

Tenants' Union of Tasmania



Annual Report

2013/14

Convenor's Report

This has been a year of both change and consolidation for the Tenants' Union.

The Management Committee lost one member Michelle Legg in March 2014, but was augmented by two new members, Andrew Muthy and Emily Conway in June 2014.

Amanda Street took over as Secretary for the year and we were lucky to continue with the fine services of Michael Kennett as Treasurer. Jody Johnson took on the role of Public Officer. All are thanked for their efforts.

There were a number of staff changes. Meredith Barton took leave for a year and added Elijah to her family. In her absence, Tim Walter acted as Principal Solicitor. The Committee is very appreciative of the experience and skills Tim brought to this role and thank him for doing a sterling job, as well as welcoming Meredith back. The Tenants Union added a new two-year position of Training & Development Officer in October 2013, to implement on-line training programs for staff, volunteers and tenancy workers across the State. Teresa Clonan was appointed to the role in September 2013, before moving interstate and being replaced by Rebecca Taylor in January 2014. Both Teresa and Rebecca are commended for their excellent work in this role.

Ben Bartl and Peter Foster continued to provide legal services through their role as Solicitors. Phil Hoffen and Mick Lynch also continued their work as Administrator & Communications Officer and Finance Officer respectively. The Committee is very appreciative of all their contributions.

During the year, the Committee finalised its work of considering and approving Policies and Procedures as part of a program to bring the Tenants Union of Tasmania (TUT) into line with national standards. During the year the following policies were finalised:

- Tenant Satisfaction and Complaints
- File Management
- Information and Data
- Special Auspiced Services and Hosted Project Services.
- Provision of Advice and Casework
- Accessibility
- Supervision of Legal Practice.

The TUT underwent a process of review for National Accreditation and certification for the National Accreditation Scheme for Community Legal Centres. Confirmation of our successful accreditation was received in June 2014. Phil Hoffen provided the key staff input into this process and is commended for his efforts and the positive outcome.

While the TUT ends the year in a solid financial position, the Committee is concerned with current trends nationally to reduce funding to community legal centres as well as to reduce the scope of the work carried out by these groups. The TUT will continue to work closely with the State and Commonwealth Governments to ensure that the TUT continues to be in a position to provide appropriate assistance to Tasmanian tenants.

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 Johnson
- Amanda Street
- Andrew Muthy
- Emily Conway

Sue Chapple
Convenor
October 2014.

Principal Solicitor's Report

Once again it has been a successful and productive year for the Tenants' Union of Tasmania (TUT) with service delivery to communities across Tasmania. Community Legal Education sessions were delivered on the North West, West and East Coasts in addition to the greater Hobart area. In addition, telephone advice services continue to provide advice and assistance to tenants state wide on weekdays. With the additional ongoing support of the North West Community Legal Centre and the Launceston Community Legal Centre, face-to-face advice, support and advocacy services are delivered from Devonport, Launceston and Hobart.

The previous twelve months have not been without its challenges, however. Challenges have arisen in the face of legislative reform uncertainty, and funding issues at both a federal and local level.

Southern Office

All staff are part-time or casual except for the full time Solicitor position. Staffing changes have been few in number although of some note given the small size of the office (7 at time of writing).

Firstly, there was myself acting as Principal Solicitor between the beginning of February 2014 and the end of September 2014, with Meredith Barton on maternity leave. I have enjoyed my time in the role and wish to thank all staff for their support and commitment. The TUT team in the Hobart office exemplify the adage that an organisation's greatest asset is always its people.

TUT unfortunately lost Teresa Clonan (Training and Development Officer) in January to the Northern Territory, where her partner found new work opportunities. On the upside Teresa was replaced by Rebecca Taylor, who has continued with Teresa's solid start to this relatively new role. Rebecca has undertaken some fantastic work in revisiting and developing online training and materials for our volunteers. Her previous community sector experience and training skills are a great asset for this role, in addition to her passion. We are thankful for the Solicitor Guarantee funding for this role. Finally, we welcome the very recent arrival of Julia Ely as Communications Officer in August 2014 for a few hours per week. Julia provides some much needed assistance for Phil Hoffen's busy role (Administration and Communications Officer). Julia, a former volunteer, has brought to the role an intimate understanding of the organisation, and its people, allowing her to commence the role in fifth gear.

The full time Solicitor position (Peter Foster) provides legal support and representation to tenants throughout the state, and assists Rebecca in the delivery of Community Legal Education sessions (and assists in monthly supervision of the Student Legal Service at the University of Tasmania's Hobart campus). In addition, the position involves providing support, training and supervision to our volunteer telephone advisors, who staff the telephone advice line. Peter has acquired a sound working understanding of tenancy law during his three years which is an asset for the office and his clients.

Thanks to some additional funding from the Solicitors' Guarantee Fund we have been lucky enough to continue with the second Solicitor position for three days a week in our Southern office (Ben Bartl). 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. Ben's passion, hard work ethic and zeal (and unfortunately his jokes) are next to none. I highly valued Ben's input on issues facing the wider community legal centre environment, such as

funding and legal reform issues through to responding to media enquiries all of which I have had minimal or no previous experience with.

I would also like to thank Michael Lynch (Finance Officer) for his support, assistance and advice around office budgets, maintaining national community legal centre accreditation, through to funding agreement issues and obligations. Without Michael's assistance my learning curve upon arrival would have been much sharper in these areas, and his assistance in preparation for management committee meetings, and with meeting agency representatives, the Attorney General and shadow Attorney General on funding issues was critical.

Lastly, and far from leastly, I wish to thank Phil Hoffen for his at times essential assistance and support borne not only from his years at TUT, but also his experience previously managing the office and his passion for tenancy rights. Phil was the inspiration behind the inaugural Tasmanian Tenancy Network Meeting conference held in Scamander at the end of June 2014. Be it website content, constitutional issues or accompanying myself to meet with Attorney General staff Phil's input and assistance was always welcome, sought and value adding.

Northern and North West Services

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 each provide solicitors for 7.5 hours each week. This has enabled us to provide tenants with more face-to-face advocacy services and assistance. We thank both these services for their support and professionalism and especially thank Chris Young, Jennifer Dunn and Matthew Rose from the North West and Nicky Snare, Sarah House and Ryan West from Launceston. I would like in particular to thank Chris and Matt for assisting Rebecca in the delivery of community legal education to North West communities during 2014.

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, the Office of Consumer Affairs and Fair Trading, conferences, and meetings with members of Parliament. Finally the *Residential Tenancy Amendment Act 2013* (Act) was passed last year by both houses of parliament and were expecting Act commencement from 1 July 2014.

Following the arrival of the new Liberal State Government in March 2014, we heard that certain industry stakeholders viewed this as an opportunity to have a second proverbial bite at the cherry; ie, a watering down of the Act in favour of industry despite Liberal Party support during its parliamentary passage. 'Historic' is not hyperbole to describe the Act: it heralds the introduction of Minimum Standards for any Australian jurisdiction (save boarding tenancies in Victoria). 'Critical' is not hyperbole either given Tasmania had the oldest rental housing stock with no legal requirement for maintenance.

Following a meeting between myself and the new Attorney General (Hon. Vanessa Goodwin) in April 2014, I received communication from her staff that industry representations had concluded, and there was no intention - despite industry lobbying - to revisit the Act. We then learned that the Act would not commence until 1 October 2014; the reason: because of the change in government in March 2014. Then, in August 2014 much to our surprise that whilst the Act would commence on 1 October 2014, Minimum Standards and one other provision would not commence until sometime in the future following further review.

Subsequently, we met with Attorney-General office staff who informed us that this review will be confined to: (i) only the 'hotplate' Minimum Standard towards reducing the number of

functioning hot plates for larger tenancies, and (ii) deleting that part of the ‘photographs’ provision which explicitly prevents landlords from photographing tenants’ possessions without their permission. However, it was disappointing to also learn during this meeting, and to subsequently read from Hansard, that one of the key reasons for deciding to recommence this review was acceptance of industry claims that they had not been properly consulted on the final wording of these two provisions (including during changes passed by Parliament). It is difficult for TUT to agree with this: industry stakeholders were just as involved in the above mentioned long and drawn out consultation process as non-industry stakeholders, and secondly, parliament did not alter either (i) or (ii) above. On one hand TUT is thankful that Attorney-General staff informed us that the government will continue to consult with us and other stakeholders as part of this review. On the other hand, it is disappointing that yet more consultation is required given the Act was the result of long, broad and extensive consultation with *all* stakeholders.

Funding

The nature of funding is such that there will always be some medium to long term uncertainty. However, there are arguably more funding and related challenges now than 12 months ago. TUT is reliant upon three main sources of funding, all of which we are grateful for: State and Federal Funding, and Solicitor Guarantee Funding.

State and Federal Funding One of the new Federal Liberal Government policies implemented during 2014 was that community legal centres could no longer be funded to undertake legal and policy reform work. During 2014 our federal funding agreement was amended in line with this policy requirement. TUT can thankfully still continue to undertake legal and policy reform work under our state agreement. Especially given we have been asked to provide input into state policy development by Housing Tasmania (as outlined below).

Solicitors’ Guarantee Funding (SGF) As already mentioned, we are very grateful for this non recurrent source of funding which now comprises a significant minority of TUT funding. Regrettably, during 2014 a Tasmanian community legal centre was accused of (which it strongly denies) misusing their SGF funding grant and this attracted considerable local media attention. Unfortunately this development has resulted in the State Liberal Government deciding to conduct a review of how SGF funding is administered. TUT wrote to the Attorney General with some suggestions towards improving the process for calling for applications through to reporting on SGF grant fund spend. At time of writing, TUT understands that the Attorney-General is awaiting a departmental review to conclude before making any decisions. Further, invitations for further SGF grants are on hold until this review concludes. We hope this review too is concluded shortly. With its conclusion we will hopefully be once again invited to apply for further SGF funding towards, hopefully, ensuring critical service deliverables in legal advocacy and assistance, community legal education, and training and development goals can be maintained beyond the short to medium terms.

Three Strikes for Public/Social Housing & the \$1500 Landlord Guarantee

The two above notable State Liberal Government policies have arisen since the last Principal Solicitor’s Report, and are worthy of brief mention given their relevance to Tasmanian tenants.

The first is – ‘Three Strikes’ – which in summary aims to discourage and penalise anti-social behavior by tenants in public, and potentially, social housing. For ‘less serious’ anti-social behaviours after three ‘strikes’ a tenant may be evicted, and with more serious behaviours only one or two strikes may be required (as found interstate). Its implementation is currently being developed by Housing Tasmania in consultation with the Human Services Minister’s office.

TUT acknowledges that anti-social behavior can be terrible for other tenants. However, TUT remains of the view that such a policy is not required, and anti-social behavior can be effectively dealt with under existing tenancy legislative provisions, and revised policies and procedures. Nonetheless we appreciate the invitation to participate in the consultation process by Housing Tasmania.

TUT and Shelter Tasmania first met with Housing Tasmania in June 2014, as the two key stakeholders, and a second time with other stakeholders in September 2014. During these meetings TUT highlighted some of the key risks arising from similar policy implementation in Western Australia, Queensland and the Northern Territory. In particular, that vulnerable tenants (including victims of domestic violence, indigenous tenants and tenants with poor mental health) can often be inadvertently targeted and unfairly evicted. Rather, supportive tenancy strategies should be the primary focus with vulnerable tenants.

At time of writing the policy implementation and associated procedures are not finalised. Hopefully the Tasmanian version of this policy will not replicate the mistakes and questionable, if not clearly unfair, evictions as reported in interstate media.

The second interesting policy development following hot on the heels of the March 2014 State election was an additional \$1500 'guarantee' that will act like or additional 'bond' for private tenancies. The aim of this policy is to encourage the uptake of low income tenants within the private rental sector. As reported in the media, this amount is to cover any rental arrears or property damage for "six months". At time of writing we are yet to learn how this policy will be implemented (for example, an additional amount of lodged bond with the Rental Deposit Authority, or under a separate guarantee agreement?) and whether this policy will require further legislative reform. TUT welcomes any policy that will facilitate an easier entry into the private rental market by low income tenants. However, at time of writing it is uncertain how this policy will be implemented.

Inaugural Tasmanian Tenancy Network Meeting

Staff from the Launceston Community Centre, the North West Community Legal Centre, TUT and Centrecare Housing and Tenancy Support (from Hobart, Launceston and Burnie) meet for a conference at the Scamander Beach Resort on Thursday 26 and Friday 27 June, 2014. Sessions were run by TUT staff on a wide range of areas: from court procedure and notable tenancy court precedents through to an overview of the Minimum Standards. It was also a great opportunity to network and catch up with many we seldom see in person but often speak on the phone. As already mentioned above, Phil Hoffen is to be thanked for driving this great idea into reality. In addition I would like to thank all staff for their hard work and contributions to making this turn out to be – judged on feedback – an outstanding success (with many requests for this to be an annual instead of a biennial event !). Thanks to Rebecca Taylor for arriving a day early towards a smooth set of sessions of the first day, and Mick's attempt to channel his German beer hall and garden experiences in serving drinks on the night of day one.

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 all our volunteers who work tirelessly providing advice on our telephone advice line. 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 8 years.

We would also like to thank our other volunteers, Andrew, Rob, Nicolle, Hannah, Lokesh, Julia, Emmeli, Esme, Cheryl, Peter, Katryna, Julia, Jay, Elena, Alex Tate, John and Claire who have contributed a number of hours to 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 in assisting us in maintaining national community legal centre accreditation. 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 Amanda Street in her role as Secretary, Michelle Parker for her efforts on the Staffing Sub-Committee and Michael Kennett for his fantastic work as our Treasurer. Thanks also go to our Public Officer, Jody Johnson, and Committee Member, Pia Struwe. Also to Michelle Legg who resigned after volunteering her time for several years. We also thank the two new Management Committee members who commenced during 2014: Andrew Muthy and Emily Conway.

As always, our small team has again performed outstandingly, as outlined more fully above.

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.

Good luck and better luck next year with the office footy tipping Ben (who came second to Indi from the Hobart Community Legal Centre).

Tim Walter
Acting Principal Solicitor
October 2014

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 has 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 \$68,680. 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 equalled \$204,588 for the financial year. These funds were expended by supervising the telephone advice service and providing advocacy services and legal representation.

2013/14 Solicitor's Guarantee Fund grants used primarily for training & development and statewide law services totalled \$107,371 and a Tasmanian Community Fund grant for online training and membership used \$11,863 during the past financial year.

The Tenants' Union generated a small amount of income through the sale of Lease Agreements and Condition Reports totalling \$498, and bank interest of \$8,973.

ACCESS AND EQUITY POLICY

The Tenants' Union continues to ensure that all tenants have equitable access to adequate tenancy advice, advocacy and community legal 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, 68% self-identified as low income, 5% of clients identified as Indigenous, 38% were under 30 years of age and 5% were born overseas. 71% of our clients were women.

People

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

Nicolle Ang	Telephone Advisor
Ben Bartl	Solicitor (Policy and Research)
Meredith Barton	Principal Solicitor
Michael Bowman	Acting Co-ordinator
Sue Chapple	Convenor
Teresa Clonan	Training & Development Officer
Emily Conway	Committee Member
Hannah Dodd	Telephone Advisor, Legal Graduate
Julia Ely	Telephone Advisor
Jess Feehely	Temporary Principal Solicitor
Rob Fisher	Telephone Advisor
Peter Foster	Solicitor
Alex Fry	Telephone Advisor
Phil Hoffen	Administrator & Communications Officer
Claire Hutchison	Telephone Advisor
Katryna Induni	Telephone Advisor
Lokesh Kashyap	Telephone Advisor
Michael Kennett	Treasurer
Peter Lesa	Telephone Advisor
Michelle Legg	Committee Member
Cheryl Liew	Telephone Advisor
Elena Lim	Telephone Advisor
Mick Lynch	Finance Officer
Andrew Muthy	Committee Member
Jay Pang	Telephone Advisor
Michelle Parker	Committee Member
Simon Rimmelzwann	Telephone Advisor
Emmeli Stenlund	Telephone Advisor
Amanda Street	Committee Member
Pia Struwe	Committee Member
Jon Sumby	Telephone Advisor

Alex Tate	Telephone Advisor
Rebecca Taylor	Training & Development Officer
Andrew Topfer	Telephone Advisor
Jody Johnson	Public Officer
Tim Walter	Principal Solicitor
Esme Wong	Telephone Advisor

Also thanks to Bernie Reade, Pam Barratt, Harvey Yarnall, Staff at Hobart CLS, Launceston CLC, North West CLC and CHATS, and the tenants who have contacted us in the last year.

TRAINING

1. Training of volunteers during 2013/14 financial year:
 - Peter Foster conducted eight blocks of volunteer training, each consisting of six hours of preliminary training through the last financial year.
 - All regular volunteers have received training and advice during the year from solicitors Meredith Barton, Tim Walter, Peter Foster and Ben Bartl.
 - Hannah Dodd (Legal Graduate) was supervised by Meredith Barton in late 2013 and early 2014 as part of her studies.
2. Training of TUT staff during 2013/14 financial year:
 - Meredith Barton, Tim Walter and Jess Feehely conducted ongoing supervision and training with Peter Foster and Ben Bartl throughout the financial year.
 - Ben Bartl attended the NACLC National Conference in August 2013.
 - Meredith Barton, Tim Walter, Peter Foster, and Ben Bartl have completed several legal workshops that have contributed to their Continuing Professional Development for the Law Society of Tasmania.
 - Rebecca Taylor and Phil Hoffen attended video production training in March-April 2014
 - All staff attended the CLC Tasmania State Conference in Hobart in November 2013.
 - All staff (except Meredith Barton [on leave]) attended and presented at the Tasmanian Tenancy Network meeting at Scamander in June 2014.

Service Activity

OVERVIEW:

The Tenants' Union continued to experience high demand for its services. 2936 people 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 3.9 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).

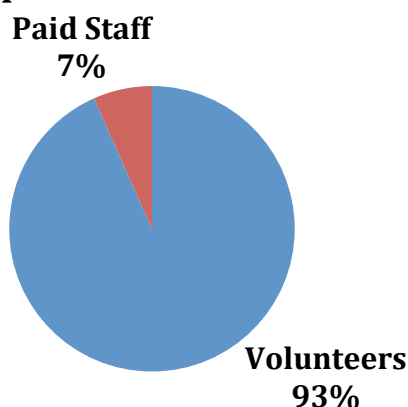
		09/10	10/11	11/12	12/13	13/14	Long Term Ave
Advice:		2780	2759	2877	2607	2936	2806
Made Up Of:	Face-to-Face	403	358	397	518	586	387
	Cases Opened	71	87	85	117	138	92
	Telephone Advice	2306	2314	2395	1972	2212	2328
Region:	South	64%	66%	67%	62%	58%	64%
	North	23%	21%	22%	23%	28%	24%
	North West	13%	13%	11%	15%	14%	13%
Callers Identifying As:							
	Low Income	75%	77%	76%	68%	68%	71%
	ATSI	4%	4%	3%	6%	5%	4%
	Under 30	37%	38%	41%	41%	38%	38%
	Women	70%	70%	70%	73%	71%	71%

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 rose by around 12% on the previous financial year. This is still slightly down on the long term average and is partially attributable to the increase in vacancy rates and the stabilisation of rents which has decreased the calls associated with rent increases, rent arrears and evictions. Some of the fall in calls may also explained by the increase in usage of our website on phones and tablets which now makes up 38% of all website visits, up from 21% last year. More statistics based on the data collected by the telephone advisors 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 404 tenants were assisted in this manner, an increase of 3% on the previous financial year. This is 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 87 tenants*, and our Northern service, delivered by Launceston CLC assisted 95 tenants with face-to-face advice. 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:

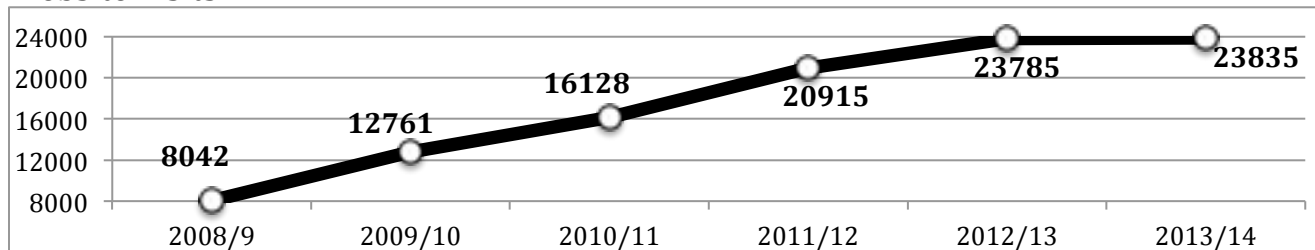
Advocacy and casework continued to be a core activity of the Tenants' Union over the last financial year. Of the tenants assisted through the Hobart service, 115 case files were opened (up 19%) and 60 cases were closed. In addition 23 cases were opened by LCLC in our Northern Service. The Advocacy and Casework project 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 Centacare Housing and Tenancy Service (CHATS). For many tenants, our legal expertise combined with the on-the-ground negotiation skills of the CHATS means tenants have a far better chance of gaining success in their disputes.

WEBSITE:

The website (www.tutas.org.au) was upgraded in November 2013 to make it more tablet and phone friendly. The changeover meant that many links were broken and website hits halved at the end of 2013 and only recovered by April 2014. In 2013/14 there were 23,835 website visits, nearly even with the previous financial year.

The most popular destination on the website are the 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, Access & Privacy and Bond.

Website Visits

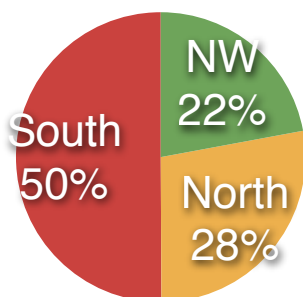


LIMITATIONS TO TELEPHONE ADVICE, ADVOCACY AND CASEWORK:

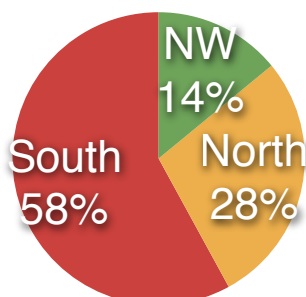
Following the introduction of the Northern Service through our network partners at Launceston CLC in October 2012, our reach to Northern tenants has improved immensely. The ongoing North West service through the NWCLC has too improved service access for tenants in the North West. Despite this, Southern Tasmania still makes up a disproportionately high amount of tenants using our services, although an increased profile in Launceston has meant more people from the North are calling our Telephone Advice Service (see pie charts below and service summary on Page 12).

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.

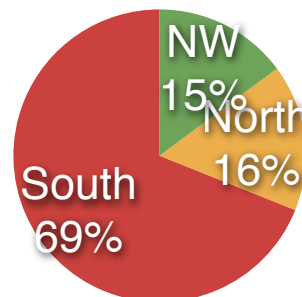
Population



Telephone Advice



Face-to-Face & Advocacy



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 2013/14 financial year. Seventeen CLE seminars (including one information stall and legal supervision) were conducted by Rebecca Taylor, Peter Foster, Teresa Clonan, Tim Walter, Ben Bartl and NWCLC Principal Solicitor, Chris Young:

- CLE for students at Launceston TAFE
- CLE for students at University of Tasmania, Newnham
- CLE for staff and tenants at the Bucaan Community House, Chigwell
- CLE for staff and tenants at the Rosebery Community House
- CLE for staff and tenants at the East Devonport Community House
- CLE for staff and tenants at the Central Coast Community House, Ulverstone
- CLE for students at the University of Hobart, Sandy Bay campus

- CLE for staff and tenants at the Tasmanian Aboriginal Centre, Hobart
- CLE for staff and tenants at the Tasmanian Aboriginal Centre, Launceston
- CLE for staff and tenants at the Tasmanian Aboriginal Centre, Burnie
- CLE for staff and tenants at the Clarendon Vale Community House
- Information Stall at Tasmanian Association of Community Houses (TACH) Conference, Bridgewater
- 2 CLE Sessions for housing workers at Housing Connect, Launceston
- CLE for housing workers at Housing Connect, Devonport
- CLE for housing workers at Anglicare, Glenorchy
- 8 Supervision Sessions for Law Students at the Student Legal Service at the University of Tasmania, Hobart

In addition both NWCLC and LCLC conducted numerous general CLEs for groups in the North West, a component of which was a section on residential tenancy. Also, online training commenced in June 2014 and can be accessed through our website.

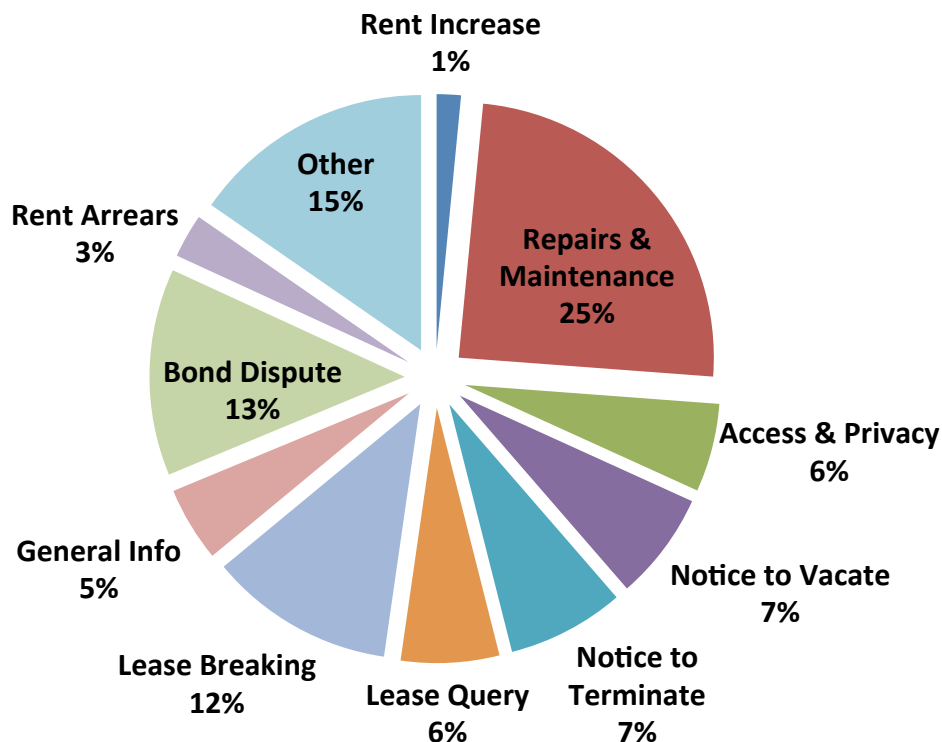
The Community Law Reform and Policy work undertaken by the Tenants' Union in the 2013/14 year included the following areas:

- Review of the *Residential Tenancy Act*
- Tenancy and Human Rights
- RDA Rent Statistics Project
- Government Budget Submission
- 'Three Strikes' policy
- Housing Tasmania's Eviction Policy

Within these six law reform areas, one project commenced in 2013/14, and all six were ongoing.

Tenancy Statistics

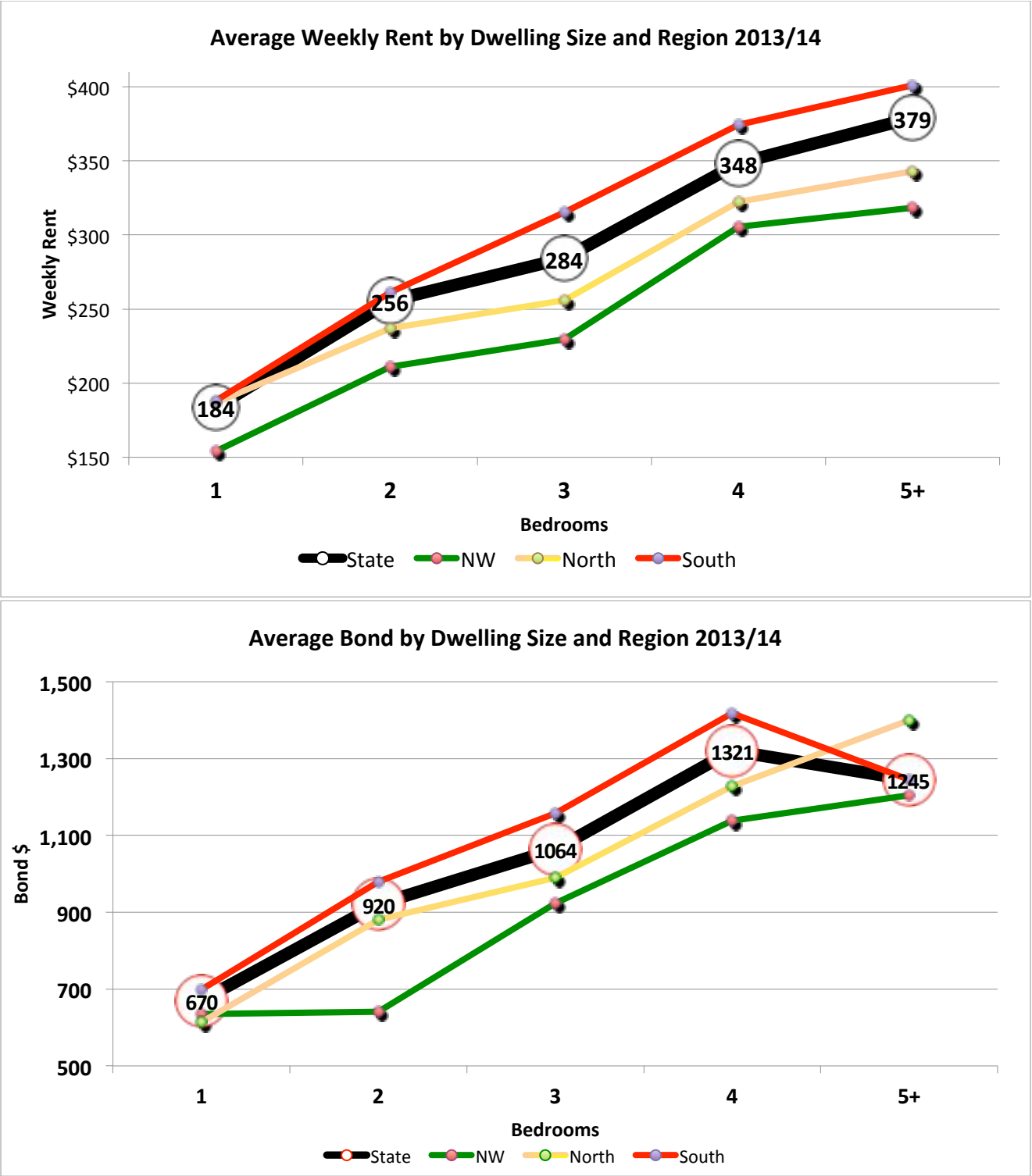
Tenancy Issues - Statewide 2013/14



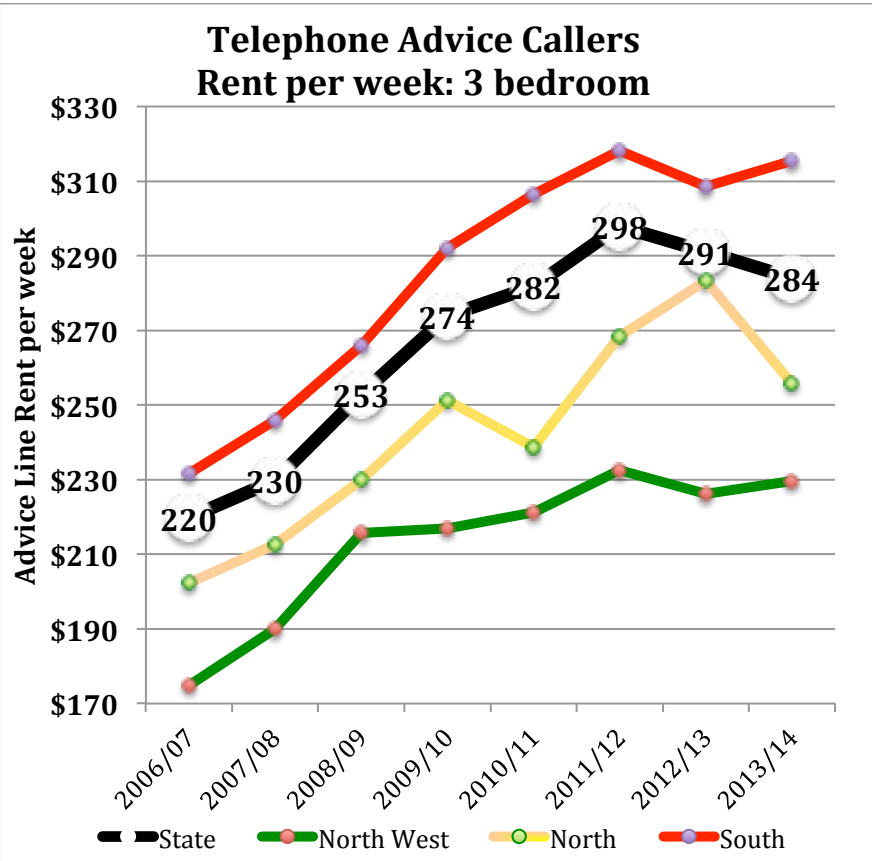
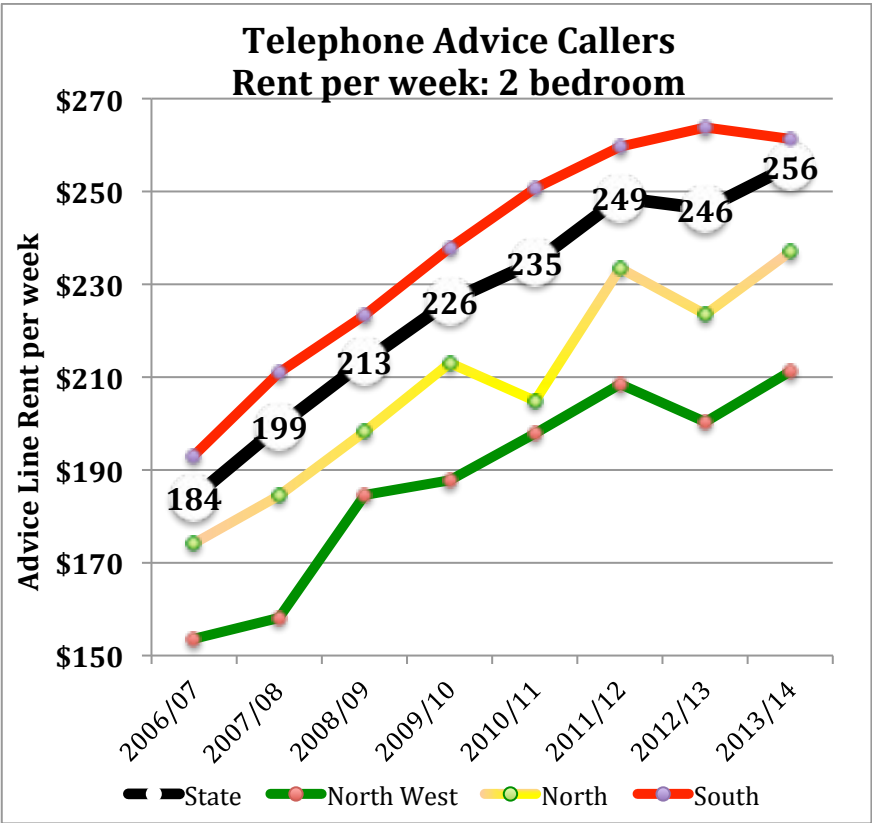
More than any other issue, Repairs and Maintenance continues to be the matter that residential tenants seek advice for and has continued to become more of an issue in the past few years. The Tenants' Union hope that a major solution to this problem is the introduction of legislated tenancy quality standards for all Tasmanian residential tenancies, which was recently passed by the Tasmanian Parliament but has stalled prior to implementation (see Principal Solicitor's Report).

For the past two financial years, vacancy rates increased in most Tasmanian population centres, resulting in the stabilisation of rents in most areas for new leases and hence the low percentage of calls about rent increases. However, 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 continues to be a big issue on the telephone advice line. This should 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 and bond statewide and in the three main geographical regions. There is no surprise to see a correlation between number of bedrooms and the weekly rent and bond, although there are bond anomalies for dwellings with five or more bedrooms due to the small sample size. Dwellings in the South 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 two financial years with the average rent for telephone advice callers falling for three bedroom properties and rising less than inflation for two bedroom properties.



North West



% of all Calls:
14
% of Tasmanian
Rental Households:
22

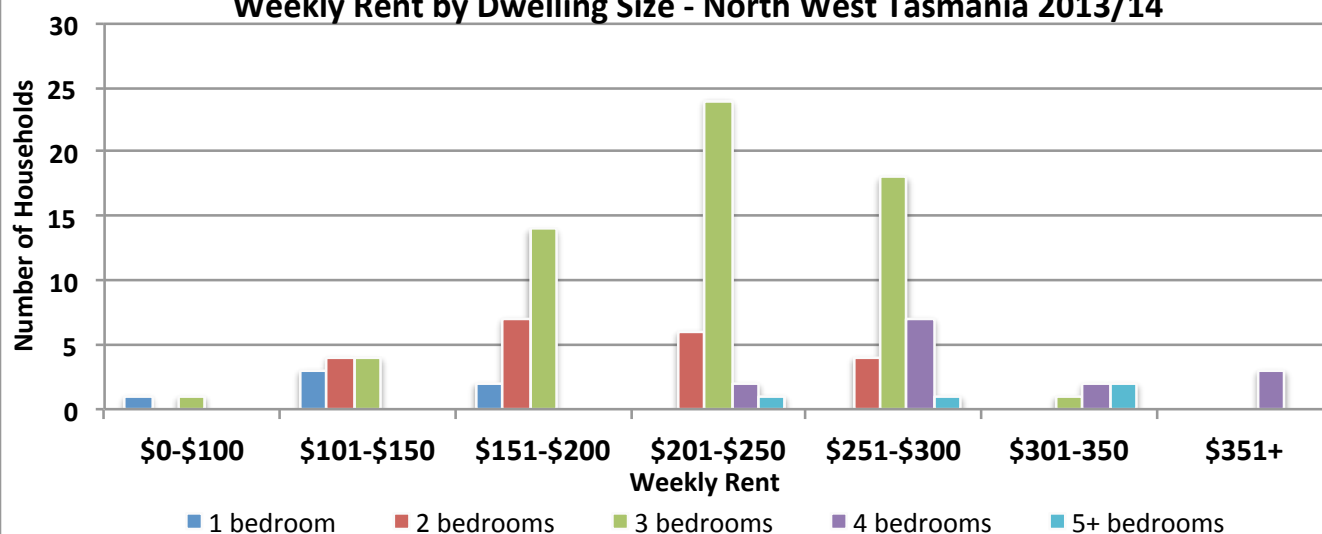
In comparison to other regions historically:

- Lowest rent and bond
- More Repairs & Maintenance issues
- Less Lease Breaking

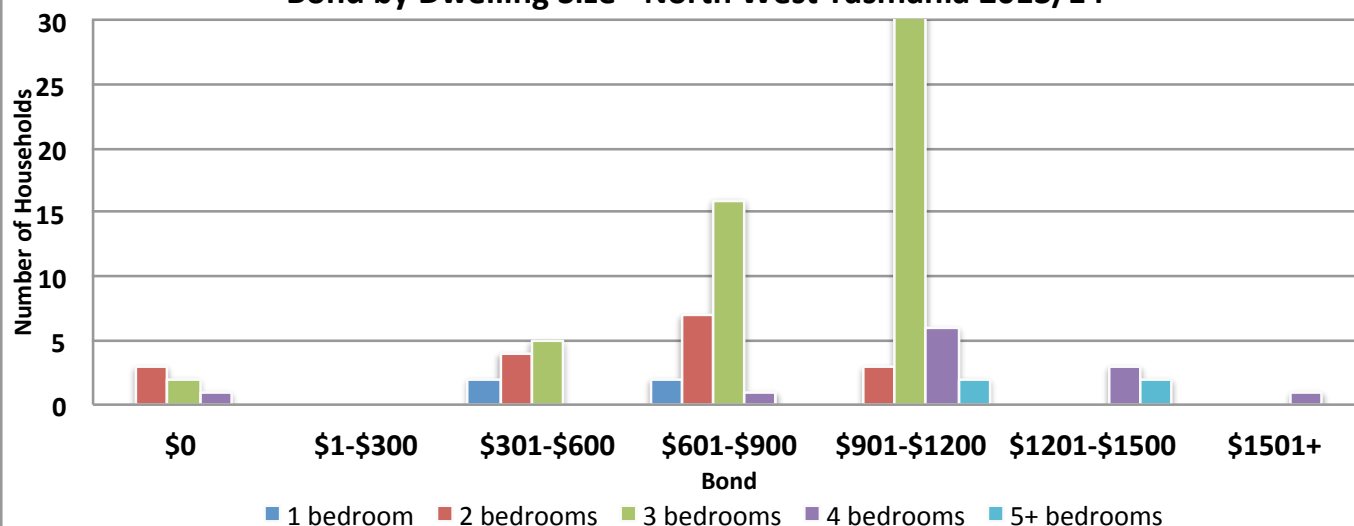
Tenancy Issue	2013/14	Prev Yr
Repairs & Maintenance	33%	33%
Bond	14%	15%
Other	12%	10%
Lease Breaking	9%	12%
Notice to Terminate	8%	6%
Notice to Vacate	7%	7%
Access & Privacy	6%	6%
Lease Query	5%	2%
General Information	3%	8%
Rent Arrears	3%	2%
Rent Increase	0%	0%

	08/09	09/10	10/11	11/12	12/13	2013/14	Change on Prev Yr	5 year Change
Ave Rent	197	202	213	222	218	224	1.0%	13.7%
Ave Bond	784	804	824	849	887	894	0.8%	14.0%
2 Br Ave Rent	185	188	198	208	200	211	5.5%	14.1%
3 Br Ave Rent	216	217	221	233	226	230	1.8%	6.5%
CPI (Aust)							3.0%	14.1%

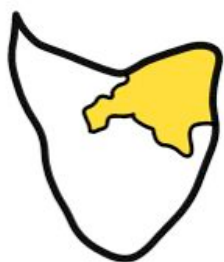
Weekly Rent by Dwelling Size - North West Tasmania 2013/14



Bond by Dwelling Size - North West Tasmania 2013/14



North



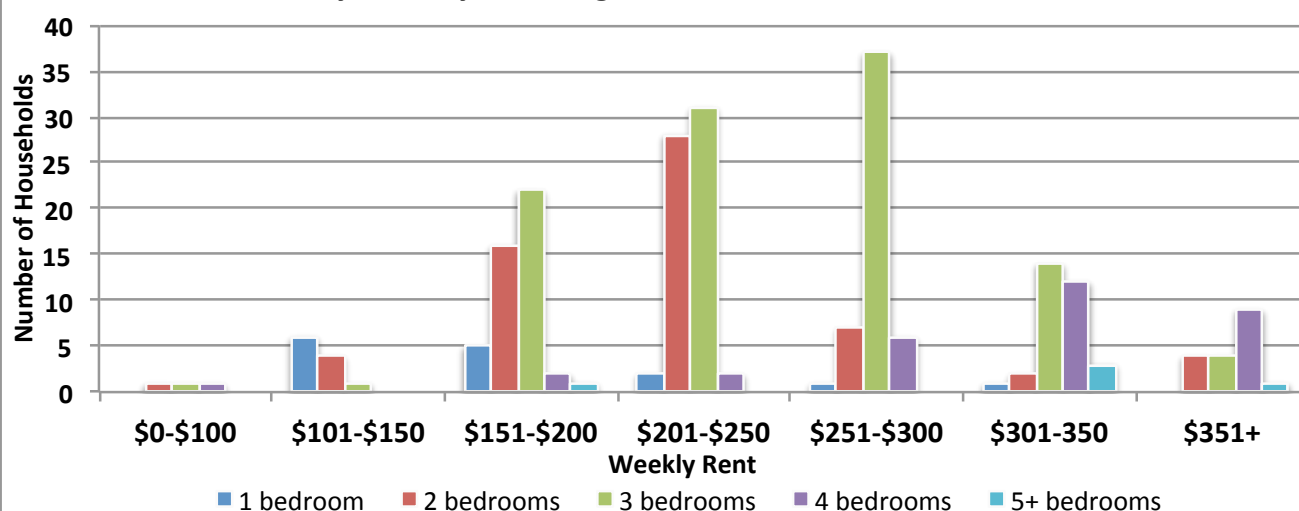
% of all Calls:
28
% of Tasmanian
Rental Households:
28.5

In comparison to other regions historically:
More lease breaking
More eviction queries

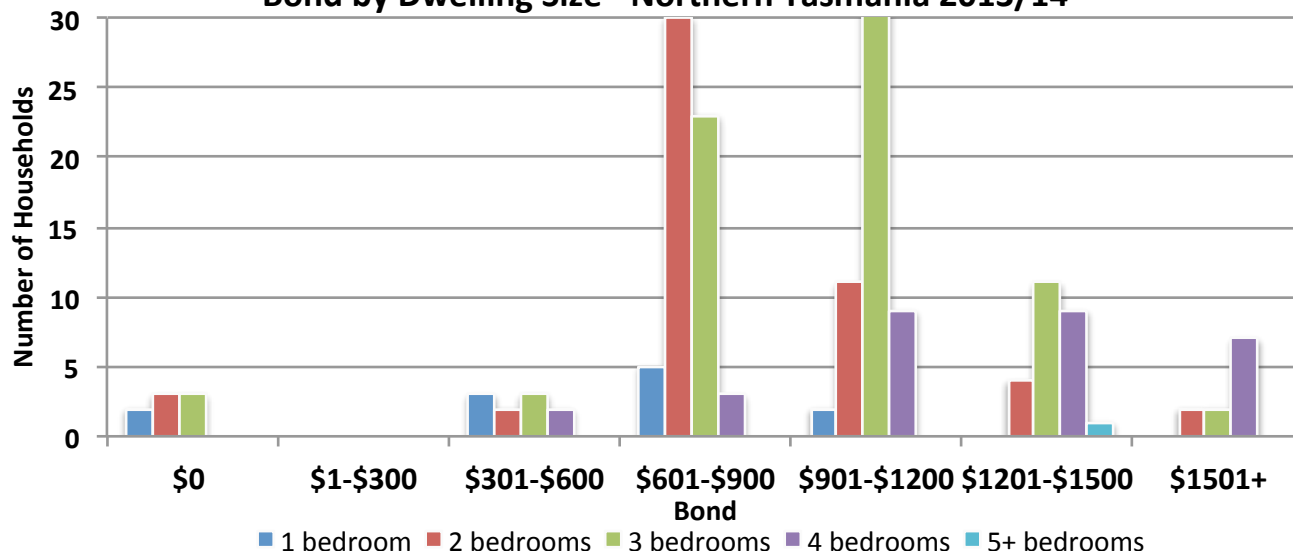
Tenancy Issue	2013/14	Prev Yr
Repairs & Maintenance	26%	25%
Lease Breaking	15%	19%
Bond	15%	15%
Other	11%	10%
Notice to Terminate	8%	11%
Notice to Vacate	7%	3%
Access & Privacy	6%	5%
General Information	4%	5%
Lease Query	4%	3%
Rent Arrears	2%	2%
Rent Increase	2%	1%

	08/09	09/10	10/11	11/12	12/13	2013/14	Change on Prev Yr	5 year Change
Ave Rent	210	229	223	252	253	250	-1.2%	19.1%
Ave Bond	756	750	828	980	992	963	-2.9%	27.4%
2 Br Ave Rent	198	213	205	239	224	237	5.8%	19.7%
3 Br Ave Rent	230	251	239	269	283	255	-9.9%	10.9%
CPI (Aust)							3.0%	14.1%

Weekly Rent by Dwelling Size - Northern Tasmania 2013/14



Bond by Dwelling Size - Northern Tasmania 2013/14



South



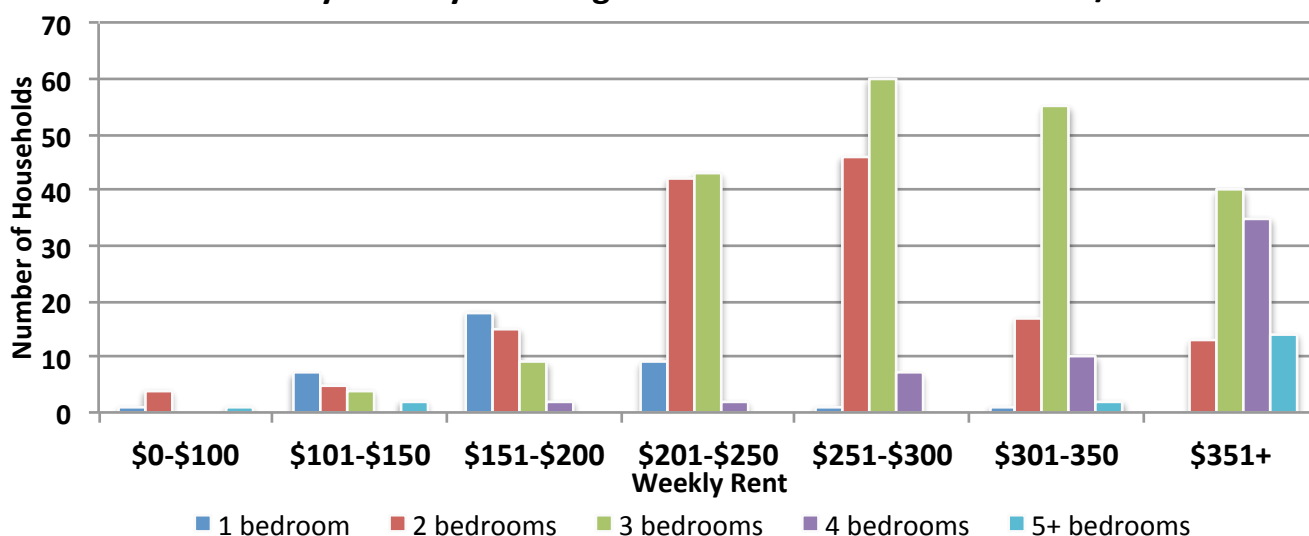
% of all Calls:
58
% of Tasmanian
Rental Households:
49.5

In comparison to other regions historically:
Highest rent and bond

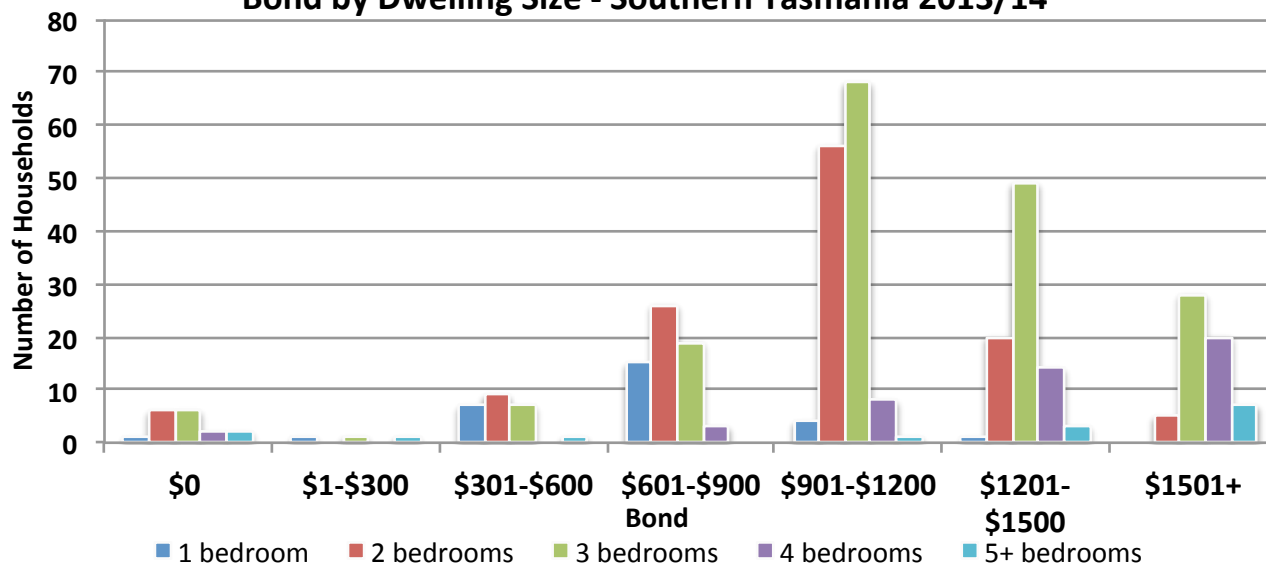
Tenancy Issue	2013/14	Prev Yr
Repairs & Maintenance	24%	26%
Bond	13%	14%
Other	13%	10%
Lease Breaking	11%	16%
Notice to Terminate	9%	9%
Lease Query	7%	3%
Notice to Vacate	7%	7%
Access & Privacy	6%	6%
General Information	5%	4%
Rent Arrears	4%	3%
Rent Increase	2%	2%

	08/09	09/10	10/11	11/12	12/13	2013/14	Change on Prev Yr	5 year Change
Ave Rent	243	267	282	291	288	291	1.0%	19.8%
Ave Bond	907	1003	1040	1096	1092	1098	0.5%	21.1%
2 Br Ave Rent	223	238	251	260	264	261	-1.1%	25.1%
3 Br Ave Rent	266	292	307	318	309	315	1.9%	18.4%
CPI (Aust)							3.0%	14.1%

Weekly Rent by Dwelling Size - Southern Tasmania 2013/14

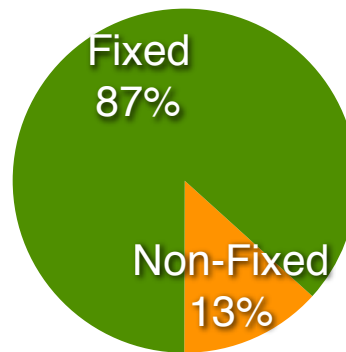
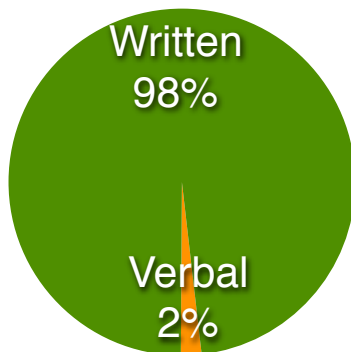


Bond by Dwelling Size - Southern Tasmania 2013/14

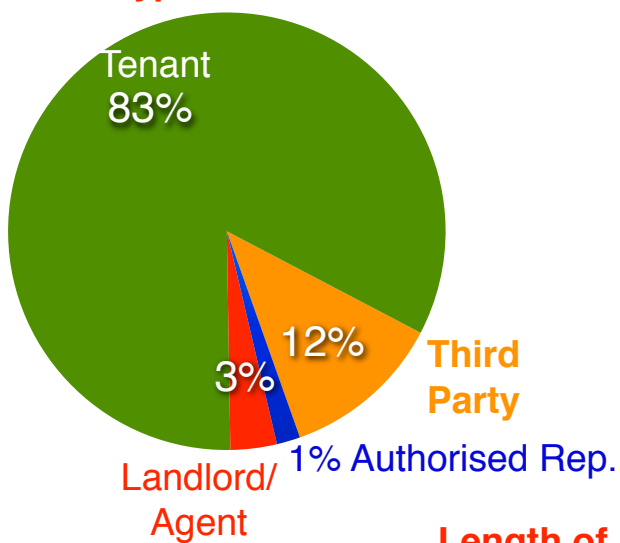


Statewide 2013/14

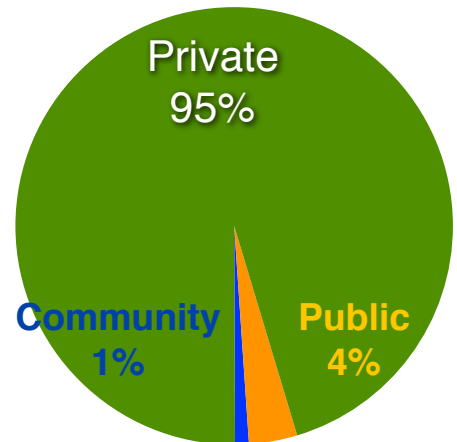
Type of Agreement



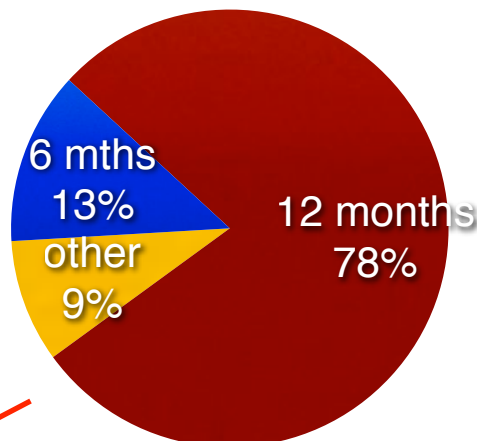
Type of Caller



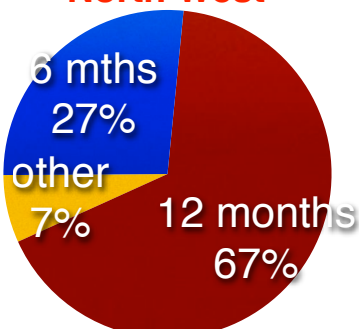
Landlord



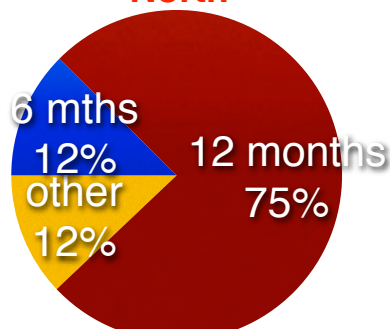
Length of Fixed Term Lease State



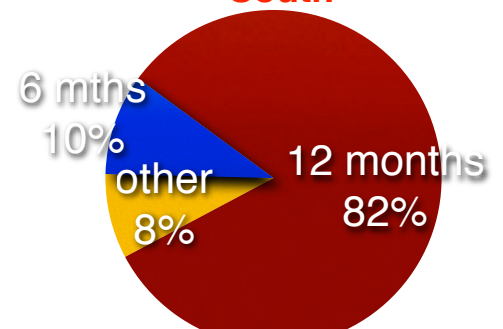
North West



North



South



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

- Centacare Housing and Tenancy Services (CHATS)
- 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

Financial Report

The operating result for the year end 30 June 2014 is a loss of \$10,876 (FY13: loss of \$18,165). This result was anticipated by the Management Committee, and it has enabled the Tenants' Union of Tasmania to continue activities and programs previously initiated that we believe provide valuable support services to the community at large.

This work would not be possible without the generous support and assistance from our sponsors, which we gratefully acknowledge. Our core sponsors are the Tasmanian and Commonwealth Governments, with considerable additional funding provided by the Tasmanian Community Fund and the Solicitors' Trust. We strive to ensure that funds granted to us are used appropriately and solely for the purposes for which they have been entrusted to us.

I would like to draw your attention to notes 5 and 6 of the financial report, which shows accrued employee provisions (\$62,032; FY13: \$40,052) and the carried forward grant surpluses (\$128,652; FY13: \$73,713). The carried forward grant surpluses show grant funds for which the Union has received cash (in advance), but not yet completed the program and activities for which the funds have been granted. Our activities over the coming year are structured around ensuring that these grant funds continue to be used responsibly and for the purposes for which they have been granted.

Both the employee entitlements and carried forward grant surpluses are fully funded and the Union can fully satisfy its obligations to both its employees and for grant funds previously received, however it should be noted that these obligations account for the bulk of the financial resources available to the Union. Providing stewardship for these resources is my primary responsibility; a task in which I value the support of Mick Lynch who performs the day-to-day financial management of the Union.

The financial position of The Union remains strong and solvent. We continue to pursue our goal of improving the services provided to tenants all around Tasmania.

Michael Kennett
Treasurer
October 2014

Tenants Union of Tasmania Inc

For the Year Ended 30 June 2014

CONTENTS

	<u>Page</u>
Financial Report	
Committee's Report	1
Statement by Members of the Committee	2
Statement of Comprehensive Income	3
Statement of Financial Position	4
Statement of Changes in Equity	5
Statement of Cash Flows	6
Notes to the Financial Statements	7
Auditors Independence Declaration	13
Independent Audit Report	14

Tenants Union of Tasmania Inc

Committee's Report

30 June 2014

Your Committee members submit the financial report of the association for the financial year ended 30 June 2014.

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 \$ (10,876) (2013: \$ (18,164)).

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:

Convenor: S. Chapple

Name: S. Chapple

Dated this 17 day of October 2014.

Treasurer: Michael Kemett

Name: Michael Kemett

Dated this 17 day of October 2014.

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 2014 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:

Convenor: S. Chapple

Name: S. Chapple

Dated this 17th day of October 2014.

Treasurer: M. Kennett

Name: Michael Kennett

Dated this 17 day of October 2014.

Tenants Union of Tasmania Inc

Statement of Comprehensive Income

For the Year Ended 30 June 2014

	2014 \$	2013 \$
Income		
Commonwealth grants	68,680	73,081
Commonwealth grants - one off	-	3,000
Miscellaneous income	498	1,478
Interest revenue	8,973	7,609
State grants south	204,588	202,628
Grants - other	119,264	3,055
Total income	402,003	290,851
Less: Expenses		
Advertising	1,737	56
Auditors remuneration	3,230	3,150
Bank charges	122	125
Campaign expenses	800	-
Cleaning	745	1,810
Committee expenses	254	263
Computer expenses	3,379	3,193
Depreciation	3,170	4,290
Electricity	4,883	5,553
Fees and levies	678	454
Insurance	6,106	3,601
Launceston & Northern advocacy	21,105	20,278
Legal and professional fees	-	134
Membership and subscriptions	2,511	1,473
Minor Furniture & Equipment	7,053	2,813
Office supplies and consumables	3,903	671
Postage, printing and stationery	5,844	1,898
Rates and taxes	5,927	6,049
Rent and Lease Agreement	18,835	15,204
Security costs	466	165
Staff amenities	1,581	2,576
Superannuation	23,902	16,850
Staff recruitment and training	3,014	2,620
Telephone	5,302	4,248
Travel and accommodation	4,968	3,933
Wages and salaries	269,302	204,554
Web design and programming	14,062	3,055
Total Expenses	(412,879)	(309,016)
Net surplus/(deficit)for the year	(10,876)	(18,165)
Other comprehensive income/(expense)	-	-
Total comprehensive income	(10,876)	(18,165)

The accompanying notes form part of these financial statements.

Tenants Union of Tasmania Inc

Statement of Financial Position

As At 30 June 2014

	Note	2014 \$	2013 \$
ASSETS			
CURRENT ASSETS			
Cash and cash equivalents	2	269,362	182,195
Trade and other receivables		2,232	7,765
Other assets		-	3,327
TOTAL CURRENT ASSETS		<u>271,594</u>	<u>193,287</u>
NON-CURRENT ASSETS			
Property, plant and equipment	3	<u>2,287</u>	<u>5,457</u>
TOTAL NON-CURRENT ASSETS		<u>2,287</u>	<u>5,457</u>
TOTAL ASSETS		<u>273,881</u>	<u>198,744</u>
LIABILITIES			
CURRENT LIABILITIES			
Trade and other payables	4	25,024	15,930
Employee benefits	5	43,618	28,711
Other financial liabilities	6	<u>128,652</u>	<u>73,713</u>
TOTAL CURRENT LIABILITIES		<u>197,294</u>	<u>118,354</u>
NON-CURRENT LIABILITIES			
Employee benefits	5	<u>18,414</u>	<u>11,341</u>
TOTAL NON-CURRENT LIABILITIES		<u>18,414</u>	<u>11,341</u>
TOTAL LIABILITIES		<u>215,708</u>	<u>129,695</u>
NET ASSETS		<u>58,173</u>	<u>69,049</u>
EQUITY			
Reserves	7	40,000	40,000
Accumulated surpluses		<u>18,173</u>	<u>29,049</u>
TOTAL EQUITY		<u>58,173</u>	<u>69,049</u>

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 2014

2014

	Accumulated Surpluses	Moving Reserve	Case Reserve	Total
	\$	\$	\$	\$
Balance at 1 July 2013	29,049	20,000	20,000	69,049
Net surplus/(deficit) for the year	(10,876)	-	-	(10,876)
Balance at 30 June 2014	18,173	20,000	20,000	58,173

2013

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

The accompanying notes form part of these financial statements.

Tenants Union of Tasmania Inc

Statement of Cash Flows

For the Year Ended 30 June 2014

	2014	2013
Note	\$	\$
CASH FROM OPERATING ACTIVITIES:		
Receipts from grants and other income	456,440	302,472
Payments to suppliers and employees	(370,723)	(282,396)
Interest received	1,450	7,609
Net cash provided by (used in) operating activities	8(a) <u>87,167</u>	<u>27,685</u>
CASH FLOWS FROM INVESTING ACTIVITIES:		
Purchase of property, plant and equipment	-	(1,057)
Net cash used by investing activities	-	<u>(1,057)</u>
Net cash increase (decreases) in cash and cash equivalents	87,167	26,628
Cash and cash equivalents at beginning of year	<u>182,195</u>	<u>155,567</u>
Cash and cash equivalents at end of financial year	8(b) <u><u>269,362</u></u>	<u><u>182,195</u></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 2014

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.

The association recognises capital acquisition of individual amounts under \$3,000 as an expense when incurred.

Tenants Union of Tasmania Inc

Notes to the Financial Statements

For the Year Ended 30 June 2014

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 2014

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

	2014	2013
	\$	\$
Cash on hand	250	250
Cash at bank	269,112	181,945
	<u>269,362</u>	<u>182,195</u>

3 Property, Plant and Equipment

	2014	2013
	\$	\$
Furniture, fixture and fittings		
At cost	34,525	34,525
Accumulated depreciation	(32,238)	(29,068)
Total property, plant and equipment	<u>2,287</u>	<u>5,457</u>

Tenants Union of Tasmania Inc

Notes to the Financial Statements

For the Year Ended 30 June 2014

4 Trade and Other Payables

	2014	2013
	\$	\$
CURRENT		
Trade payables	6,946	10,806
PAYG tax	14,108	6,938
GST payable/(receivable)	3,970	(1,814)
	<u>25,024</u>	<u>15,930</u>

5 Provisions

	2014	2013
	\$	\$
Current - Annual leave	43,618	28,711
Non-current - Long service leave	18,414	11,341
	<u>62,032</u>	<u>40,052</u>

6 Other Financial Liabilities

	2014	2013
	\$	\$
CURRENT		
Tasmanian Community Fund grant surplus carried forward	8,403	20,265
State Government grant surpluses carried forward	2,842	10,100
Commonwealth Government grant surpluses carried forward	-	2,194
Solicitors Trust grant surplus carried forward	117,407	41,154
Total	<u>128,652</u>	<u>73,713</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.

	2014	2013
	\$	\$
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 2014

8 Cash Flow Information

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

	2014	2013
	\$	\$
Surplus/(deficit) for the year	(10,876)	(18,164)
Cash flows excluded from profit attributable to operating activities		
Non-cash flows in surplus		
- Depreciation	3,170	4,290
Changes in assets and liabilities		
- (Increase)/decrease in trade and term receivables	5,534	(7,765)
- (Increase)/decrease in prepayments	3,327	(1,339)
- Increase/(decrease) in trade payables and accruals	9,094	6,335
- Increase/(decrease) in grants carried forward	54,939	26,993
- Increase/(decrease) in provisions	21,979	17,335
	<u>87,167</u>	<u>27,685</u>

(b) Reconciliation of cash

	2014	2013
	\$	\$
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>269,362</u>	<u>182,195</u>
	<u>269,362</u>	<u>182,195</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

There are no contingent liabilities or contingent assets as at reporting date to be disclosed.

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.

Tenants Union of Tasmania Inc

Notes to the Financial Statements

For the Year Ended 30 June 2014

12 Association Details

The registered office of the association is:

Tenants Union of Tasmania Inc

166 Macquarie Street

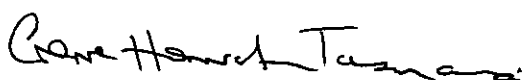
HOBART TAS 7000

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 2014 there have been:

- (i) no contraventions of the auditor independence requirements as set out in the Accounting 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 this 9th day of October 2014.
Hobart, Tasmania

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 2014, 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 Tasmania 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.

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

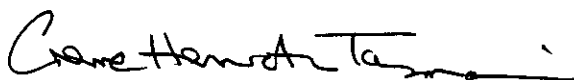
In conducting our audit, we have complied with the independence requirements of the Accounting professional ethical pronouncements.

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 2014 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.

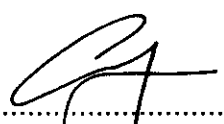

Crowe Horwath Tasmania
Alison Flakemore
Audit Partner

Dated this 17th day of October 2014.
Hobart, Tasmania

Tenants Union of Tasmania Inc

Office Bearers For the year ended 30 June 2014

Convenor	Susan Chapple	220 Nelson Rd Mount Nelson TAS 7007
Public Officer	Jody Johnson	29 Chandos Drive Berridale TAS 7011
Treasurer	Michael Kennett	439 Allens Rivulet Rd Allens Rivulet TAS 7150
Committee Members	Pia Strawe	108 Mount Stuart Rd Mount Stuart TAS 7000
	Michelle Parker	12 Grevillia Way Kingston TAS 7050
	Amanda Street	39 Garnett St Blackmans Bay TAS 7052

Tenants Union of Tasmania Inc	Crowe Horwath Tasmania
 Susan Chapple Convenor Dated this 17 day of October 2014.	 Alison Flakemore Audit Partner Dated this 17 day of October 2014.