

Tenant Information Guide

The information in this guide is a summary of the Residential Tenancies Act 1995. It has been prepared by Consumer and Business Services and gives general guidance only. It does not constitute legal advice and is not a substitute for the Residential Tenancies Act 1995.

Introduction

The *Residential Tenancies Act 1995* requires that a landlord or agent **must give the tenant this information guide** at the time that an agreement is entered into.

This guide sets out the **general rights and obligations of landlords and tenants** in respect of residential tenancy agreements entered into in South Australia.

It is inclusive of changes made to the *Residential Tenancies Act 1995* that **commenced as of 1 March 2024**.

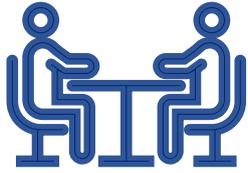


A residential tenancy agreement (sometimes called a lease) is formed when a person (landlord/agent) gives another person (tenant), the right to occupy premises in return for payment. Boarders, lodgers and rooming house residents may be treated differently.

Contents

Introduction.....	1
The landlord/tenant relationship	3
The landlord is obliged to:	3
The tenant is obliged to:	4
Landlord's right of entry to rented premises.....	5
At the beginning of a tenancy	6
Tenant Information.....	6
Residential tenancy databases	6
Types of lease agreements	6
Bond	7
Inspection sheets	7
Rent in advance	7
Rent increases	8
Where there is a fixed term agreement.....	8
Where there is a periodic agreement	8
Repairs and maintenance	8
Termination	9
Periodic tenancy.....	9
Fixed term tenancy	9
Termination for breach of agreement.....	9
Termination for frustrated agreement.....	10
Termination by tenant if premises for sale	10
Termination for undue hardship	10
Refund of bond	10
Where parties agree.....	10
Notice of claim	11
Disputed bonds	11
Unclaimed money.....	11
Sub-letting and assignment.....	12
Dispute resolution	12
SACAT hearings.....	12
Community housing organisations	12
More information	13
Translating and Interpreting Service.....	14

The landlord/tenant relationship



Landlords and tenants both have rights and obligations when a residential tenancy agreement is entered into. Some of these rights and obligations cannot be changed, even if there is a mutual agreement made between the parties.

This guide outlines the central rights and obligations of both parties. For full details on rights and responsibilities please refer to the *Residential Tenancies Act 1995* (the Act).

A number of penalties and expiation fees have increased significantly since changes came into force on 1 March 2024. Please make yourself familiar with your obligations, rights and responsibilities, as you may be penalised for breaching your obligations.

If you have a query about your rights and obligations, contact Consumer and Business Services (CBS) on 131 882, or visit the Customer Service Centre at 4-6 Chesser Street, Adelaide.

Under a residential tenancy agreement, the landlord/tenant relationship begins when a landlord agrees to rent residential premises to a tenant. "Premises" includes the land and buildings contained on it.

However, a landlord and tenant may agree at the beginning of the tenancy to exclude certain parts of the premises as being for the landlord's use only.

A residential tenancy agreement can be written, verbal or even implied. It does not need to be in writing to be binding.

If parties wish to enter into a written residential tenancy agreement, examples of standard agreements or a copy of a standard lease agreement is available for free from the CBS Customer Service Centre, or at www.sa.gov.au/tenancy/privaterentalforms.

The landlord is obliged to provide the tenant with a copy of this written information guide.

The landlord must pay any cost associated with the preparation of a written residential tenancy agreement. There is to be no cost to the tenant.

The landlord is obliged to:

- not invite offers for rent higher than the fixed amount in the residential tenancy agreement
- inform prospective tenants of any intention to sell the property
- provide the successful tenant with a written notice setting out the agent/landlord contact details (including the landlord's full name and postal or email address)
- provide existing tenants with at least 14 days notice if the property is to be sold
- provide the tenant with a copy of the residential tenancy agreement if the landlord has required the tenant to sign a written agreement
- complete and provide two signed inspection sheets and a copy of this information guide to the tenant at the commencement of the tenancy

- provide manuals, or written, or oral instructions for the operation of domestic appliances e.g. an air conditioner. Domestic appliances requiring instructions must also be listed in the tenancy agreement
- allow the tenant to pay rent by at least one means that doesn't involve the payment of cash, or the use of a rent collection agency
- provide the premises in a clean and reasonable state
- keep proper rent records and give proper receipts for any money received from the tenant. If the tenant pays rent into an account that is kept by the landlord or agent at a financial institution and the landlord or agent keeps a written record containing the information normally required on a receipt, a receipt does not have to be given to the tenant
- pay charges for water usage and supply as agreed between the landlord and the tenant. In the absence of an agreement if the water supply is separately metered, the tenant is responsible to pay for water usage and the water supply charge. If there are multiple properties on one meter, a special clause must be included in the lease agreement outlining how water charges are to be determined. Sewerage charges are always the responsibility of the landlord
- pay council rates, land tax charges, sewerage charges and any levies
- maintain and repair the premises (having regard to their age, character and prospective life)
- allow the tenant peace, comfort and privacy
- provide and maintain locks to ensure the premises are reasonably secure.

The tenant is obliged to:

- not provide the landlord with false information about the tenant's identity or place of occupation
- pay the rent on time. If the tenant receives a Centrelink payment, the landlord may agree for the rent to be paid using Centrepay. (For details on Centrepay contact your nearest Centrelink Office.) If rent is paid electronically, it will be taken to be paid on the date the money is received in the landlord's account
- keep the premises in a reasonable state of cleanliness
- pay charges for water usage and supply as agreed between the landlord and the tenant. In the absence of an agreement:
 - if the water supply is separately metered, the tenant is responsible to pay for all water usage and the water supply charge
 - if there are multiple properties on one meter, a special clause must be included in the lease agreement outlining how water charges are to be determined
 - sewerage charges and any levies are always the responsibility of the landlord
- not intentionally or negligently cause or allow damage to be caused to the premises
- notify the landlord of damage to the premises
- notify the landlord when repairs are needed
- not use the premises, or allow them to be used, for any illegal purpose
- not cause or allow a nuisance or interference with the reasonable peace, comfort and privacy of anyone else living in the immediate vicinity of the premises
- not fit any fixtures or make any alterations to the premises (including picture hooks, shelves and fences) without the landlord's permission.

Landlord's right of entry to rented premises

A landlord can enter rented premises:

- in an emergency
- at a time previously arranged with the tenant, but not more often than once every week to collect rent
- to inspect the premises (not more often than once every 4 weeks) after giving 7 to 14 days written notice specifying the date, purpose of entry and an entry period of up to 2 hours
- to carry out garden maintenance at the request of the tenant, or at a time previously arranged with the tenant no more than 7 days before the day of entry, or after giving 7 to 14 days written notice
- to carry out necessary repairs (other than in an emergency) or maintenance (other than garden maintenance) at the request of the tenant or after giving at least 48 hours notice
- to show the premises to prospective tenants at the request of the tenant, or after giving reasonable notice to the tenant during the last 28 days of a tenancy
- at a time agreed by the tenant, or after giving reasonable notice to the tenant to show the premises to prospective purchasers no more than twice weekly
- to determine whether a breach has been remedied after the landlord has given the tenant notice of a breach of the residential tenancy agreement. No less than 7 and no more than 14 days written notice on a required form must be given
- if it is believed on a reasonable ground that the tenant has abandoned the premises
- for some other genuine purpose after giving 7 to 14 days written notice specifying the date, time and purpose of entry, or with the consent of the tenant.

All entries by the landlord, or organised by the landlord, must take place between normal hours, unless agreed.

That is, 8am to 8pm on any day other than a Sunday or public holiday.

At the beginning of a tenancy

A landlord has the right to choose a suitable tenant. However, a person must not receive a payment from a prospective tenant to aid in their assessment or in their rating for suitability as a tenant.

Under the Act, it is illegal to discriminate against tenants with children. This does not apply if the landlord or agent lives in the premises the tenancy relates to.

Other laws against discrimination also exist under the *Equal Opportunity Act 1984*. For information about discrimination laws visit the Equal Opportunity Commission's website at

www.equalopportunity.sa.gov.au.

Tenant Information

A person who holds tenant or prospective tenant personal information must take reasonable steps to protect the information from misuse and from unauthorised access. Information received about



prospective tenants must be destroyed within 30 days of the successful tenant entering into a tenancy or, if the prospective tenant consents, within 6 months. **A tenant's personal information must be destroyed within 3 years after the tenancy has ended.**

Residential tenancy databases

A Residential Tenancy Database (RTD) is a commercial database containing information about tenancies, to be used by landlords when deciding whether to enter into a residential tenancy agreement with a person, not a database kept by an entity (such as a government department) for use of its officers, employees or agents.



A landlord or agent must tell a prospective tenant if they intend to use the services of a RTD to decide whether a residential tenancy agreement should be entered into. They must also tell the prospective tenant if they find that an RTD contains information about them and how the tenant can have the information amended or removed.

A landlord or agent must not list information on an RTD unless the tenant is given at least 14 days to review this information. A listing must be removed after 3 years.

Types of lease agreements

There are two types of residential tenancy agreements:



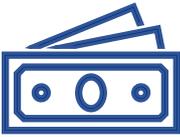
1. Periodic - an agreement (written, verbal or implied) for an indefinite period until it is lawfully terminated
2. Fixed term - a specific start date and end date agreed upon at the beginning of the tenancy (e.g. 6 or 12 months).

The landlord and tenant's rights and obligations under both types of agreements are exactly the same. There are differences, however, in the conditions of termination.

A landlord must keep a copy of a written residential tenancy agreement and any variation of the agreement (in paper or electronic form) for 2 years after the tenancy has ended.

Bond

For rental properties where the rent payable is \$800 per week and under, the landlord cannot ask for a bond that is more than four weeks rent.



For rent over \$800 per week, a landlord cannot ask for a bond that is more than 6 weeks rent.

Money received as a bond must be receipted within 48 hours. The receipt must show the date, the person's name, the amount and address of the premises for which the bond has been paid. All bonds (including any part payments) must be lodged with CBS within two weeks (or in the case of registered land agents, four weeks) of receipt.

The bond may be lodged together with a bond lodgement form (payment by Direct Debit, or cheque to the Residential Tenancies Fund), or online at www.sa.gov.au/topics/housing/renting-and-letting/residential-bonds/lodging-a-bond.

A bond may be increased if at least 2 years have passed since the bond was paid or last increased. Where a bond is increased, the increase must be lodged with CBS within the required timeframe.

Housing SA issue bond guarantees to approved tenants; this guarantee is used in the same way as a cash bond and provides the same security for landlords. Bond guarantees do not become valid until they have been lodged with CBS and have received a lodgement number.

Housing SA will cancel a bond guarantee if it is not lodged with CBS by the 'lodge by' date shown on the front of the form. Whether or not a bond is paid, the Act applies to all residential tenancy agreements in South Australia.

Inspection sheets

At the beginning of the tenancy the landlord is required to provide the tenant with two signed inspection sheets, which must include comprehensive details of fixtures, furniture and other contents in the premises and their condition at the commencement of the tenancy.



After both inspection sheets have been completed and signed by the tenant, the tenant must keep one and return the other copy to the landlord. The inspection sheets may be adapted to suit particular premises.

Care should be taken when completing these forms, as they may be called upon in the event of a dispute or for repayment of the bond at the end of the tenancy.

Inspection sheets should be kept throughout the tenancy. Care should be taken so that they are not lost or destroyed.

Rent in advance

Besides paying a bond at the beginning of the tenancy, a tenant can be required to pay the first 2 weeks rent. If 2 weeks rent is paid at the start of the tenancy, no rent is due until those 2 weeks have passed. Besides a bond and 2 weeks rent, the landlord cannot ask for any other money at the start of the tenancy.

Rent increases

The landlord may increase the rent under the following circumstances:

Where there is a fixed term agreement

- the rent cannot be increased during the term, unless the agreement includes a condition that specifically provides for an increase in rent and indicates how any rent increase will be calculated (e.g. in accordance with CPI)
- if the agreement provides for an increase, the rent can be increased after giving at least 60 days written notice, specifying the amount of the increase and the date on which the increase is to commence
- however, the date fixed for an increase must be at least 12 months after the commencement of the agreement or, at least 12 months since the last increase in rent (even if the increase is agreed between the landlord and tenant).

Where there is a periodic agreement

- the rent can be increased after giving at least 60 days written notice, specifying the amount of the increase and the date on which the increase is to commence
- however, the date fixed for an increase must be at least 12 months after the commencement of the agreement or, at least 12 months since the last increase in rent (even if the increase is agreed between the landlord and tenant)
- with an offer of extension or new agreement, provided the rent was not increased in the previous 12 months.

Where specific rent increases are set out in the agreement and the dates on which the increases will occur are clearly defined, 60 days written notice is not required.

Repairs and maintenance

The tenant must not cause damage to the premises. If damage does occur, the landlord should be notified as soon as possible. If a tenant intentionally or carelessly causes (or allows damage to be caused) to the premises, it is the tenant's responsibility to repair the damage.

If damage or repairs are needed due to normal wear and tear, or in any way that is not the tenant's fault, the landlord should be notified immediately. The landlord is responsible to repair and maintain the premises under these circumstances. If the landlord has not attended to the repair, or if the tenant has not been able to contact the landlord, the tenant may have emergency repairs carried out by a licensed tradesperson. If this happens, the tenant must get a written report from the tradesperson.

Termination

The required forms, which must be used when issuing a notice of termination, are available from CBS and at www.sa.gov.au/tenancy/privaterentalforms.

Periodic tenancy

The tenant may give 21 days written notice or a period equivalent to a single period of the tenancy, (whichever is the longer), to the landlord at any time.

For example, if the rent is paid weekly or fortnightly, the tenant is required to give 21 days notice. If the rent is paid calendar monthly, the tenant would need to give a calendar months notice.

The landlord may give written notice of termination at any time, as follows:

- where the landlord requires possession of the premises for the landlord's own occupation, or occupation by the landlord's spouse, child or parent, or occupation by the spouse of the landlord's child or parent - 60 days
- where the premises are required for demolition - 60 days
- where the premises have been sold, to be given any date from the signing of the contract of sale - 60 days
- where possession of the premises is required for repairs or renovations that cannot be carried out conveniently while the tenant remains in possession of the premises - 60 days
- notice where no reason is given - 90 days.

Fixed term tenancy

Unless mutually agreed, neither the landlord nor the tenant can terminate a fixed term agreement before the end of the term without being held responsible for costs associated with finding a new tenant. For further information, contact CBS for advice.

Either the landlord or the tenant may terminate a fixed term agreement at the end of the term after giving at least 28 days written notice. If this notice is not given by either party, the agreement will continue as a periodic tenancy.

At the end of a fixed term tenancy, if 28 days notice is given to a tenant and the tenant has not vacated the premises, the landlord may apply to the South Australian Civil and Administrative Tribunal (SACAT) for an order for possession of the premises.

Termination for breach of agreement

Both the landlord and the tenant can give a termination notice on the required form to the other for a breach of the conditions of the residential tenancy agreement. A tenant has 7 days from receiving notification to remedy the breach.

If the landlord has served a valid termination notice for breach of contract or rent arrears of more than 14 days and the breach or rent arrears is not rectified within 7 days, the tenancy may terminate when the notice expires. If vacant possession is not given by the requested date, the landlord may apply to SACAT for an order of possession. Only a SACAT bailiff can enforce an order for vacant possession.

If a party (the respondent) disputes the termination notice, they can apply to SACAT for an order stating that they are not in breach or that the breach has been fixed.

If a notice of termination is served for rent arrears on at least 2 occasions in a 12-month period, the landlord may make application to SACAT for vacant possession without first serving a third breach notice on the tenant.

Termination for frustrated agreement

A landlord or tenant may terminate a residential tenancy agreement if the premises or a substantial portion of the premises are uninhabitable or are no longer able to be used for residential purposes or have been acquired by compulsory process.

The landlord must provide at least 60 days notice to the tenant and the tenant may provide notice that the agreement will terminate immediately.

Termination by tenant if premises for sale

The tenant can terminate a tenancy if within 2 months after the start of the agreement the landlord enters into a contract for the sale of the premises and the landlord did not advise the tenant of the intention to sell before the agreement was entered into.

Termination for undue hardship

Under the Act, if continuing the tenancy would cause undue hardship to either the landlord or the tenant, an application can be lodged with SACAT for termination of the tenancy. Generally, 'undue hardship' does not include financial difficulties.

Refund of bond

The bond money belongs to the tenant. It is important for the tenant to arrange for the bond to be refunded when the tenancy ends.

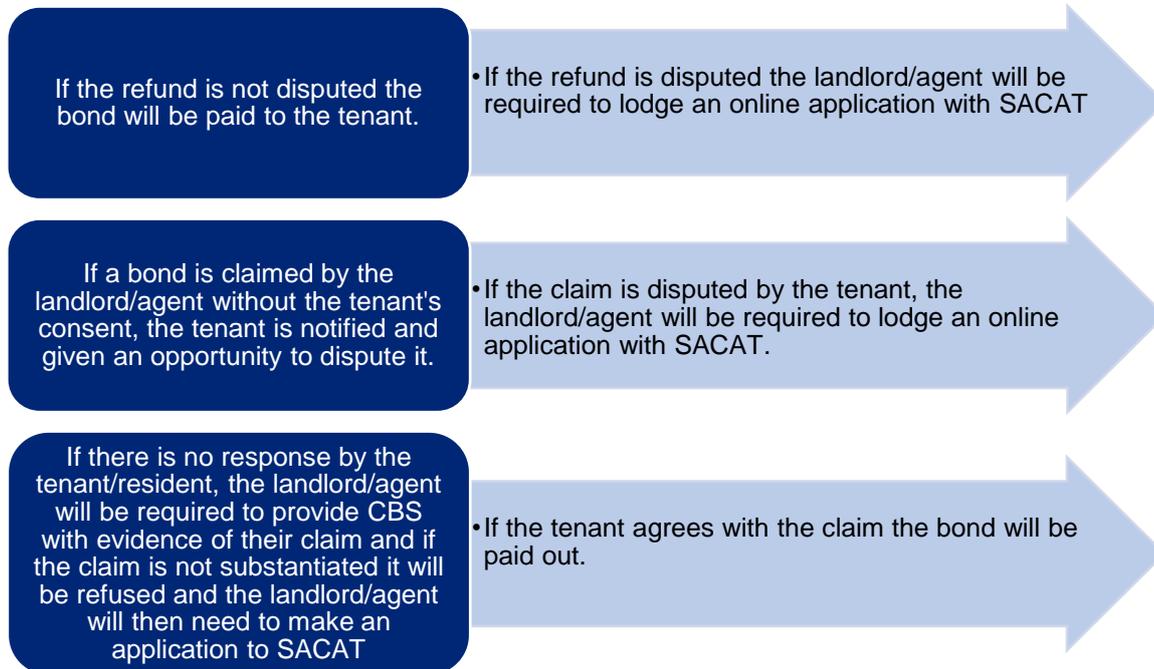
It is important for the tenant to provide their landlord/agent or CBS with their forwarding address so they can be informed of the bond refund process.

Where parties agree

At the end of the tenancy when the tenant and landlord agree how the bond is to be repaid, the bond can be refunded by submitting a claim online or lodging a bond refund form. If a bond refund form is lodged, it should be completed and signed by both parties (signature verification must be provided). The bond can be paid via electronic funds transfer, or a cheque may be posted.

Notice of claim

If a bond is requested by the tenant without the landlord/agent's consent, the landlord/agent is notified and given an opportunity to dispute it.



Disputed bonds

A bond dispute will be referred to SACAT which will list the matter for a conference or hearing. If an agreement cannot be reached at a conference, a full hearing may be set down for a later date.

If a dispute arises over how the bond should be refunded, either party can contact CBS for advice on 131 882.

RentRight SA can provide free and independent advocacy support at SACAT. For more information about its services call 1800 060 462 or email rentrightsa@syc.net.au.

Unclaimed money

If a bond has been paid for a property rented in the past and the refund of that bond has not been applied for, that bond may still be held in the Residential Tenancies Fund. After providing details about the tenancy in question (that is, the exact address, the other party's name, the bond amount and proof of identity), CBS can refund the bond accordingly.

If you believe there is unclaimed money belonging to you held in the Fund, please check the bond status register at <https://secure.cbs.sa.gov.au/OLR/IVR/public/CheckBondStatus.php> or contact CBS on 131 882.

Sub-letting and assignment

A tenant has the right, with the landlord's written approval, to sub-let the rental premises, or assign their interest to another party. The landlord cannot unreasonably refuse tenants sub-letting rental properties and may only seek reasonable expenses arising from the sub-letting of premises.

- To 'sub-let' means that a tenant rents out all or part of the premises to someone else, and in effect becomes the landlord to the subtenant.
- To 'assign' means to transfer a tenancy to someone else. That does not mean, however, that the original tenant no longer has responsibility for the tenancy.
- Before sub-letting or assigning a tenancy, it is advisable to first contact CBS.

Dispute resolution

It is the role of CBS to give information to landlords and tenants. Any party to a residential tenancy dispute may apply to SACAT.

SACAT may, either before or during the hearing of proceedings, appoint a mediator to achieve a negotiated settlement. SACAT may also refer the matter to a conference or hearing.

If you are a party to a tenancy dispute and require advice, contact CBS on [131 882](tel:131882).

SACAT hearings

SACAT is an independent specialist Tribunal that provides a prompt and informal way of determining disputes between landlords and tenants. Both landlords and tenants may apply to SACAT to have disputes determined.

There is a cost to apply to SACAT. Members of SACAT conduct hearings with a minimum of formality. Both parties are expected to attend and usually present their own cases. SACAT is located at Level 4, 100 Pirie Street, Adelaide and can be contacted on free call [1800 723 767](tel:1800723767) or visit sacat.sa.gov.au.

Community housing organisations

Community housing providers and housing co-operatives are community managed organisations. They provide affordable housing for people on low incomes or with special housing needs who can't access or maintain other forms of accommodation.

The tenants of community housing organisations are covered by the Act, but there are some sections that are varied or don't apply. Community housing organisations can apply to SACAT for further exemptions or variations of a section of the Act.

For information about accommodation through a community housing organisation visit [Renting from a community group](#) on the sa.gov.au website.

More information

For more detailed information and advice about tenancy matters, contact:

Consumer and Business Services

Customer Service Centre
4-6 Chesser Street
ADELAIDE SA 5000
(GPO Box 965, ADELAIDE SA 5001)

Telephone: 131 882

Website: [SA.GOV.AU - Renting \(www.sa.gov.au\)](http://SA.GOV.AU - Renting (www.sa.gov.au))

Regional CBS office

9 Mackay Street, PORT AUGUSTA

Bond lodgement facilities are available at Service SA offices located at:

- Berri
- Gawler
- Kadina
- Mount Gambier
- Murray Bridge
- Naracoorte
- Port Augusta
- Port Lincoln
- Port Pirie
- Whyalla

Please note, only cash, cheque or money orders can be taken at these offices.

Translating and Interpreting Service

If you have difficulty in understanding this pamphlet ring the Translating and Interpreting Service on 131-450. Don't hang up, your call will be answered (Local call cost only).

Amharic / አማርኛ

ይህን መጽሔት ለመረዳት ችግር ካለዎት ፡ ለተርጉም አገልግሎት በተለይ ቁጥር 131-450 ብለንዎት ደውሉ ። ደውላችሁ ለሌላውም አገልግሎት ፡ ተለይተን አገልግሎት ። (በውስጥ ጥሪ ጥጋ ብቻ)

Arabic / عربي

إذا كنت تجد صعوبة في فهم هذه النشرة ، إتصل هاتفياً بخدمة الترجمة الكتابية والشفوية (Translating and Interpreting Service) على الرقم 131-450. لا تُغفل الخطأ ، لأنه سوف يتم الرد على مكالماتك (تكاليفه مكالمات محلية فقط)

Chinese / 中文

如果您不能理解本手册，請打電話到翻譯及傳譯服務處 (Translation and Interpreting Service) • 電話號碼 131-450 • 請耐心等待 • 有人接您的電話 (按當地電話收費) ☉

Croatian/Hrvatski

Ako Vam je teško razumijeti ovu brošuru, nazovite Službu tumačenja i pr evodenja na 131-450. Nemojte spustiti slušalicu, na vaš poziv će biti odgovoreno (za cijenu mjesnog poziva).

Greek/ Ελληνικά

Αν δυσκολεύεστε να καταλάβετε αυτό το φυλλάδιο τηλεφωνήστε στην Υπηρεσία Μετάφρασης και Διερμηνείας Τηλέφωνο 131 450. Μην κλείσετε το τηλέφωνο, το τη λεφώνημά σας θα απαντηθεί (Χρέωση για το τοπικό κώ τη εφώνημα μόνο).

Hazaragi

(Translating and Interpreting Service) اگر دانستن این رساله بری تان مشکله، به خدمات ترجمه کتبی و شفاهی به شماره 450 131 زنگ بزنن. تلفون را قطع نکنن، به تلفون شما جواب دانه موشه (صرف با هزینه تماس محلی)

Hungarian/Magyar

Ha nem érti ezt a nyomtatványt, mert nem beszél angolul, hívja a Fordító és Tolmács Szolgálatot a 131-450 telefonszámon (helyi hívásnak számít). Kérjük, várjon, amíg hívására valaki válaszol.

Italian/Italiano

Se avete difficoltà a capire questo opuscolo telefonate al Servizio Traduzione e Interpretariato (Translating and Interpreting Service) Tel. 131-450. Non mettete giù il telefono, qualcuno risponderà alla vostra chiamata (il costo è uguale ad una telefonata locale).

Khmer / ខ្មែរ

ប្រសិនបើអ្នក មានការពិបាក ដឹងយល់ស្តីពីការងារនេះ ព្រមទាំងស្តីពី ទោសទ្រង់ទ្រាយបំបែកប្រកាសា តាម លេខ 131-450 ។ ព្រះករុណាប្រធានប្រតិភូស្តីប្រតិភូ គេនឹងឆ្លើយតបទៅការហៅរបស់អ្នក (ការហៅទូរស័ព្ទរបស់អ្នក គិតតាមតម្លៃលើហោត្តង់តំបន់)។

فارسی / Persian

چنانچه مشکلی در فهم این جزوه دارید لطفاً به اداره خدمات مترجمی به شماره 131 450 تلفن فرمائید. کوشی را زمین نگذارید ، جواب تلفن شما داده خواهد شد . (هزینه تلفن محلی)

Polish /Polski

Jeżeli mają państwo trudności ze zrozumieniem tej broszury proszę zadzwonić do biura tłumaczy *Translating and Interpreting Service* pod numer 131-450. Proszę nie odkładać słuchawki, ktoś odbierze telefon. (W cenie rozmowy miejscowej).

Portuguese/ Português

Se tem dificuldade em compreender este panfleto, ligue para o Translating and Interpreting Service / Serviço de Tradutores e Intérpretes, telefone número 131-450. Não desligue pois a sua chamada será atendida (pelo custo de uma chamada local apenas).

Romanian/Română

Dacă aveți dificultăți în înțelegerea acestei broșuri, vă rugăm să luați legătura cu Serviciul pentru Traduceri și Interpretări, la numărul 131-450. Nu închideți telefonul, vi se va răspunde. (Costul este cel al unei convorbiri locale).

Russian/Русский

Если у Вас возникнут трудности в понимании содержания этой брошюры, позвоните в Службу переводов по номеру 131 450. Не вешайте трубку, Вам ответят (по стоимости только местного звонка).

Serbian/СРПСКИ

Ako imate teškoća u komunikaciji na engleskom jeziku pozovite službu za тумачење И превођење на телефон број 131-450. Немојте да спустите слушалицу, добићете одговор на ваш позив (цена локалног позива).

Spanish/Español

Si tiene dificultades en entender este panfleto llame al Servicio de Interpretación y Traducción al 131-450. Por favor no cuelgue, su llamado será atendido. (Al costo de una llamada local).

Tamil

இந்தத் துண்டுப் பிரசுரத்தைப் புரிந்து கொள்வதில் சிரமம் இருந்தால், நீங்கள் 131 450 எனும் தொலைபேசியில் மொழிபெயர்ப்பு மற்றும் உரைபெயர்ப்பு சேவையை அழையுங்கள். தொலைபேசியை வைக்காதீர்கள், உங்கள் அழைப்புக்குப் பதில் கிடைக்கும். (உள்ளூர் அழைப்புக் கட்டணம் மட்டுமே)

Tigrigna / ትግርኛ

ዛሬ መጽሐፍት ማርቅስ ጸገም ለንተጻፈዎትም ፡ ናብ ትግግም ላገልግሉት ብዘጸገሪ ኑሊና 131-450 ኢህኡም ደውሉ ። ደውሉም ከምህህኡም ለላዘዘኡ ፡ ኑሊና ላይተዎሉዎ ። (ብውገዳዊ ጸውዒት ቁጋ ጥረይ)

Turkish/Türkçe

Eğer bu broşürü anlamakta güçlükçekiyorsanız Çeviri ve Tercümanlık bürosunu 131-450 numaradan arayınız. Telefonu kapatmayınız, size yanıt verilecektir (sadece şehirçi telefon ücreti karşılığı).

Ukrainian/Українська

Якщо Ви маєте труднощі з розумінням цієї брошури, **будь ласка**, потелефонуйте до Служби **перекладів по номеру** 131 450. Не **кладіть трубку**, Вам **буде дано відповідь** (вартістю лише місцевого **виклику**).

Vietnamese/Việt Ngữ

Nếu quý vị gặp khó khăn trong việc hiểu tài liệu này, xin hãy gọi điện thoại cho Dịch Vụ Thông Phiên Dịch (Translating and Interpreting Service) qua số 131-450. Xin quý vị đừng gác ống nghe, cú gọi của quý vị sẽ được trả lời (Phí tổn điện thoại chỉ bằng một **CÚ** gọi trong địa phương mà thôi).