

is an organisation at the forefront of providing advocacy, support and services for disadvantaged communities. Addressing the complex challenges and issues within the social care landscape we facilitate homelessness services, women and children's refuge, youth refuge, family and youth support services, foster care, out-of-home care and supported independent living for young people.

We deliver our services and programs in a thoughtful and compassionate manner. It is only by understanding the issues that impact a person that we can help them created long lasting stability, resilience and empowerment.

Our clients are families, adults and/or young people who usually identifying as homeless or at risk of homelessness. We provide support to try and find secure housing or temporary accommodation to ensure they have somewhere safe to stay.

We advocate for our clients to find private housing and support them to maintain a tenancy and avoid eviction. A lot of clients have barriers that impede their chances of finding safe and secure housing such as recent release from incarceration; alcohol and drug addictions; mental health issues and behaviour issues.

We work with multiple agencies relating to housing

We partner with other organisation to help ensure the greatest support and quality outcomes for our clients.

is responding to the areas where we believe we can provided informed feedback having regard to our experience in a regional area.

#### **Item 4**

##### **Reasonable conditions for keeping a pet**

There should be minimal restrictions around tenants keeping pets at a property.

If it is reported that there are nuisance effects to neighbours, evidence of property damage due to poor pet care, neglect towards a pet, it would be ideal to enable provision of different types of pet care information resources provided by the real estate.

Resources can be in the form of Information Sheets accessed through RSPCA, Obedience Training can be sourced through different providers including Veterinarians and links to Online Pet Care Tutorials.

Pet references could be included as part of a rental application; provided by previous landlords/agents or the local councils.

Number of pets should be limited; this may also be governed by the local Council's regulations.

Regular property inspections should identify any issues starting to arise as a result of a tenant having a pet.

#### **Item 5**

##### **Renters' personal information**

A landlord should only need;

- Proof of income
- Proof of identity
- Rental references / history

A landlord should not need bank statements, vehicle registrations etc, the above listed items will suffice the landlord assessment for a tenant.

There is a need for clear guidelines regarding the collection, storage and destruction of personal information.

A person should be able to access their rental records that a landlord/agent holds. Following such request, access should be provided within a reasonable period agreed upon between the two parties.

#### **Item 7**

##### **Information to help renters know when a rent increase is 'excessive'**

During the last two years and continuing we have seen rental prices increase to an unaffordable level for many people. Specialist Homelessness Service providers have access to evidence that this results in escalations of mental health, drug and alcohol use, financial stress and other barriers like domestic and family violence. It places these people at risk of homelessness.

Renters should be able to easily access information to confirm average rents in the area and if the rental amount is excessive.

Ideally there should be rental increase limits on what a landlord can ask a tenant to pay.

Landlords should not be able to increase rent more than once in a 12-month period and there should also be restrictions on a landlord ending a tenancy unfairly for the purpose of increasing rent.