

Tenancy assistance

Fact sheet

What is a RentConnect tenancy assistance?

RentConnect Tenancy Assistance helps capable tenants overcome short-term tenancy problems and strengthen their skills to maintain their private rental home.

What help is available?

A RentConnect officer will work with the agent and client to overcome their short-term tenancy problems and strengthen their skills to maintain their private rental home.

Eligibility

- meet income limit requirements
- be living in the premises where tenancy assistance is required.

Assistance is available to:

- maintain their existing tenancy
- address issues to prevent eviction
- avoid being listed on a tenancy database
- prevent homelessness.

RentConnect officers work closely with eligible clients to identify tenancy issues, develop Tenancy Plans and improve their ability to maintain their tenancy in the future.

In special circumstances, RentConnect officers may offer clients limited financial support to assist them.

When should RentConnect officers be contacted about Tenancy Assistance?

If a tenant with a good tenancy history is struggling to meet their obligations under the residential tenancy agreement, they should be referred for Tenancy Assistance before the problem becomes urgent or unable to be resolved. Reliable tenants are worth keeping.

Early intervention can help tenants get back on track, and will help property managers avoid the inconvenience and cost of dispute resolution, eviction and advertising for new tenants.

RentConnect Tenancy Assistance is not intended for people who have multiple and complex needs, or who are facing imminent eviction.

Who is eligible?

RentConnect Tenancy Assistance is available to capable tenants experiencing a short-term financial setback and need assistance to overcome this hurdle or tenants who need help to find more affordable housing.

Eligible tenants must meet certain income limit requirements, and live in the premises where the tenancy is required.

RentConnect Tenancy Assistance is not intended for people who have multiple and complex needs, or who are facing imminent eviction.

Where is RentConnect Tenancy Assistance available?

Bundaberg Housing Service Centre

16 Quay Street
Bundaberg QLD 4670
Phone: 4331 7900 Toll free: 1800 809 835

Buranda Housing Service Centre

Level 1, 221 Logan Road
Buranda QLD 4102
Phone: 3873 7700

Moreton Bay Housing Service Centre

Level 5, Caboolture Square Shopping Centre
60–78 King Street
Caboolture QLD 4510
Phone: 5432 0700

Cairns Housing Service Centre

5B Sheridan Street,
William McCormack Place
Cairns QLD 4870
Phone: 4036 5460 Toll free: 1800 623 208

Bayside Housing Service Centre

Shop 3 / 8-12 Dollery Road
Capalaba QLD 4157
Phone: 3034 9800

Chermside Housing Service Centre

Floor 3, 18 Banfield Street
Chermside QLD 4032
Phone: 3917 4600

Fortitude Valley Housing Service Centre

Level 7, Green Square North Tower
515 St Paul's Terrace
Fortitude Valley QLD 4006
Phone: 3034 6500

Gladstone Housing Service Centre

Level 2, 20-22 Herbert Street
Gladstone QLD 4680
Phone: 4899 2400 Toll free: 1800 266 807

Inala Housing Service Centre

Level 1, 14 Wirraway Street
Inala QLD 4077
Phone: 3723 2000

Ipswich Housing Service Centre

Upper Ground Floor, ICON Building
117 Brisbane Street (CNR Brisbane & Bell St)
Ipswich QLD 4305
Phone: 3437 6000 Toll free: 1800 636 390

Mackay Housing Service Centre

22–30 Wood Street
Mackay QLD 4740
Phone: 4862 9500 Toll free: 1800 069 237

Maroochydore Housing Service Centre

12 First Avenue
Maroochydore QLD 4558
Phone: 5352 7333

Maryborough Housing Service Centre

116 Lennox Street
Maryborough QLD 4650
Phone: 4324 8600 Toll free: 1800 137 687

Gold Coast Housing Service Centre

Shop 80, Bazaar Street
Robina Town Centre
Robina QLD 4230
Phone: 5645 8100

Rockhampton Housing Service Centre

State Government Building
Level 3, 209 Bolsover Street
Rockhampton QLD 4700
Phone: 4848 7000 Toll free: 1800 801 176

Toowoomba and South West Housing Service Centre

Level 2, 10 Russell Street
Toowoomba QLD 4350
Phone: 4699 4400 Toll free: 1800 623 435

Townsville Housing Service Centre

Level 2, 143 Walker Street
Townsville QLD 4810
Phone: 4724 8500 Toll free: 1800 806 197

Logan Housing Service Centre

11-13 Station Road
Logan Central QLD 4114
Phone: 3086 3707

For more information visit www.qld.gov.au/housing or call 13 QGOV (13 7468)