

R&H Letting Policy

1. This office is aware at all times of its obligation to follow the law. This includes the law about discrimination.
2. We will treat all property owners and their agents and all applicants fairly. This means that we will not discriminate against you because of your race, ethno-religion, sex, marital status, disability, homosexuality or age of any one of your relatives, friends or colleagues.
3. We will not take instructions from any property owners who want us to break the anti-discrimination law.
4. We may decide to accept up to a certain number of applications for any one property managed by this office. If we do this we will tell you how many applications we are accepting for this property.
5. We may refuse to take an application from you:

-either, if the property is physically not able to accommodate as many people as you want to occupy it

-or, if the property cannot be made to suit your particular needs (for example, if you need wheelchair access and the property is up two flights of steps).

We recognise that people with disabilities have the same right to rent a property as people who do not have disabilities. We will do our best to negotiate any adaptations or changes or changes that a person with a disability needs in order to live in or use a particular property. However, we recognise that the owner does not have to adapt or change the property if doing so will cause them unjustifiable hardship.

6. In all other cases, when we decide who can rent a property, we will only look at how well you can pay the rent and look after the property. We will ask you for references about both of these things and we will check these references.
7. We will only refuse your application if your references are not acceptable, or if they were less acceptable than the references of the successful applicant. This means that we are of the opinion, based on your references that;

-either, you are unable to pay the rent and/or look after the property,

-or, you are less able than the successful applicant to pay the rent and/or look after the property.

8. If you are unhappy with anything we do with the way we let property in this office please ask to speak to the owner of this business. Your opinion matters to us.

This policy has been produced by the Real Estate Institute of New South Wales in association with the Anti-Discrimination Board.