

# Impact Report

1 July 2020 - 30 June 2021



Peninsula  
Community  
Legal Centre

## PCLC Rooming House Outreach & Support Program South East Region

**597** rooming house visits

**407** vouchers supplied

**674** rooming house residents contacted

**475** health packs

**110** residents assisted for suitable housing

**208** bedding items supplied

**116** residents provided RT legal advice

**72** warm referrals to PCLC

**64** minimum standards breaches reported to regulators

**17** local government areas

Visiting registered rooming houses and speaking to residents about concerns relating to breach of minimum standards is common place in the South East Region.

RHOP did not have success with the initial visit at the Greater Dandenong City rooming house as a result of the resident answering the door not able to freely engage at the time.

The RHOP team followed up with a return visit and were able to gain the confidence of two long term residents (James and Brian) who were concerned about the state of repair and general condition of accommodation.

The RHOP team were invited into the premises to witness substantial disrepair and lack of cleaning within common areas. Issues included:

- A thick coating of solidified grease on kitchen stove.
- Grease build up on floors and kitchen cupboards.
- Shattered rear kitchen window.
- Damaged shower base and shower screen door.
- Significant rain water leakage onto bedroom ceilings.

Tenancy advice was given and PCLC RHOP received approval by James and Brian to notify regulators (local council and Consumer Affairs Victoria) about the above breaches.

The local government Health and Environment department were prompt inspecting the rooming house and contacted PCLC RHOP to inform an unannounced visit had occurred, residents had engaged and issues raised had been confirmed. During the inspection additional health issues (ie state of bedding, infestation of mice in common areas) were also identified.

A second council inspection was organised with the rooming house owner, including a request to access to all rooms, without further delay.

Local Government environmental health officers within the South East region welcome information from PCLC RHOP regarding non-compliance of rooming house minimum standards that impact on vulnerable and disadvantaged persons in our community.

PCLC RHOP continue to work towards building and improving productive partnerships and relationships with both regulators (Councils and Consumer Affairs Victoria) for the benefit of PCLC clients.