

# RentConnect



Queensland  
Government  
Department of Housing

**RentConnect is a new housing assistance product to help people find and secure a tenancy in the private rental market.**

**Developed by the Department of Housing, RentConnect will be trialled in Caboolture and Rockhampton from late 2008.**

### Who will it help?

RentConnect will assist Queenslanders who are having difficulty finding and securing a tenancy in the private rental market.

This includes many applicants for social housing who would be good tenants, but struggle to compete with others applying for rental properties.

### How will it work?

RentConnect involves local Department of Housing officers working with clients to identify what type of assistance they may need to find and secure a private rental property.

The service will provide **information and practical advice** on how to find a suitable property and how the private rental application process works. The service will also help people prepare a private rental application and link them to local real estate agents and community services.

A **loan** will also be introduced for eligible clients to help them with some of the costs involved in setting up a new private rental tenancy. This might include rent in advance, moving costs and the cost to connect to utilities such as gas and electricity. The RentConnect Loan will be interest free and some people may be able to access this in addition to a Department of Housing bond loan.

A **tenancy guarantee** may also be offered to landlords for certain clients. Tenancy guarantees are a commitment by the Department to compensate the landlord up to \$1,000 for unpaid rent or property damage, which exceeds the rental bond. Tenancy guarantees are aimed at encouraging landlords to lease to these clients, and will only be issued on behalf of selected clients. Claims will be paid only when landlords can verify their claim, and tenants will be required to repay the full claim amount to the department.

### What other assistance is available?

The RentConnect scheme will expand the department's existing range of housing assistance options offered for people in the private rental market. These options include bond loans, rental grants and Tenancy Advice and Advocacy services located throughout Queensland.

### Further information

For further information about the RentConnect trial or product, telephone **3227 7949**.

To apply for a bond loan or a rental grant, contact your nearest Department of Housing office.

There is also a listing of Tenant Advice and Advocacy Services under 'Tenant Advice' in the White Pages and at:

[http://www.rta.qld.gov.au/contacts\\_for\\_tenants\\_.cfm](http://www.rta.qld.gov.au/contacts_for_tenants_.cfm).