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## Retail Tenancy



- The Retail Tenancy Unit has conducted about 7,800 informal mediations since it began operations in 1994
- staff and an external panel of mediators have conducted 2,200 formal mediations
- more than 80% of parties who attended these sessions reached agreements that resolved their disputes
- ninety-five per cent of these agreements were honoured in the spirit in which they were written (anecdotal evidence).

The New South Wales (NSW) Government's Retail Tenancy Unit (RTU) provides information and advice to people involved in retail leasing, such as tenants, landlords, solicitors and real estate agents. We offer information and advice over the telephone and by email about retail lease matters. We also help those involved in disputes work towards solutions.

The RTU administers the new Retail Bond Scheme. We can provide you with forms and information about how the scheme works. If there is a dispute about the return of the bond we can help manage the resolution of the dispute.

We organise mediations between parties for all disputes that require assistance. Mediation is an informal process where a neutral, non-judging mediator helps the parties work together to try to develop an agreement that both parties can live with. Under the Retail Leases Act you must attempt mediation before you can take your case to the Administrative Decisions Tribunal, which is similar to a court. Mediation is less expensive and quicker than going to court and is usually less stressful and more effective.

You can telephone the RTU and speak to a trained mediation officer about your questions or problems. We can assist you with information and advice about entering into a retail lease, bonds, damage to the shop, rent increases, shopping centre management issue, rent arrears and many other aspects of retail leasing. If your inquiry is outside our area of expertise, we will refer you to someone who is better able to help, where possible.

### For more information

Retail Tenancy Unit | ☎ 1300 79 55 34 | [rtu@business.nsw.gov.au](mailto:rtu@business.nsw.gov.au)  
<http://www.retail.nsw.gov.au>

### TESTIMONIAL

*"On behalf of the Australian Retailers Association, NSW, I am pleased to report that the dispute resolution (mediation) provisions of the Retail Leases Act have proven highly successful in resolving retail tenancy disputes in a timely and cost-effective manner."*

Bill Healey  
Executive Director  
Australian Retailers  
Association, NSW