



HOUSING MENTOR PROGRAM

Exciting announcement of an innovative pilot program which connects the Social and Private Housing Sectors

InCommunity Connect, a Housing and Homelessness organisation, has joined forces with Solutions Property Management to try to sustain tenancies that are heading for failure.

As the Queensland rental housing crisis continues, Housing services like inCommunity Connect have been stretched beyond capacity amidst the lowest vacancy rates in a generation.

Homelessness is a crisis for any family, but for those vulnerable members of the community who do not have the right support, education or resilience to get them through the tough times, losing their home is the beginning of a downward spiral from which it is very difficult to recover.

Many tenancies end because the tenant has not fulfilled their part of the contract, either by not taking care of the property or by not paying their rent. As managing agents, our job is very clear – to protect our owner clients' investment which includes ensuring that tenancies remain low risk.

However, moving tenants on after a bad tenancy does have flow-on effects for the whole community, as another family becomes part of an over-crowded social housing system.

Importantly, changing tenancies is also not ideal for property owners who wear the expense of re-letting fees, property repairs, and rent arrears.

It is also a burden on agencies to change tenancies as the re-letting fees do not cover the high workload involved. Add to this the trauma that property managers face when having to evict families who have nowhere to go, it is clear that all parties have an incentive to maintain tenancies.

So what can we do about it?

We are very excited to team up with Paul Tommasini and the amazing staff at inCommunity Connect who also run the successful 'Tenancy Skills Institute' education course for tenants.

An inCommunity Connect case worker will be located onsite at our offices and work closely with our team to identify tenancies at risk, including vulnerable tenants. Through early intervention and tenant education we aim to turn these tenancies around well before it is too late.

Early Success!

Our first referral tenant is already on the road to success. This young man was facing eviction due to the unhealthy state in which he was keeping the property. However, after putting him in touch with a case worker, he is already learning valuable life skills which will not only ensure he remains in his home but also equip him to deal with his other personal challenges.

We believe that this intervention has done nothing short of saving this young man's life - and maintained a viable tenancy for our owner client.



*Our Managing Director **Laura** with inCommunity Connect CEO **Paul Tommasini** and Social worker **Cath Webber***



15th Birthday Celebration!

IMPORTANT DATES

MARCH

DISBURSEMENTS

- Wed 1st March
- Wed 8th March
- Wed 15th March
- Wed 22nd March
- Wed 29th March

STATEMENT

Mon 3rd April



From humble beginnings in 2008 when we opened a small Burpengary office with 77 properties and 2 staff...

We have grown to become an award-winning agency with 2 offices and 20 staff, managing over 1500 properties.

On Friday 3rd March, clients and colleagues enjoyed celebrating with our team at our Corporate office in North Lakes.

Thank you to all our valued clients, tradies and tenants for your support and well wishes. We look forward to many more years of working together.

