancy rates increased in most Tasmanian population centres, resulting in falls in rent in most areas for new leases. Tenants seeking to break their lease have found it more difficult to find new tenants at the same rent and as a result lease breaking has become the second biggest issue on the telephone advice line. This will continue in the foreseeable future, as vacancy rates continue to be higher than those seen in the first decade of the millennium.

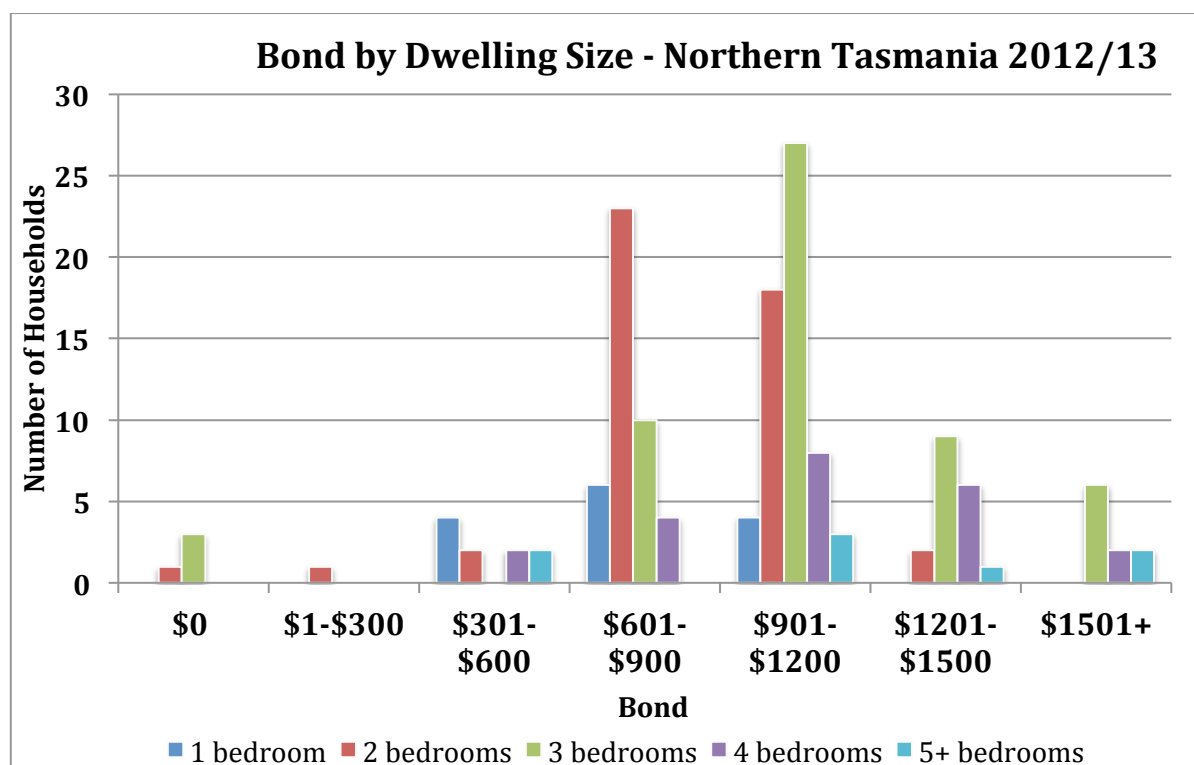
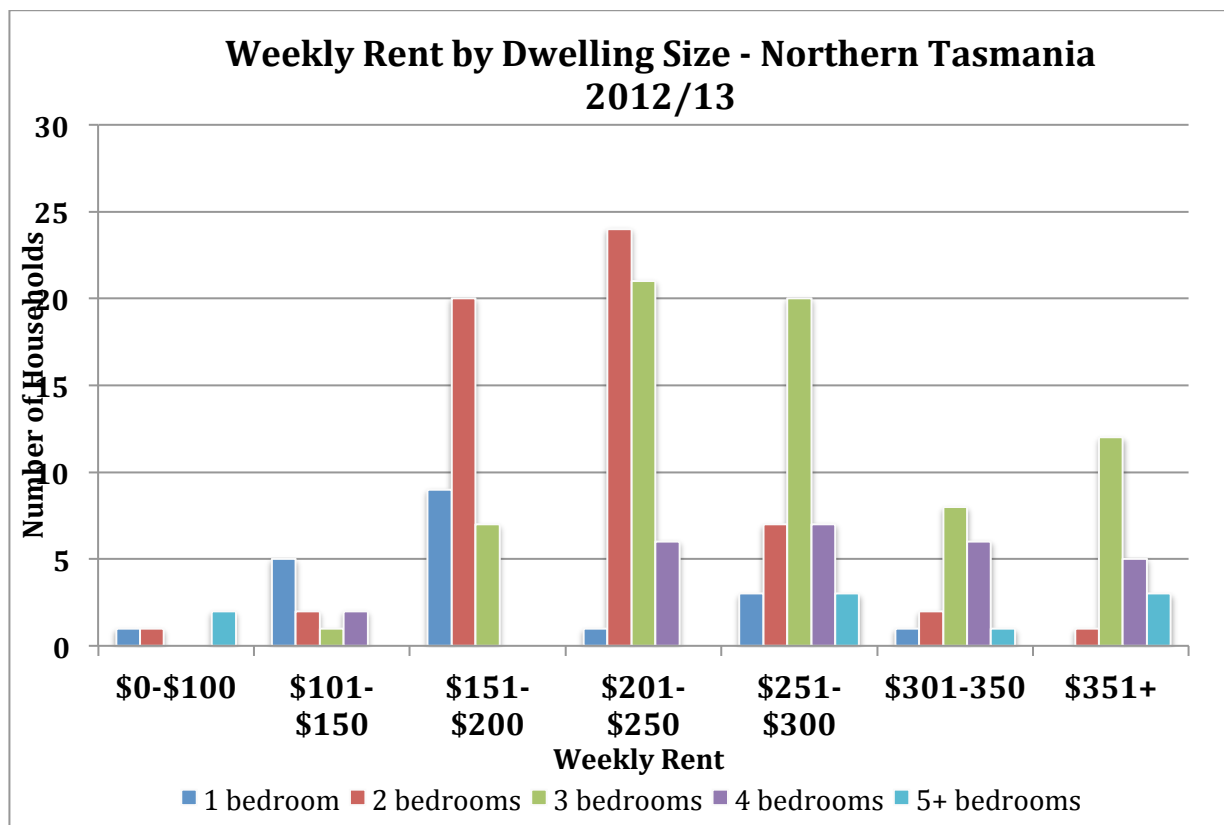
The following graphs provide an overview of weekly rental prices statewide and in the main geographical regions. There is no surprise to see a correlation between number of bedrooms and the weekly rent and bond, although there are anomalies for dwellings with five or more bedrooms due to the small sample size. Dwellings are dearest in the South and cheapest in the North West.



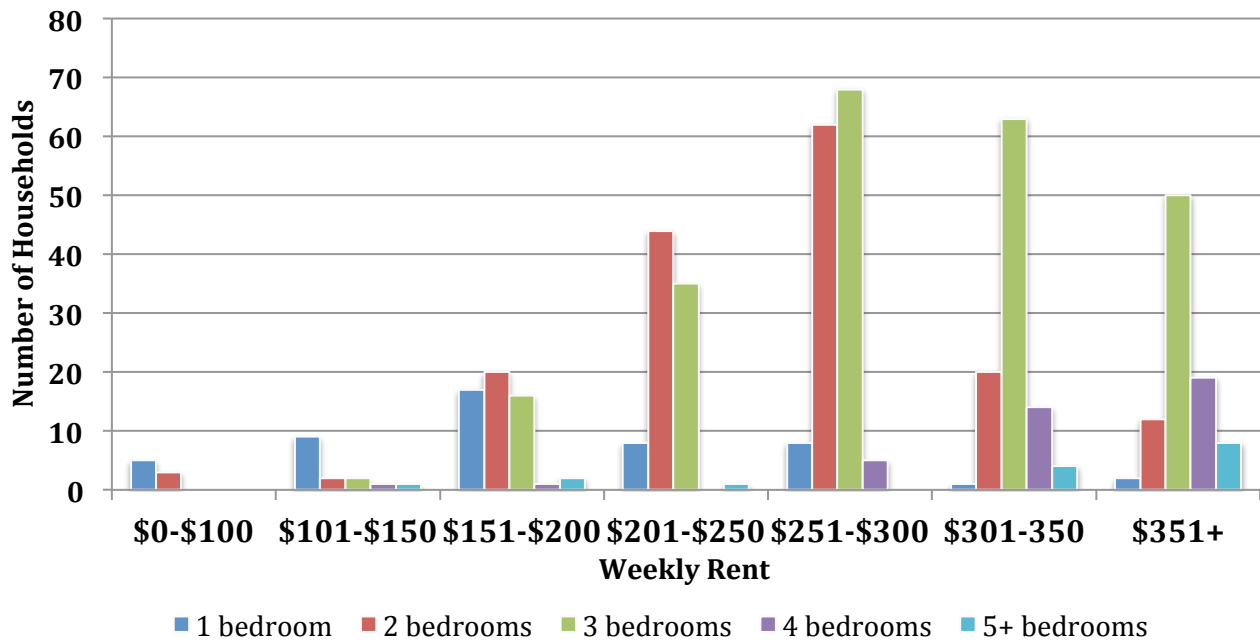
Although housing affordability continues to be major issue, there has been some relief for tenants in the past financial year with the average rent for telephone advice callers falling by 1% for 2 bedroom properties and 2% for three bedroom properties.



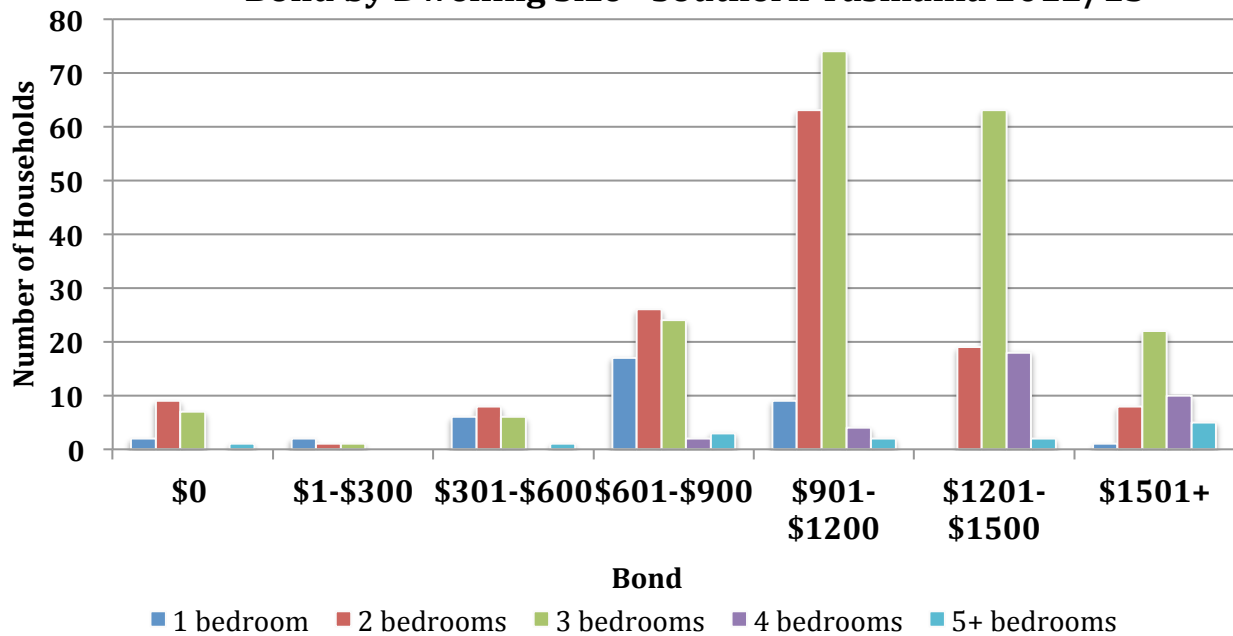




Weekly Rent by Dwelling Size - Southern Tasmania 2012/13



Bond by Dwelling Size - Southern Tasmania 2012/13



Our Links

The Tenants' Union has continued its association with the following organisations:

Member of:

- National Association of Tenants Organisations (NATO)
- Shelter Tasmania
- National Association of Community Legal Centres (NACLC)
- Community Legal Centres Tasmania (CLCTas)
- International Union of Tenants
- Tasmanian Council of Social Services (TasCOSS)

Network Partners

- Private Rental Tenancy Support Service (PRTSS)
- North West Community Legal Centre
- Launceston Community Legal Centre

Working Relationships with

- Colony 47
- Anglicare
- Red Shield Housing
- Office of Consumer Affairs and Fair Trading
- Residential Tenancy Commissioner
- Rental Deposit Authority
- Housing Tasmania, Department of Health and Human Services
- Legal Aid Commission of Tasmania
- Housing and Community Research Unit, University of Tasmania
- Tasmanian Association of Community Houses (TACH)
- Advocacy Tasmania

Principal Solicitor's Report

Once again it has been a successful and productive year for the Tenants' Union of Tasmania (TUT). The service provided to tenants' in our community has continued to expand with the ongoing support of the North West Community Legal Centre and the new service through the Launceston Community Legal Centre.

Southern Office

The Solicitor position in the Hobart office provides legal support and representation to tenants throughout the state undertakes Community Legal Education. In addition, the position involves providing support and supervision to our volunteer telephone advisors staffing the telephone advice line.

Thanks to some additional funding from the Solicitors' Guarantee fund we have been lucky enough to continue with an extra solicitor position for three days a week in our Southern office. This position has allowed us to undertake further complex legal matters, increase our caseload and battle for changes to legislation and improvements in tenants' rights.

One other recent change for us is again thanks to the Solicitors' Guarantee Fund. We were lucky enough to secure funding in the first half of 2013 through this fund for a 2 year Training and Development Officer position and in August 2013 we welcomed Teresa Clonan into this position. Teresa has a vast amount of experience in training and development education throughout Australia. This position focuses on developing/redeveloping our volunteer and staff training, Community Legal Education training and online training resources. We are looking forward to some exciting outcomes from this work.

North and North West Offices

Our service continues to be boosted by our North and North West outreach support. This program is supported by both the North West Community Legal Centre and the Launceston Community Legal Centre, who provide a Solicitor from their services for a period of 7.5 hours each week. This has enabled us to provide tenants' with more direct and personal contact in cases where it is clearly needed. We thank both these services for their support and professionalism and especially thank Chris Young, Nicky Snare, Sarah House and Ryan West.

Residential Tenancy Act Review

The review of the *Residential Tenancy Act 1997* has been an important priority for the Tenants' Union of Tasmania for a number of years. It has been a long and drawn out process, filled with consultations with other organisations, conferences, and meetings with members of Parliament. Finally a draft of the *Residential Tenancy Act Review Bill* was written. Upon receiving the draft, we were unfortunately surprised by some inclusions relating to public and community housing, in particular income and asset testing for tenants which could see them involved in the eviction process once certain financial limits were met. This was placed into the Bill without consultation with organisations that had been coming together for months to discuss the changes and possible outcomes. We then got involved in discussions and meetings relating to this to try and find a suitable outcome for all parties concerned that would not see a tenant's home placed under unnecessary threat.

Finally after much debate the Bill was passed through the lower house and has recently been passed through the process and will hopefully come into play in mid 2014. Whilst some changes are not as we would have liked, the overall changes including the provision of specific minimum standards are fantastic and we hope they will provided tenants in Tasmania with a much better source of protection. This process took a lot of work and I would like to especially thank Phil Hoffen and Ben Bartl for their hard work and passion in seeing this through.

Acknowledgements

The Tenants' Union has support from so many people who enable us to deliver our services to clients on a small budget. We have many people who work for us on a volunteer basis. I would like to thank our volunteers who work tirelessly providing advice on our telephone advice line and allow us to provide this service five days a week. In particular I would like to thank Alex Fry for his long standing service and the extra shifts he puts in. Alex has been with us for over 7 years and we enjoy our footy and sport talk with him each week.

We would also like to thank our other volunteers, Andrew, Rob, Ashley, Brittany, Lokesh, Emilie, Hannah, Esme, Cheryl, Peter, Julia and Clare who have put in each week for our telephone advice line.

I would like to thank the Management Committee, who all volunteer their time for this important role. It has been a productive year, with them helping in revisiting and revamping our Policy and Procedures document. In particular I would like to thank Sue Chapple in her role as Convenor. Sue has been a great source of support and information to myself and other members of staff. Thank you also to Michelle Parker in her roles as Secretary and on the Staffing Sub-Committee and Michael Kennett for his fantastic work as our Treasurer. Thanks also go to our Public Officer, Pia Struwe, and Committee Members Amanda Street, Jody Johnson and Michelle Legg.

As always, our small team has again performed outstandingly. I would like to particularly thank Phil Hoffen for his work whilst I was away on maternity leave. It was a great support for me knowing that he was keeping the wheels turning. Thanks to all the others, Mick Lynch, Peter Foster, Ben Bartl and Teresa Clonan for your hard work and dedication. The Tenants' Union is a greater place having such good people to work with each day.

I would also like to thank the Hobart Community Legal Service staff, in particular Bernie and Pam for their provision of front office reception to our tenants throughout the year.

Meredith Barton
Principal Solicitor
October 2013

Financial Report

Over the past year The Tenants' Union of Tasmania Inc ("The Union") has achieved a great deal. This is reflected in the financial statements, where we have recorded an operating loss for the first time in several years. This loss needs to be viewed from the perspective of the past few years where considerable unspent grant funds received had been accumulated, and carried forward as a liability on the balance sheet. This year we have had the opportunity to use these funds productively. The Union has been instrumental in supporting the passage of the Residential Tenancy Act through parliament. The Union has increased its presence in the North of the State. The Union continues to support tenants with legal advice and representation.

We gratefully acknowledge the support and assistance from our sponsors. Our core sponsors are the Tasmanian and Commonwealth Governments. In addition The Union has received considerable support from the Tasmanian Community Fund and the Solicitors Trust. The demand for our services continues to grow, and with the support of our sponsors The Union has embarked on projects to increase our outreach and engagement with the community through the use of technology, to deliver services in new ways, and to advocate for tenants. Our staff are full of ideas on how we can provide better services and support for tenants, and our challenge is now to do this. I have confidence in our ability to meet this challenge.

The financial position of The Union remains strong, and The Union is looking forward to improving the services it provides to tenants all around Tasmania.

Michael Kennett
Treasurer
October 2013

Tenants Union of Tasmania Inc

For the Year Ended 30 June 2013

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Tenants Union of Tasmania Inc

Committee's Report

30 June 2013

Your Committee members submit the financial report of the association for the financial year ended 30 June 2013.

1. General information

Principal Activities

The principal activities of association during the financial year were providing services including advocacy, community education and training for tenants.

Significant Changes

No significant change in the nature of these activities occurred during the year.

2. Operating Results and Review of Operations for the Year

Operating result

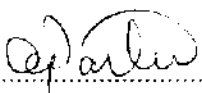
The surplus/(deficit) of the association for the financial year amounted to \$ (18,164) (2012: \$ 1,200).

3. Other items

Significant Changes in State of Affairs


No significant changes in the association's state of affairs occurred during the financial year.

Signed in accordance with a resolution of the Members of the Committee:

A/ Convenor: 

Name: Michelle Parker

Dated this 19 day of September 2013.

Treasurer: 

Name: Michael Kennett

Dated this 19 day of September 2013.

Tenants Union of Tasmania Inc

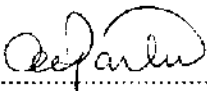
Statement by Members of the Committee


The Committee has determined that the association is not a reporting entity and that this special purpose financial report should be prepared in accordance with the accounting policies outlined in Note 1 to the financial statements.

In the opinion of the Committee the financial report as set out on pages 3-13:

1. Presents a true and fair view of the financial position of Tenants Union of Tasmania Inc as at 30 June 2013 and its performance for the year ended on that date.
2. At the date of this statement, there are reasonable grounds to believe that Tenants Union of Tasmania Inc will be able to pay its debts as and when they fall due.

This statement is made in accordance with a resolution of the Committee and is signed for and on behalf of the Committee by:

A/ Convenor: 
Name: Michelle Paulier
Dated this 19 day of September 2013.

Treasurer: 
Name: Michael Kennett
Dated this 19 day of September 2013.

Tenants Union of Tasmania Inc

Statement of Comprehensive Income

For the Year Ended 30 June 2013

	2013 \$	2012 \$
Income		
Commonwealth Grants	73,081	72,716
Commonwealth Grants - one off	3,000	7,257
Miscellaneous income	1,478	2,136
Interest revenue	7,609	7,517
State Grants South	202,628	177,973
Tasmanian Community Fund	3,055	-
Total income	290,851	267,599
Less: Expenses		
Accounting fees	-	150
Advertising	56	1,506
Annual leave expense	14,789	7,690
Audit fees	3,150	3,025
Bank charges	125	86
Campaign expenses	-	1,027
Cleaning	1,810	962
Committee expenses	263	38
Computer expenses	1,602	1,128
Depreciation	4,290	5,623
Electricity	5,553	2,468
Equipment < \$300	2,813	2,093
Fees and levies	454	517
Furniture	-	32
Insurance	3,601	1,076
IT expenses	1,591	475
Launceston advocacy	10,411	-
Lease agreements	-	627
Legal and professional fees	134	246
Long service leave expense	2,546	9,367
Membership and subscriptions	1,473	1,539
Northern Advocacy	9,866	8,235
Office supplies and consumables	671	298
Other communications	-	3,695
Postage	708	439
Printing and stationery	1,190	2,076
Rates and taxes	6,049	3,907
Rent	15,204	17,692
Repairs and maintenance	-	1,290
Security costs	165	226
Staff amenities	2,576	2,002
Staff training	73	180
Superannuation	16,850	14,092

The accompanying notes form part of these financial statements.

Tenants Union of Tasmania Inc

Statement of Comprehensive Income

For the Year Ended 30 June 2013

	2013 \$	2012 \$
Telephone and fax	4,248	8,154
Training and conferences	2,547	6,127
Travel and accommodation	3,933	2,301
Wages & salaries	187,219	156,010
Web Programming	3,055	-
Total Expenses	(309,015)	(266,399)
Net surplus/(deficit)for the year	(18,164)	1,200
Other comprehensive income/(expense)	-	-
Total comprehensive income	(18,164)	1,200

The accompanying notes form part of these financial statements.

Tenants Union of Tasmania Inc

Statement of Financial Position

As At 30 June 2013

	Note	2013 \$	2012 \$
ASSETS			
CURRENT ASSETS			
Cash and cash equivalents	2	182,195	155,567
Trade and other receivables		7,765	-
Other assets		3,327	1,988
TOTAL CURRENT ASSETS		193,287	157,555
NON-CURRENT ASSETS			
Property, plant and equipment	3	5,457	8,689
TOTAL NON-CURRENT ASSETS		5,457	8,689
TOTAL ASSETS		198,744	166,244
LIABILITIES			
CURRENT LIABILITIES			
Trade and other payables	4	15,930	9,594
Provisions	5	28,711	13,922
Other Liabilities	6	73,713	46,720
TOTAL CURRENT LIABILITIES		118,354	70,236
NON-CURRENT LIABILITIES			
Long-term provisions	5	11,341	8,795
TOTAL NON-CURRENT LIABILITIES		11,341	8,795
TOTAL LIABILITIES		129,695	79,031
NET ASSETS		69,049	87,213
EQUITY			
Reserves	7	40,000	40,000
Accumulated surpluses		29,049	47,213
TOTAL EQUITY		69,049	87,213

The accompanying notes form part of these financial statements.

Tenants Union of Tasmania Inc

Statement of Changes in Equity

For the Year Ended 30 June 2013

2013

	Accumulated Surpluses	Moving Reserve	Case Reserve	Total
	\$	\$	\$	\$
Balance at 1 July 2012	47,213	20,000	20,000	87,213
Net surplus/(deficit)	(18,164)	-	-	(18,164)
Balance at 30 June 2013	29,049	20,000	20,000	69,049

2012

	Accumulated Surpluses	Moving Reserve	Case Reserve	Total
	\$	\$	\$	\$
Balance at 1 July 2011	46,013	20,000	20,000	86,013
Net surplus/(deficit)	1,200	-	-	1,200
Balance at 30 June 2012	47,213	20,000	20,000	87,213

The accompanying notes form part of these financial statements.

Tenants Union of Tasmania Inc

Statement of Cash Flows

For the Year Ended 30 June 2013

	Note	2013 \$	2012 \$
CASH FROM OPERATING ACTIVITIES:			
Receipts from grants and other income		302,472	251,658
Payments to suppliers and employees		(282,396)	(249,491)
Interest received		7,609	7,517
Net cash provided by (used in) operating activities	8(a)	<u>27,685</u>	<u>9,684</u>
CASH FLOWS FROM INVESTING ACTIVITIES:			
Purchase of property, plant and equipment		<u>(1,057)</u>	<u>(2,281)</u>
Net cash used by investing activities		<u>(1,057)</u>	<u>(2,281)</u>
OTHER ACTIVITIES:			
Net cash increase (decreases) in cash and cash equivalents		26,628	7,403
Cash and cash equivalents at beginning of year		<u>155,567</u>	<u>148,164</u>
Cash and cash equivalents at end of financial year	8(b)	<u>182,195</u>	<u>155,567</u>

The accompanying notes form part of these financial statements.

Tenants Union of Tasmania Inc

Notes to the Financial Statements

For the Year Ended 30 June 2013

1 Summary of Significant Accounting Policies

(a) Basis of Preparation

This financial report is a special purpose financial report prepared in order to satisfy the financial reporting requirements of the Associations Incorporation Act Tasmania and Commonwealth Government Funding Agencies. The association is a not-for-profit association for financial reporting purposes.

The Committee has determined that the association is not a reporting entity therefore a special purpose financial report has been prepared and the following accounting standards are considered applicable and have been adopted:

- AASB 101 Presentation of Financial Statements
- AASB 1031 Materiality
- AASB 110 Events After the Reporting Period.

The financial report has been prepared on an accruals basis and is based on historic costs and does not take into account changing money values or, except where specifically stated, current valuations of non-current assets.

The following significant accounting policies, which are consistent with the previous period unless otherwise stated, have been adopted in the preparation of this financial report.

(b) Comparative Figures

When appropriate, comparative figures have been adjusted to conform to changes in presentation for the current financial year.

(c) Cash and Cash Equivalents

Cash and cash equivalents include cash on hand, deposits held at call with banks, other short-term highly liquid investments, and bank overdrafts. Bank overdrafts are shown within short-term borrowings in current liabilities on the statement of financial position.

(d) Trade and other receivables

The association considers accounts receivable to be fully collectible, accordingly no allowance for impairment is required.

(e) Property, Plant and Equipment

The depreciable amount of all property, plant and equipment is depreciated over the useful lives of the assets to the association commencing from the time the asset is held ready for use.

Tenants Union of Tasmania Inc

Notes to the Financial Statements

For the Year Ended 30 June 2013

1 Summary of Significant Accounting Policies continued

(e) Property, Plant and Equipment continued

Depreciation

The depreciable amount of all fixed assets is depreciated on a straight-line basis over the asset's useful life commencing from the time the asset is held ready for use.

The depreciation rates used for each class of depreciable assets are:

Class of Fixed Asset

Furniture, Fixtures and Fittings	20 - 25%
Computer Equipment	33.3%

(f) Trade and other payables

Trade and other payables are stated at cost, which approximates fair value due to the short term nature of these liabilities.

(g) Employee Benefits

Provision is made for the association's liability for employee benefits arising from services rendered by employees to the end of the reporting period. Employee benefits have been measured at the amounts expected to be paid when the liability is settled. The association's policy is to provide thirteen weeks long service leave after ten years and to pro-rata after seven years.

Contributions made by the association to an employee superannuation fund are charged as expenses when incurred.

(h) Provisions

Provisions are recognised when the association has a legal or constructive obligation, as a result of past events, for which it is probable that an outflow of economic benefits will result and that outflow can be reliably measured.

(i) Income Tax

No provision for income tax has been raised as the association is exempt from income tax under Div 50 of the *Income Tax Assessment Act 1997*.

(j) Goods and Services Tax (GST)

Revenues, expenses and assets are recognised net of the amount of GST, except where the amount of GST incurred is not recoverable from the Tax Office. In these circumstances the GST is recognised as part of the cost of acquisition of the asset or as part of an item of the expense. Receivables and payables in the statement of financial position are shown inclusive of GST.

Cash flows as shown on the Statement of Cash Flows include GST where applicable.

Tenants Union of Tasmania Inc

Notes to the Financial Statements

For the Year Ended 30 June 2013

1 Summary of Significant Accounting Policies continued

(k) Unexpended Grants

It is the policy of the association to treat grant monies as unexpended grant liabilities in the statement of financial position where the association is contractually obliged to provide the services in a subsequent financial period to when the grant is received or in the case of specific project grants where the project has not been completed.

The Solicitors Trust of Tasmania provides funding to the Tenants Union for the provision of specified legal assistance. Whilst the Tenants Union has no contractual obligations to return unspent funding, the Committee has made a determination to defer the recognition of the funding as revenue until the service provision is performed for the purpose of matching income and expenditure.

(l) Revenue and Other Income

Interest revenue is recognised over the period for which funds are invested.

Revenue from the provision of services is recognised upon delivery of the service to customers.

Grant income is recognised when expended in accordance with the terms of the funding agreement.

All revenue is stated net of the amount of goods and services tax (GST).

2 Cash and Cash Equivalents

	2013	2012
	\$	\$
Cash on hand	250	227
Cash at bank	181,945	155,340
	<u>182,195</u>	<u>155,567</u>

3 Property, Plant and Equipment

	2013	2012
	\$	\$
Furniture, fixture and fittings		
At cost	34,525	33,468
Accumulated depreciation	(29,068)	(24,779)
Total property, plant and equipment	<u>5,457</u>	<u>8,689</u>

Tenants Union of Tasmania Inc

Notes to the Financial Statements

For the Year Ended 30 June 2013

4 Trade and Other Payables

	2013	2012
	\$	\$
CURRENT		
Trade payables	10,806	2,624
PAYG tax	6,938	6,078
GST receivable/(payable)	(1,814)	864
Electronic clearing account	-	28
	<u>15,930</u>	<u>9,594</u>

5 Provisions

	2013	2012
	\$	\$
Current - Annual leave	28,711	13,922
Non-current - Long service leave	11,341	8,795
	<u>40,052</u>	<u>22,717</u>

6 Other Financial Liabilities

	2013	2012
	\$	\$
CURRENT		
Tasmanian Community Fund grant surplus carried forward	20,265	-
State Government grant surpluses carried forward	10,100	20,734
Commonwealth Government grant surpluses carried forward	2,194	11,626
Solicitors Trust grant surplus carried forward	41,154	12,002
Paid parental leave carried forward	-	2,358
Total	<u>73,713</u>	<u>46,720</u>

7 Reserves

The moving reserve records funds set aside should there be a requirement for the association to move premises.

The case reserve records funds set aside to cover costs in the event that the association becomes involved in a Supreme Court case.

	2013	2012
	\$	\$
Case reserve	<u>20,000</u>	<u>20,000</u>
Moving Reserve	<u>20,000</u>	<u>20,000</u>
Total reserves	<u>40,000</u>	<u>40,000</u>

Tenants Union of Tasmania Inc

Notes to the Financial Statements

For the Year Ended 30 June 2013

8 Cash Flow Information

(a) Reconciliation of Cash Flow from Operations with surplus/(deficit)

	2013	2012
	\$	\$
Surplus/(deficit) for the year	(18,164)	1,200
Cash flows excluded from profit attributable to operating activities		
Non-cash flows in surplus		
- Depreciation	4,290	5,623
Changes in assets and liabilities		
- (Increase)/decrease in trade and term receivables	(7,765)	-
- (Increase)/decrease in prepayments	(1,339)	(882)
- Increase/(decrease) in trade payables and accruals	6,335	(4,317)
- Increase/(decrease) in grants carried forward	26,993	(8,425)
- Increase/(decrease) in provisions	17,335	16,485
	<u>27,685</u>	<u>9,684</u>

(b) Reconciliation of cash

	2013	2012
	\$	\$
Cash at the end of the financial year as shown in the statement of cash flows is reconciled to items in the statement of financial position as follows:		
Cash and cash equivalents	<u>182,195</u>	<u>155,567</u>
	<u>182,195</u>	<u>155,567</u>

9 Capital and Leasing Commitments

There are no capital or leasing commitments as at reporting date to be disclosed.

10 Contingent Liabilities and Contingent Assets

The association is currently awaiting a verdict in an appeal against a Supreme Court decision. The association is representing a tenant in an action against the Department of Housing. Should the association be unsuccessful in the action, there is a possibility that the Department may pursue costs against the tenant, which would be met by the association. Any costs that may be awarded against the association would be met from the existing Case Reserve, which is estimated to be more than sufficient to meet any awarded costs.

Apart from the above, there are no contingent liabilities or contingent assets as at reporting date to be disclosed.

Tenants Union of Tasmania Inc

Notes to the Financial Statements

For the Year Ended 30 June 2013

11 Events After the End of the Reporting Period

There are no events after the statement of financial position date affecting these financial statements to be disclosed.

12 Association Details

The registered office of the association is:

Tenants Union of Tasmania Inc

166 Macquarie Street

HOBART TAS 7000

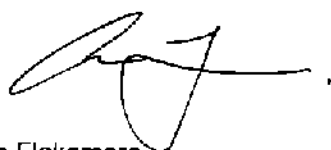
Tenants Union of Tasmania Inc

Auditors Independence Declaration

I declare that, to the best of my knowledge and belief, during the year ended 30 June 2013 there have been:

- (i) no contraventions of the auditor independence requirements as set out in the Australian Professional Ethical Standards in relation to the audit; and
- (ii) no contraventions of any applicable code of professional conduct in relation to the audit.


Crowe Horwath Tasmania



Alison Flakemore
Audit Partner

Dated at Hobart this 9th day of September 2013.

Tenants Union of Tasmania Inc

Independent Audit Report to the members of Tenants Union of Tasmania Inc

Report on the Financial Report

We have audited the accompanying financial report, being a special purpose financial report, of Tenants Union of Tasmania Inc (the association), which comprises the statement of financial position at 30 June 2013, statement of comprehensive income for the year ended, statement of cash flows, statement of changes in equity, and a summary of significant accounting policies, other explanatory notes and the statement by members of the Committee.

Committee's Responsibility for the Financial Report

The committee of the association is responsible for the preparation and fair presentation of the financial report and has determined that the accounting policies described in Note 1 to the financial statements, which forms part of the financial report, are consistent with the financial reporting requirements of the *Associations Incorporation Act Tasmanian 1964* and are appropriate to meet the needs of the members. The committees' responsibility also includes designing, implementing and maintaining internal control relevant to the preparation and fair presentation of the financial report that is free from material misstatement, whether due to fraud or error; selecting and applying appropriate accounting policies; and making accounting estimates that are reasonable in the circumstances.

Auditor's Responsibility

Our responsibility is to express an opinion on the financial report based on our audit. No opinion is expressed as to whether the accounting policies used, as described in Note 1, are appropriate to meet the needs of the members. We conducted our audit in accordance with Australian Auditing Standards. These Auditing Standards require that we comply with relevant ethical requirements relating to audit engagements and plan and perform the audit to obtain reasonable assurance whether the financial statements are free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial report. The procedures selected depend on the auditor's judgement, including the assessment of the risks of material misstatement of the financial report, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the association's preparation and fair presentation of the financial report in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the association's internal control. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by the committees, as well as evaluating the overall presentation of the financial report.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our
audit opinion.

Tenants Union of Tasmania Inc

Independent Audit Report to the members of Tenants Union of Tasmania Inc

Independence

In conducting our audit, we have complied with the independence requirements of the Australian professional ethical pronouncements.

Auditor's Opinion

In our opinion, the financial report of Tenants Union of Tasmania Inc presents fairly in all material respects of the financial position of Tenants Union of Tasmania Inc as at 30 June 2013 and of its financial performance and cash flows for the year then ended in accordance with the accounting policies described in Note 1 to the financial statements, and the *Associations Incorporation Act Tasmania 1964*.

Basis of Accounting and Restriction on Distribution

Without modifying our opinion, we draw attention to Note 1 to the financial statements, which describes the basis of accounting. The financial report has been prepared to assist Tenants Union of Tasmania Inc to meet the requirements of the *Associations Incorporation Act Tasmania 1964*. As a result, this financial report may not be suitable for another purpose.


Gene Horwath Tasmania
Crowe Horwath Tasmania

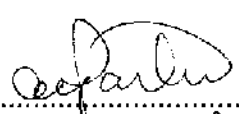
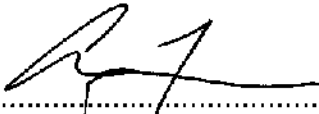

Alison Flakemore
Audit Partner

Dated at Hobart this 30th day of September 2013.

Tenants Union of Tasmania Inc

Office Bearers For the year ended 30 June 2013

Convenor	Sue Chapple	220 Nelson Road MOUNT NELSON TAS 7007
Public Officer	Pia Struwe	108 Mount Stuart Road MOUNT STUART TAS 7000
Treasurer	Michael Kennett	439 Allens Rivulet Road ALLENS RIVULET TAS 7150
Committee Members	Michelle Legg	66 Snug Tiers Road SNUG TAS 7054
	Jody Johnson	29 Chandos Drive BERRIEDALE TAS 7011
	Michelle Parker	12 Grevillia Way KINGSTON TAS 7050
	Amanda Street	39 Garnett Street BLACKMANS BAY TAS 7052

Tenants Union of Tasmania Inc	Crowe Horwath Tasmania
 Ms Chapple Ms Parker Convenor Dated this 19 day of September 2013.	 Alison Flakemore Audit Partner Dated this 30 th day of September 2013.

At