

Peninsula Community Legal Centre continues to provide flexible and responsive advocacy services to private renters, and caravan park and rooming house residents.

# IMPACT REPORT

TENANCY ASSISTANCE & ADVOCACY PROGRAM (TAAP)

1 July 2019- 30 June 2020

1665



renters assisted

1492



client matters opened

49%



VCAT hearings

65%



evictions prevented

20%



bond/comp claims reduced

34%



advice & referral

67%



matters resolved

12%



renters accessed Intake Assessment Response service

5%



urgent matters - same day service

18%



renters accessed VCAT duty service



Peninsula Community Legal Centre

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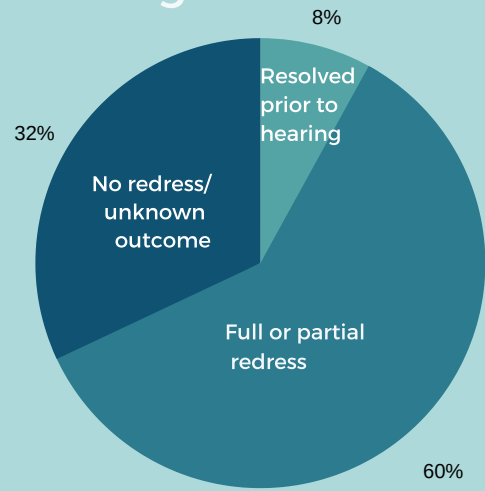
5 top issues

- rent arrears
- compensation
- possession
- lease breaking
- bond claims

service enhancement

- 4 PCLC offices
- 4 community hubs
- 4 VCAT venues
- 1 government hub

## VCAT hearings



## Our clients

35%



25%



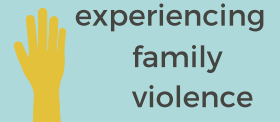
22%



58%



14%



## Client Feedback

I was delighted to have this service... I was completely empowered... In the Court room [the Advocate] was very professional, knowledgeable and empathetic to the situation. She related clearly and effectively with myself and my support people... She was skilled at the etiquette in the courtroom and offered timely and accurate advice during the hearing.

The Advocate I saw was extremely helpful during daunting and very confusing situation. I was advised on my rights and how to resolve the problem. We are extremely grateful for the help and support.

Without contacting Peninsula legal service I would no doubt be homeless now. They came up with a strategy to combat the eviction.

## Client Story

Coronika had lived at her rented premises for over three years. As a result of the COVID-19 pandemic, Coronika lost her part time job and needed help to negotiate a rent reduction agreement in addition to outstanding maintenance issues.

Following extensive correspondence with the landlord, the parties agreed for the repairs to be carried out, however the landlord would only agree to a rent deferral.

Coronika was advised about her rights, but she felt pressured into this rent deferral when advised by her landlord that if she did not agree she would face a rent increase at the end of September.

Upon further discussions, the landlord eventually agreed to reduce the rent without a deferral on the basis that Corokina would receive the rent relief grant. The agreement was subsequently lodged with CAV.

With effective negotiation and advocacy, Coronika is able to stay in her home with an affordable rent reduction agreement and not be burdened by a large rental arrears deferral debt in September.