

As at 1 April 2020, PCLC RHOP initiated delivery of health packs to rooming house residents and tenants.

A total of 238 health packs were delivered to 30 June 2020.

IMPACT REPORT

ROOMING HOUSE OUTREACH & SUPPORT PROGRAM
'SOUTH EAST REGION'

1 July 2019 - 30 June 2020

648



residents contacted

110



residents provided with tenancy advice

52



residents assisted for more suitable housing

238



health packs delivered

481



rooming house visits (including multiple visits)

259



visits supplied with material aid

69



minimum standards breaches reported

13



local government areas visited

pclc

Peninsula
Community
Legal Centre

441 Nepean Highway, Frankston Vic 3199
t 9783 3600 f 9770 5200 e pclc@pclc.org.au

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Top issues

- hygiene
- repairs
- minimum standards
- maintenance
- documents
 - receipts
 - condition report
 - statement of rights & duties
 - RTBA receipt

13

Local Government Areas

- Bayside
- Casey
- Frankston
- Glen Eira
- Greater Dandenong
- Maroondah
- Mornington Peninsula
- Monash
- Knox
- Port Phillip
- Stonnington
- Whitehorse
- Yarra Ranges

Client Snapshot

50%



disability / mental health

\$215



average weekly rent

18



months average occupation

Client Story

Alex is a 45 year old man from northern Victoria. He settled in the South East of Melbourne after meeting his partner in the late 1990's. He developed a gambling addiction which unfortunately led to having to sell the family home and ultimately the breakup of his relationship.

Alex approached a crisis housing service and was referred to a rooming house within Casey City, where he has been renting a room for the past 3 years. He has no contact with his ex partner and has no friends. He continues to undergo treatment for a number of complex health issues and very rarely leaves his room.

The Rooming House Outreach Program (RHOP) initially was unsuccessful making contact with Alex by means of multiple random visits. The RHOP contacted Casey City Council requesting to be accompanied by a Health and Environment inspector in order to gain entry to the premises.

The RHOP team discovered Alex in a state of severe anxiety due to a number of circumstances including breach of his tenancy agreement which resulted from 4 weeks rent arrears of approximately \$1,100.00, in addition to threats of eviction by the Rooming House Operator (RHO).

The RHOP was able to effectively engage and build trust with Alex. Following initial tenancy advice through RHOP Alex was referred to PCLC TAAP for assistance with his tenancy matters.

A payment plan was organised and arranged between Alex and the RHO. Furthermore, the RHOP team contacted a local crisis housing agency which contributed \$500.00 towards payment of rental arrears.

Alex continues to engage with PCLC and has been linked into the PCLC Social Work program for ongoing emotional support as well as being linked to other vital support services in the local area. The PCLC Fines Clinic is also assisting Alex with a number of outstanding traffic fines.