

Tenants' Union ACT Inc.

Annual Report



2011 -
2012

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For information and copies of this publication

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Tenants' Advice Service

(02) 6247 2011

Editor: Deborah Phippen, with thanks to Committee members.

Cover art – "Trio" by Hans Lyons, 1st Prize ITD Art Competition

The Tenants' Union acknowledges the financial support and assistance received from members and from the ACT Government (Department of Justice and Community Safety and Department of Disability, Housing and Community Services).

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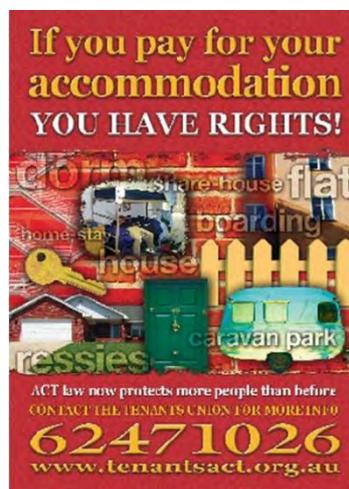
TU Mission Statement

The ACT Tenants' Union is an organisation for tenants by tenants that seeks to enable all tenants to enjoy appropriate, affordable, accessible and secure housing in the ACT.

Core Values

The ACT Tenants' Union is a non-profit community organisation committed to:

- the participatory involvement of tenants to achieve its vision and aims and promoting rental housing which meets the needs of tenants;
- **ensuring tenants' views are recognised and** incorporated into decision making processes;
- educating tenants and other stakeholders about their rights and responsibilities;
- promoting self help mechanisms for tenants seeking dispute resolution;
- fostering effective dispute resolution mechanisms;
- ensuring provision of high quality assistance to tenants through input into effective delivery **of a Tenants' Advice Service (TAS) and other tenancy support services;**
- fostering high morale and work satisfaction, and providing career and development opportunities for TU and TAS staff (as far as possible);
- **the continued use of resources resulting from investment of tenants' bond money to** support the rights of tenants, and increasing funds targeted to directly supporting the rights of tenants;
- supplementing funded resources with effective voluntary resources and coordinating both to ensure the TU ACT is recognised as a well-managed organisation with effective internal and external stakeholder relationships.



Committee Membership

The Tenants' Union (TU) Management Committee is formed each year from volunteer members of the Union who are nominated and elected at the Annual General Meeting. Committee membership consists of three executive positions, four general positions and one staff representative. During 2011/12 the committee membership comprised:

President
Treasurer
Secretary

Helen Merritt
Anne Macduff
Genevieve Bolton

General Committee

Helen Sexton
Shelagh Keith
Peter Elford (left Jan)
Rachel French
Lauren Farrell (joined in May)

Deborah Phippen (Staff Rep/Public Officer)

The efforts of all committee members are greatly appreciated. Members freely give their valuable time and their contributions are integral to the smooth running of the organisation.



TU Staff

Executive Officer:	Deborah Phippen
Principal Solicitor:	Position unfilled
TAS line advice workers:	
Advice & project (full-time):	Heather Taplin
Advice (part-time):	Louisa Bartlett Sarah Hein
Office Coordinator:	Izzy Hockley Sarah Greet
Project worker (5 months):	Christian O'Callaghan

Farewelled:

There were quite a few changes in our small team over the year. Louisa left us in October to take on a broader legal position, not leaving tenancy behind though. Izzy left for bigger pastures in November and Heather left us in June to broaden her legal career. We thank all of you for your work and commitment to the TU and tenancy during your time with us.

Funding

The Tenants' Union receives funding through the ACT Department of Justice and Community Safety. Funds are sourced from interest on bonds lodged with the Office of Rental Bonds and held in the Bond Trust Account. This interest also funds the administration and operation of the Office of Rental Bonds and the Residential Tenancies Tribunal (and the residential tenancies component of the ACAT). It is important to **note that tenants' money** contributes to the operation of the tenancy Tribunals; there is no similar contribution from landlords. There was no readily available breakdown of the distribution of these funds.

The table below show bond figures over the past four years.

	11 - 12	10 - 11	09 - 10	08 - 09		11 - 12	10 - 11	09 - 10	08-09
No. of bonds lodged	16,365	15,201	14,487	14, 256	Value of bonds lodged (\$)	22,771,000	27,333,347	24,587,593	23,256,705
No. of bonds refunded	14,712	13,933	13,616	13,097	Value of bonds refunded (\$)	17,519,000	19,754,804	18,394,505	16,825,411
Average value of bonds (\$)	1,660	1,798	1,697	1,420	Value of bonds 30 June (\$)	54,218,000	47,443,293	43,729,923	38,900,537

This funding enables the Tenants' Union to provide high quality services for tenants throughout the ACT. During the previous year the TU received a minimal amount of additional funds from members. The increase in funds held in the Bond Trust Account clearly reflects the increase in rents across the ACT.

This year the TU received the final **year's funding** for four years for the ACT Government's Affordable Housing initiatives. These funds have been used to cover most of the costs for our supervising solicitor, which has meant that we can provide limited case-work and representation. We also received event funding through Housing ACT for the art show.



President's Report

"Sharing a Bond"

The quote above was the theme of the 2011 Annual Tenants' Art Competition and seemed particularly apt as a beginning for my own annual report in order to recognise the excellent working relationship between the Management Committee and staff of **the Tenants' Union (ACT)**, particularly the Executive Officer, Deb Pippen..

The Agenda for the Management Committee over the year has been a full one with a number of staffing matters and projects needing to be addressed. Recruitment for a Principal Solicitor remained unresolved during the year and this required additional input from the Welfare Rights and Legal Centre as supervisory legal staff. It is anticipated that this vacancy will be filled during the coming year.

A Review of Staffing levels and duties was also undertaken which resulted in a qualified bookkeeper being recruited on a part-time basis. The subsequently modified, vacant **administrative role was also filled and new staff were recruited for the Tenants' Advice Service.** An upgrade of TU's telephone system was also undertaken along with the purchase of new computers. These changes have improved the working arrangements for TU staff markedly.

A number of other projects were also addressed during the year, including the TU Strategic Plan, Affordable Housing, the continuing need to monitor and upgrade the TU website and the NACLAC Accreditation Project. The Executive Officer is to be commended for her input and management of these projects.

The annual Tenants' Art Exhibition celebrated International Tenants' Day in October and was again well patronised by artists from the tenant community. The Management Committee extends **it's thanks to TU and Housing ACT for their input and sponsorship of this, now well-established,** event and congratulates all artists for the success of the exhibition.

A valued member of the Management Committee resigned due to a move with his family to Western Australia. The Committee expressed our appreciation for his input over the past two years. I would also like to thank all members of the Management Committee for their commitment to TU and for their professionalism in addressing the many issues which have been placed before them over the year.

I wish Tenants' Union and the Management Committee well for the forthcoming year.

Helen Merritt

Executive Officer's Report

Reviewing the year and looking at last year's report I see how things have changed, and how many have stayed the same. The same problems for tenants, the same unrelenting demand for assistance, the same pressures on staff. Unfortunately we have also suffered from the problems of a small specialist community legal centre that has to compete with bigger and better funded legal services for staff.

Firstly, the advice service – We have continued with the practice of tenants leaving their details with advice workers returning calls. This has alleviated frustration felt by people continual getting engaged signals. We do restrict messages when demand is too high. TAS activity numbers dropped over the year due to staffing changes. Another impact of the lack of a Principal Solicitor has been the closure of the Tuesday Night Service; this will re-open when we have a Principal Solicitor. TAS figures show a drop in activities are due to a combination of lack to staff and the introduction of the new website leading to greater complexity (and length) of calls due to the wide range of basic information being available on the updated website. Advice staff also took on more complex advice and time consuming activities as well as minor assistance.

Major work for the year:

- On the CLE side of our service, the website was up and running from the start of the financial year and has been a great success, as indicated by the statistics. We also have a stronger Facebook presence. These two elements do involve a considerable amount of work - updating and monitoring;
- We also continued to provide presentations and workshops in tenancy issues and law, including the very successful Domestic Violence and Tenancy workshop;
- **Always a highlight each year is the International Tenants' day art show and competition;** and
- On the administrative and management side, a great deal of work continued into relation to the the National Association of Community Legal Centres Accreditation process. The ACT community legal centres were chosen as the first centres to undergo this process. It was very time consuming but very worthwhile in terms of ensuring that our centre has sound management practices.



I would like to thank my TU co-workers for their continual assistance and support. We are a very small team working within a sometimes very challenging environment. The fact that we continue and the TU/TAS is well respected is down to the fabulous staff. It is well known that the work is hard and the rewards are not monetary, but your work is respected and you are valued!

I would also like to take the opportunity to thank the TU Management Committee for their ongoing support and work. We all acknowledge and highly value the time that they give freely to the TU and TAS.

Deborah Pippen

TAS Statistics

Statistics reflect the amount of disruption to the service due to staffing changes.

Total TAS Client Activities

2011/2012	2010/2011	2009/10	2008/09	2007/08
1,709	3,298	4,191	3,254	2,763

Gender Breakdown

Gender	2010/2011	2009/10	2008/09	2007/08
Females	60%	62%	68%	65.5%
Males	40%	38%	32%	34.5%

Tenure Types

Tenure Types	11/12	10/11	09/10	08/09
Private Tenancy	91.7%	93.3%	94.1%	96.3%
Public Tenancy	0.1%	0.2%	0.6%	0.2%
Community Housing	2.8%	0.3%	0.9%	0.6%
Occupants & others	5.4%	4.1%	4.4%	2.9%

Note – TU's funding is sourced from private tenants (interest on bond). The TU does not receive any funding to provide assistance to people in other types of tenancies. The ACT Government funds Welfare Rights & Legal Centre to target assistance to people on low incomes in public and other types of housing

TAS Top 4 - most common problems for tenants

	2011/2012	2010/2011	2009/10	2008/09
1	Bond	Bond	Bond	Bond
2	Termination by tenant	Rent issues (arrears, increases, payments etc)	Repairs	Termination by tenant
3	Repairs	Repairs	Termination by tenant	Repairs
4	Rent issues (arrears, increases, payments etc)	Termination by tenant	Termination by landlord	Rent

During this period we continued to be without a Principal Solicitor and minor assistance and case work has been limited to a few matters that the full-time TAS worker could undertake within the constraints of her other duties. Cases were those already opened and reported on. This worker left the TU at the end of May. No minor assistance or casework beyond that date. Down to one part-time advice worker from end of May to end of June

Minor assistance

Work included issues where:

- landlord taking ACAT action for unpaid rent of housemates, despite all tenants being on separate tenancy agreement
- landlord was repeatedly harassing them, claiming they were in rent arrears and refusing to provide rent receipts
- head-tenant was threatening tenant with lockout
- landlord wished to increase the rent by \$70 per week and unlawfully require the tenant to sign a new fixed term.
- a real estate agent repeatedly sought to rely on a clause in the agency's 'Explanatory Terms' which did not apply in the circumstances, was void for that tenancy, and was not capable of endorsement by ACAT.
- difficult circumstances at high risk of homelessness who sought an extension on a notice to vacate. Although the notice was invalid, the tenant was fearful of asserting her legal rights and preferred to attempt negotiations.
- application for university boarding accommodation was rejected on the basis of alleged late rent payments which the client disputes, and which had never been raised with the client before the decision was made to refuse his application for accommodation.
- Tenant terminated tenancy early because he could not afford to sustain it. Landlord failed to mitigate because he is refusing to look for new tenants.
- tenant in shared house, 6 others, no written tenancy agreement, "security deposit of 2" weeks rent plus bond, bond not lodged, rent paid in cash, no receipts. Tenant moved out, landlord refused to return bond. We are aware that other tenants are having similar problem with the landlord
- Successfully negotiated a 2 week extension in a property on behalf of a client with mental health issues and no alternative accommodation, who risked homelessness.
- Assisted a client to negotiate with their real estate agent about a rent reduction, and also to educate the agent about their obligation to take steps to require the body corporate to carry out repairs to common areas.
- Corresponded with an agent who attempted to levy an unlawful fee from the tenants. The agent did so in reliance on a clause in the lease which was inconsistent with the Residential Tenancies Act, was not endorsed for the tenancy, was not capable of endorsement, and did not apply in the tenants' circumstances.
- Negotiated an extension in a property where a tenant was issued an invalid notice to vacate following an inspection that was conducted without notice and raised only two issues which did not justify termination.
- Assisted tenants to write to their real estate agent, who insisted on reinspecting the property after the landlord had already reinspected the property and said the property was fine and there was no need for another inspection.
- Assisted a tenant with drafting an application to ACAT for compensation, where recurring mould issues (that the landlord was aware of before they moved in) damaged irreplaceable belongings and contributed to health issues.
- Wrote letter of complaint to OFT regarding potential licensing breach or misleading conduct, and conduct which may constitute unconscionable, high pressure or unprofessional conduct by agent. Tenant requested that OFT:

- Investigate whether the individual acted as a real estate agent, or pretended to be a licensed real estate agent, without a licence.
- Inform the individual of the relevant provisions under the Australian Consumer Law, Residential Tenancies Act and Agents Act and Regulations (where applicable).
- Request the individual to provide a written apology to Ms Hyde for this conduct.
- Sought return of a bond (\$3,900) collected by a landlord and not lodged with ORB
- Wrote to agent in relation to term requiring payment of a reletting fee, advising that such a fee is inconsistent with RTA and ACL. Sought agreement that the agency will cease issuing invoices based on this term.
- Wrote to ACAT regarding client complaint that ACAT staff member advised that tenant was bound by an inconsistent term requiring payment of water bills where no separate metering device because the tenant signed the agreement. ACAT response that staff members had been spoken with and the tenant must have misunderstood what she had been told.

Casework

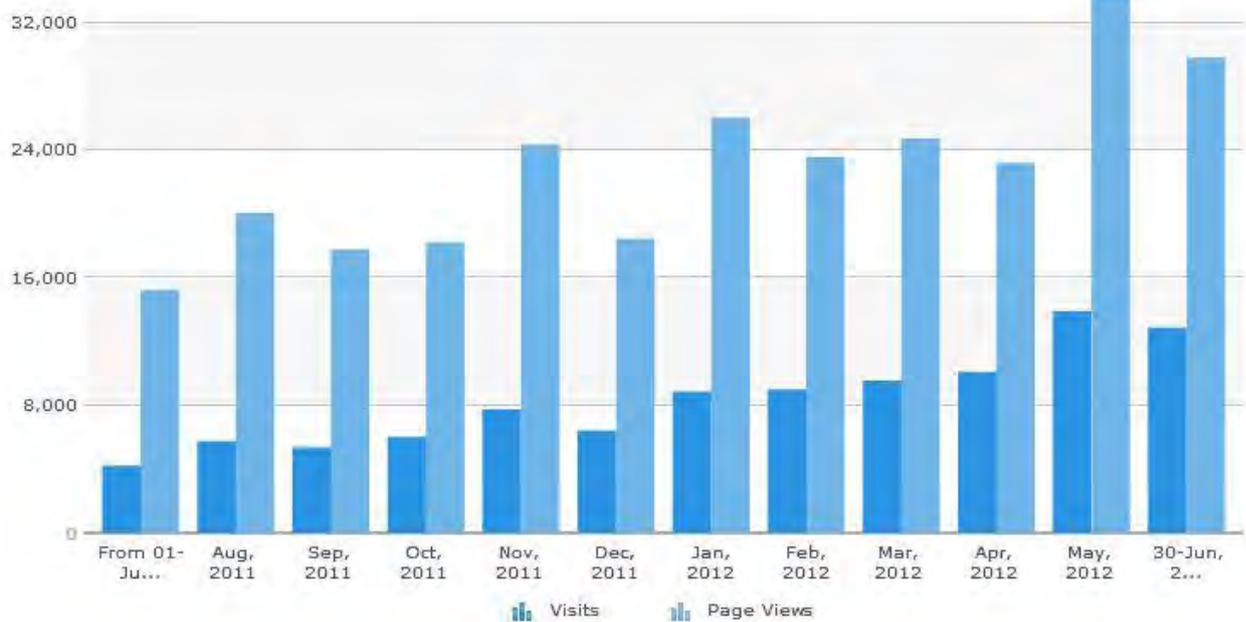
This work included:

- Representing Tenants with limited English skills, at ACAT where private Lessor sought to terminate tenancy in absence of valid notice and seemingly in retaliation for Tenants seeking to enforce rights, inter alia, in respect of urgent repairs, including lights not working in kitchen for about 2 months, and Tenants refusing to pay Lessor a third bond in respect of the premises. (ongoing from Feb 2011)
- Representing young and inexperienced Tenant, who after being fired by her employer, who was also her landlord, was given a retaliatory Notice to Vacate after she contested an unlawful rent increase.
- Tenant disputed a water bill on the basis that they had a written agreement with property manager that previous bills would not be paid by the tenant, but future bills would be. They received initial advice relating to water bills and this agreement and then received a Notice to Vacate on the grounds of falling to pay the water bill.
- Landlord subjected tenant and his family to serious harassment that was racially motivated. Order made to immediately terminate the tenancy agreement and a further order will be made in relation to compensation. Matter referred on in relation to complaint to ACT Human Rights Commission.
- NTV served after tenant expressed dissatisfaction with a selling agent moving and photographing belongings without permission. NTV has been withdrawn, parties negotiating access.
- Negotiated an 8 week extension in the property for tenants who had no alternative accommodation, after the Supreme Court had issued an eviction warrant for repossession by a bank.
- Negotiated early termination of a fixed-term co-tenancy without liability, where the tenant had a series of family emergencies and the agent was interfering with her quiet enjoyment in the premises.

Other TU Work

Website Statistics:

	2010/11	2009/10	2008/09
Total hits	34,349	29,686	22,822
Total unique hits	27,144	21,741	18,519
Average hits per month	2,862	2,473	1,901



Month	Visits	Page Views
From 01-Jul, 2011	4,231	15,230
Aug, 2011	5,755	20,048
Sep, 2011	5,358	17,787
Oct, 2011	6,022	18,217
Nov, 2011	7,752	24,354
Dec, 2011	6,424	18,447
Jan, 2012	8,856	26,016
Feb, 2012	8,985	23,554
Mar, 2012	9,555	24,723
Apr, 2012	10,118	23,224
May, 2012	13,905	33,917
30-Jun, 2012	12,862	29,797



COMMUNITY LEGAL EDUCATION:

Workshops / presentations – 11
Information stalls – 10

Tenancy kits distributed – 553
Occupancy kits distributed- 229
"Crowded House" share house publication – 319

PUBLICATIONS, ARTICLES & MEDIA:

Unfortunately the staff changes led to insufficient resources to produce the Tenant News newsletter. Work did include updating the DV and Tenancy manual and redesigning the occupancy factsheets into a booklet. Information is continually updated on the website (stats for the site are in the TAS stats section).

Media coverage in Canberra Times and local TV and radio, including – – ACT rent levels, tenant databases, student housing, slum landlord, evictions, tenancy issues over Christmas, affordable housing and rental costs in winter

ADVOCACY AND LAW REFORM

Issues covered by the TU and meetings attended during the year included:

Legal Aid & Women's Legal Centre regarding CLE project, Vicki Dunne United Voice (utilities issues for low income earners), national community housing regulation, appeared before Leg Assembly Inquiry into student housing, , ACT Govt Joint community govt reference group, ACAT stakeholders meeting, CLC hub, ACTCOSS - Leg Assembly Inquiry into Social Housing, disaster planning, ACAT Electricity and Water Stakeholders, National Social Inclusion report, National Community Housing Regulation, NACLC, Joy Burch, ACT Legal Assistance Forum tenancy working group. CLC hub, agency meeting with Supporting Tenancy Service, ACT Govt Targeted Assistance Strategy consultation, DJCS re RTA amendments, ACT Shelter planning meeting, public housing tenants re Northbourne Flats redevelopment, Prime Minister re SACS and Fair Pay, Community Housing Canberra tour, Housing ACT panel for tenancy group , JCS re boarding houses, Financial Counselling Australia, National Shelter Indigenous community housing forum; Alistair Cole MLA; HACT panel for Joint Champions Group; ACT Legal Assistance Forum CLE working group; ACTCOSS re affordable housing issues; Liz Curran re Legal Aid review

Issues worked on: Submission on Residential Tenancies (Databases) Amendment Bill 2011, HACT anti-social behaviour policy, rent cards and the regulation of intermediary financial services, tenancy databases and the human right to privacy and reputation, National Shelter national policy platform, Human Rights Act submission Lobbied ACAT to send a letter to agents correcting common misunderstandings about endorsed terms, including misconceptions that inconsistent terms are binding if a tenant signs them, and that if an inconsistent term has been endorsed for one tenancy it is binding in other tenancies. Researched the application of the Australian **Consumer Law to tenancy issues, researched penalty schemes in other states and ACAT's power to impose the penalty under section 23, private tenancy paper for ACT Shelter, HACT Homeshare pilot response; ORB Renting Book review; Researched private tenancy paper for ACT Shelter**

Unsuccessfully lobbied ACAT to notify both parties to a joint application to ACAT of the outcome of that application. Currently, when a tenant and landlord/agent jointly apply for an inconsistent term to be endorsed, the landlord/agent is notified of ACAT's decision to endorse or not endorse



the term, but the tenant is not notified. Consequently, the tenant does not know which additional terms in their lease are binding and which are not

Regular community forums

Other regular community forums and meetings that the TU has participated in include: Monthly ACT Shelter forums, monthly ACT Shelter meetings, monthly legal issues meetings (WRLC), ACT Free Legal Advice **Forum, International Tenants' Day** coordinating committee, ACT Community Legal Centres, National Shelter, Youth Law Centre Steering committee, the ACT Shelter Executive Committee, Welfare Rights Board of Management and the ACT Legal Assistance Forum.

MEMBERSHIPS

We maintained memberships of related bodies, locally, nationally and internationally. We have had regular contact with the International Union of Tenants, the National Association **of Tenants'** Organisations, the National Association of Community Legal Centres, National Shelter, ACT Shelter and ACT Community Legal Centres.

Through these memberships we share resources and have access to a wide range of knowledge of tenancy, housing and legal issues. We also gain access to services such as the community legal centre national email bulletin board, Professional Indemnity Insurance a range of training and support mechanisms.

International Tenants' Day:

Our annual art show continues to grow, celebrating the achievements and creativity of people renting their homes in the ACT as part of International Tenants' Day celebrations.

Tenants' Union ACT hosted the event at the Theo Notaras Multicultural Centre in Civic. This was made possible by the essential contributions from Housing ACT, both financial and staff resources. We had 44 entries with a wide range of styles and media represented.

The show was launched by ACT Housing Minister, Joy Burch, and the Minister also awarded prizes at the Awards Night. As in previous years the volunteer judges gave their valuable time to cast their eyes over the wide range of art works, showcasing a vast range of mediums, methods, and messages. Many thanks to all involved. We congratulate the prize winners:

1st prize: "Trio" – Hans Lyons

2nd prize: "Two Ducks Together" – Yun Qing Gu

3rd prize: "For the Love of You" – Rerekohu
 People's Choice: "A Friendly Breeze" - Jesslyn Hanson



Trio – Hans Lyons



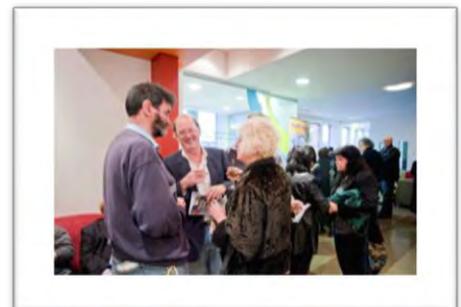
Minister Joy Burch launching the event



Some of the artists



Awards Night





Treasurer's Report

Income:

For the financial year 2011-2012, **the Tenant's Union ACT received a total** income of \$ 391,106. Of this amount, \$ 374, 638 was received as grant money from the ACT Department of Justice and Community Safety (DJACS).

Expenditure overview:

Staff Expenditure

There was a significant surplus in expenditure on staff salary and wages this financial year, due to **the fact that the principal solicitor's position and the office administrator's position were unfilled** for a large part of the financial year. However, these positions have now both been filled and we **look forward to enhancing the TU's capacity to deliver quality services to ACT tenants as a result.**

Operational Expenditure

While most line items increased within normal annual fluctuations, increases in some line items were larger. There were larger expenses due to the recruitment processes which were undertaken, and for legal supervision in the absence of a principal legal solicitor. The membership to NACCLS also increased substantially. Other increases were approved when it became apparent that the TU would have a considerable surplus for the 2011-2012 year. The increase in spending meant that the TU could print more fact sheets and update computer equipment. We were also able to fund more staff members to attend the important NACCLS conference which was held in Adelaide.

The Bottom Line: There was net surplus of \$ 50,153.

2010-2011 Financial statement

In the auditor's opinion the Tenants' Union's obligations under the auditing provisions for the 2010-2011 financial year have been satisfied.

Thankyou

Many thanks to the TU staff for their attentive management of financial records throughout the year. I am grateful to Margarent Harley and Nicole McCusker for their accurate and thorough book-keeping practices. And as always, I am grateful to Deb Pippen for patiently answering all my time consuming questions.

Anne Macduff
Treasurer



Financial Statements

TENANTS' UNION ACT INCORPORATED

Financial Statements For the Year Ended 30th June, 2012

Houston & Hanna
Chartered Accountants
15/11 McKay Gardens
TURNER ACT 2601

Phone: 02-62498515 Fax: 02-62496792
Email: kim@khanna.com.au

TENANTS' UNION ACT INCORPORATED
STATEMENT OF COMPREHENSIVE INCOME
FOR THE YEAR ENDED 30 JUNE 2012

	2011 \$	2012 \$
INCOME		
Grant Income	278,151	374,638
- Operational	87,413	-
- TAS funding	14,578	9,994
Other Income	5,953	6,474
Interest	386,095	391,106
TOTAL INCOME		
EXPENSES		
Audit Fees	1,500	1,650
Bank Charges	549	479
Cleaning	1,568	1,546
Depreciation	1,562	1,936
Employees' Amenities & Recruitment	1,701	3,416
Insurance	2,479	2,636
Legal Practice Costs	1,007	3,751
Library/Memberships	2,224	4,461
Office Equipment & Furnishings	1,345	2,818
Postage	1,228	1,046
Printing & Stationery	2,697	8,474
Promotion	2,617	934
Rent & Storage Costs	14,387	9,863
Salaries & Wages	290,183	229,158
Annual Leave Provision	(2,287)	2,092
LSL Provision & Payments	(1,159)	2,689
Project Expenses	6,000	-
Staff Training, Conferences & Meetings	5,331	17,106
Sundry Expenses & Locum Provision	1,376	4,780
Superannuation	26,116	20,904
International Tenancy Day expenses	6,152	6,208
Telephone	5,546	5,646
Website/Internet/IT Support	2,307	4,947
Workers Compensation Insurance	4,240	4,012
WRLC Contribution	3,452	-
TOTAL EXPENSES	382,122	340,953
OPERATING SURPLUS/(DEFICIT)	3,973	50,153

THE ACCOMPANYING NOTES FORM PART OF THE ACCOUNTS.

TENANTS' UNION ACT INC.
STATEMENT BY COMMITTEE MEMBERS

We the undersigned, being two members of the Committee state on behalf of the Committee that:

1. the Committee Members of the Association as at the date of this report are:

- | | |
|------------------|---------------------------|
| Helen Merritt | President |
| Anna Macduff | Treasurer |
| Genevieve Bolton | Secretary |
| Shelagh Keith | Committee Member |
| Rachal French | Committee Member |
| Helen Sexton | Committee Member |
| Lauren Farrell | Committee Member |
| Deborah Phippen | Staff Rep/ Public Officer |

2. the principal activity of the Association during the year year ended 30 June 2012 was the provision of a tenants' advisory service.

3. the net surplus/(deficit) for the financial year ended 30 June 2012 was: \$ 50,153

4. in our opinion, the attached financial statements show a true and fair view of the operations and cash flows for the year ended on that date.

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


Treasurer
Committee Member


Secretary
Committee Member

Dated this 16th day of November 2012

TENANTS' UNION ACT INCORPORATED
STATEMENT OF FINANCIAL POSITION
AS AT 30 JUNE 2012

	2011 \$	NOTE	2012 \$
CURRENT ASSETS			
Cash	114,169		187,926
Prepayment	-	2	3,918
TOTAL CURRENT ASSETS	<u>114,169</u>		<u>191,843</u>
NON-CURRENT ASSETS			
Office Plant & Equipment	3,055	3	6,467
TOTAL NON-CURRENT ASSETS	<u>3,055</u>		<u>6,467</u>
TOTAL ASSETS	<u>117,224</u>		<u>198,311</u>
LESS CURRENT LIABILITIES			
Sundry Creditors	4,710		33,551
Provisions	26,400	4	28,492
TOTAL CURRENT LIABILITIES	<u>31,110</u>		<u>62,044</u>
NON-CURRENT LIABILITIES			
Provisions	34,070	4	34,070
TOTAL NON-CURRENT LIABILITIES	<u>34,070</u>		<u>34,070</u>
TOTAL LIABILITIES	<u>65,180</u>		<u>96,114</u>
NET ASSETS	<u>52,044</u>		<u>102,197</u>
MEMBERS' FUNDS			
Opening Balance	38,054		42,027
Reserve for Redundancies	10,017		10,017
Operating Surplus/(Deficit)	3,973		50,153
TOTAL MEMBERS' FUNDS	<u>52,044</u>		<u>102,197</u>

THE ACCOMPANYING NOTES FORM PART OF THE ACCOUNTS

TENANTS' UNION ACT INCORPORATED
STATEMENT OF CASH FLOWS
FOR THE YEAR ENDED 30 JUNE 2012

	2011 \$	2012 \$
CASH FLOWS FROM OPERATING ACTIVITIES		
Receipts from Members/Grants	380,142	384,632
Interest Received	5,953	6,474
Payments to Suppliers and Employees	(383,689)	(312,001)
NET CASH (USED IN) GENERATED FROM OPERATING ACTIVITIES	<u>2,406</u>	<u>79,105</u>
CASH FLOWS FROM INVESTING ACTIVITIES		
Payments for Plant & Equipment	-	(5,348)
NET CASH FLOWS USED IN INVESTING ACTIVITIES	<u>-</u>	<u>(5,348)</u>
Net increase (decrease) in cash held	2,406	73,757
Cash at the beginning of Year	111,753	114,169
114,169	114,169	187,926
Represented By:		
Cash on Hand	80	-
Cash at Bank	114,089	187,926
114,169	114,169	187,926
RECONCILIATION OF CASH FROM OPERATING ACTIVITIES TO OPERATING PROFIT AFTER TAX		
Operating Surplus/(Deficit)	3,973	50,153
Non Cash Items in Operating Surplus	1,562	1,936
- Depreciation		
Changes in assets and liabilities		
-(Increase)/ Decrease in Prepayment	-	(3,918)
-(Increase) / (Decrease) in Creditors & Accruals	2,640	28,841
- Increase / (Decrease) in Provisions	(5,788)	2,092
NET CASH FLOWS RELATING TO/FROM OPERATING ACTIVITIES	<u>2,406</u>	<u>79,105</u>

THE ACCOMPANYING NOTES FORM PART OF THE ACCOUNTS

TENANTS' UNION ACT INCORPORATED

STATEMENT BY MEMBERS OF THE COMMITTEE

In the opinion of the committee of the Tenants' Union ACT Inc. the financial reports as attached

1. The statement of Financial Position and Statement of Financial Performance have been drawn up to give true and fair view of state of affairs of the Association as at 30 June 2012 and the trading results for the year ending 30 June 2012.

2. At the date of this statement, there are reasonable grounds to believe that the Tenants Union ACT 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 on behalf of the committee by:

Anne Plaud A (Treasurer)
Committee Member

G. Isatou (Secretary)
Committee Member

Dated this 16 Day of November 2012

TENANTS' UNION ACT INCORPORATED

NOTES TO AND FORMING PART OF THE FINANCIAL ACCOUNTS
FOR THE YEAR ENDED 30 JUNE 2012

	2012	2011
	\$	\$
2. CASH		
Cash on Hand	-	80
Cash at Bank	187,926	114,089
	<u>187,926</u>	<u>114,169</u>
3. FIXED ASSETS		
Plant & Equipment	11,758	6,410
Less Accumulated Depreciation	(5,291)	(3,355)
	<u>6,467</u>	<u>3,055</u>
4. PROVISIONS		
CURRENT		
Provision for annual leave	24,482	22,400
Provision for Relief/Locum	4,000	4,000
	<u>28,482</u>	<u>26,400</u>
NON-CURRENT		
Provision for Long Service Leave	18,670	18,670
Maternity Leave Provision	11,400	11,400
General Provisions/Training	4,000	4,000
	<u>34,070</u>	<u>34,070</u>

HOUSTON & HANNA
CHARTERED ACCOUNTANT

K D Hanna FCA (Principal)

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(02) 6248 8175
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GPO Box 810, Canberra ACT 2601
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**INDEPENDENT AUDIT REPORT TO THE MEMBERS OF
TENANTS' UNION ACT INCORPORATED
FOR THE YEAR ENDED 30 JUNE 2012**

Scope.

I have audited the attached financial statements of the Tenants' Union Incorporated (The Union) for the year ended 30 June 2012. The Committee is responsible for the preparation and presentation of the financial statements and the information they contain. I have conducted an independent audit of these financial statements in order to express an opinion on them to the members of the Union.

My audit has been conducted in accordance with Australian Auditing Standards to provide reasonable assurance as to whether the financial statements are free of material misstatement. The procedures included examination, on a test basis, of evidence supporting the amounts and other disclosures in the financial statements, and the evaluation of accounting policies and significant accounting estimates. These procedures have been undertaken to form an opinion as to whether, in all material respects, the financial statements are presented fairly in accordance with Australian Accounting Standards and Statutory requirements so as to present a view which is consistent with our understanding of the Union's position and the results of its operations.

The audit opinion in this report has been formed on the above basis.

Audit Opinion.

In my opinion,

- (a) The financial statements of the Union are properly drawn up:
- (i) So as to give a true and fair view of matters required by subsection 72(2) of the Associations Incorporation Act 1991 to be dealt with in the financial statements
 - (ii) in accordance with the provisions of the Associations Incorporation Act 1991; and
 - (iii) in accordance with proper accounting standards, being Applicable Accounting Standards;
- (b) I have obtained all the information and explanations required;
- (c) Proper accounting records have been kept by the Union as required by the Act; and
- (d) The audit was conducted in accordance with the rules of the Organisation.


.....
Kim Hanna FCA
Registered Company Auditor
Date.....19/11/12.....