# ***This letter may be used to follow up residential tenants who have requested a change to their current rental payments but have not provided supporting documents. It may also be used when residential tenants have not provided evidence to support their claim that they are an impacted tenant and either stop paying rent or pay a reduced amount of rent without the landlord's consent.***

# ***Where [ ] appear, please note the instruction and insert the relevant information.***

**[Insert on agency letterhead]**

**[insert date]**

**[insert tenant’s address]**

Dear **[insert tenant’s name]**

**Re:** Your Request for Rent Assistance

**Lease:** Lease between **[insert name of lessee(s)]** and **[insert name of lessor(s)]** dated **[insert date of lease] (Lease)**

**Premises: [insert address]**

We refer to your request for rent assistance dated **[insert date of request]** as a consequence of the COVID-19 pandemic (**Your Request**).

As you may know, we are governed by Part 6A of the *Residential Tenancies Regulation 2019* (NSW) (**Part 6A**) in relation to the response to the COVID-19 pandemic. Part 6A imposes requirements that must be followed, particularly where a tenant is an “*impacted tenant*” (as defined by Part 6A).

At this stage, we are yet to receive from you the requisite documents to support and progress Your Request. Both parties should participate in good faith negotiations and the supply of these documents assists in demonstrating that you have complied with this requirement. Without the supporting documents, my client cannot determine whether you are an “impacted tenant” and so reserves all of its rights to issue a termination notice or apply to NCAT for a termination order.

We remind you that there has been no change to your obligation to pay rent under the Lease and that you are still required to pay the full amount of rent in accordance with the terms of the Lease until such time as the parties otherwise agree.

In order for my client to properly consider Your Request and to assess whether you are an impacted tenant, please provide the following outstanding supporting documents:

**[insert the outstanding documents required, noting that the type of document depends on the circumstances of each particular case, for instance:**

* **Payslips or bank statements showing the reduced income**
* **Documentation from an employer indicating loss of employment or reduced hours**
* **Evidence of a business closure or business records showing loss of business takings**
* **Confirmation from a Government agency (eg. Centrelink) of eligibility for financial assistance**
* **Medical Certificate]**

**[insert this paragraph if the tenant has stopped paying rent or pays a reduced rent without the landlord’s consent]** [We do not believe it is in the spirit of Part 6A for tenants to unilaterally determine the amount of rent that they will pay, especially without providing all necessary supporting documents and without engaging in good faith negotiations with the landlord. We also remind you of your existing obligation under the Lease to pay the amount of rent that you are contractually obliged to pay, because that obligation has not yet changed.]

Please note that we are not able to provide any legal or financial advice to you and all parties should seek their own independent advice and any agreed changes to the Lease should be reflected in a signed written document prepared by a legal practitioner who is familiar with Part 6A.

We kindly request that you provide the outstanding supporting evidence as soon as possible. Upon receipt of same, we can progress Your Request and obtain instructions from the landlord, with the aim of successfully negotiating an appropriate arrangement agreed by both parties, in good faith, tailored specifically to your particular circumstances.

If you wish to discuss this matter further or require additional clarification, please do not hesitate to contact **[insert name of contact person]** on **[insert phone number and/or email address]**.

Yours faithfully

**[insert name and position]**