

## How to contact TIAS:

TIAS is available: Monday to Friday  
9am – 5pm (excluding weekends and public holidays).

TIAS can be contacted  
through a free call number:

# 1800 060 462

Tenancy Advisors are also available  
for face-to-face enquiries at a number  
of SYC sites, as listed overleaf.

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

## TIAS Locations:

If you wish to make an appointment for a  
specific time within these operating hours  
please call 1800 060 462

### Adelaide

Wednesday 9am – 12pm  
135 Currie Street, Adelaide SA 5000

### Christies Beach

Friday 9 am – 12pm  
York House, 120 Beach Road,  
Christies Beach SA 5165

### Blair Athol

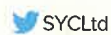
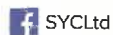
Tuesday 9.30 – 11.30am  
Level 1, 350 Main North Road,  
Blair Athol SA 5084

### Port Adelaide

Thursday 9.30 – 11.30am  
Shop 2B, 171 Commercial Road,  
Port Adelaide SA 5015

### Elizabeth

Monday 9am – 12pm  
Shop 2, 47-49 Elizabeth Way,  
Elizabeth SA 5112



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



# TIAS

TENANTS' INFORMATION & ADVISORY SERVICE



## Providing advice and assistance to tenants in South Australia.

TIAS is a state-wide service operated  
by SYC which provides free and  
independent information, advice and  
advocacy to help people on low incomes  
to sustain their tenancies in private rental,  
community housing or public housing.

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

## What can TIAS provide?

- Education, information and advice on your rights and responsibilities as a tenant
- Advocacy and representation in the areas of tenancy and landlord disputes, debt and eviction
- Representation at and assistance with South Australian Civil and Administration Tribunal (SACAT) hearings
- Encouragement and assistance to engage with mediation processes and to advocate directly with relevant housing providers
- Assistance to access internal avenues of appeal with relevant housing providers
- Referrals to and information on financial counselling and other services relevant to your circumstances



## Are you eligible to receive help from TIAS?

Assistance may be provided to low income households in:

- **Public Housing**
- **Private Rental**
- **Community Housing**
- **Housing Co-operatives**

Priority assistance will be given to households who are paying greater than 30% of their income in rent.

If you're unsure if you're eligible, please visit [www.tias.org.au](http://www.tias.org.au) for further information or call free call number **1800 060 462**.

## What issues does TIAS help with?

TIAS can assist with any issues related to your tenancy such as:

- **Leases**
- **Bond disputes**
- **Property maintenance**
- **SACAT processes**
- **Negotiations with your housing provider e.g. rent arrears**
- **Category status, processes and appeals in relation to Housing SA Applications**

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

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