



**SHELTER**  
because housing matters

# Opening doors:



Finding and keeping housing in the private rental market  
Funded by Brisbane City Council



# About this project



The opening doors project has involved creating some resources to support discussion and learning about the role the private rental market plays in providing housing choices to people. These resources create learning opportunities for people seeking housing as well as for the private real estate industry.

These resources include:

- A video intended to be used by support providers to have discussions with people about what the private rental market might offer. This video includes lots of advice and tips with a discussion guide to promote a conversation and engagement about renting privately.
- A video that highlights how important housing is to people and how challenging it can sometimes be to find and sustain housing options. This video includes some stories from people who are either looking for or have found private rental housing combined with some reflections about renting privately and some of the challenges involved. This video is intended to encourage dialogue about issues to do with security of tenure and how the private housing industry can better understand people and their needs.
- Three short videos telling stories from the perspective of three people: John, Tahenya and Courtney.



# How to use these resources



## Opening Doors: finding and keeping housing in the private rental market

This video includes a lot of tips and ideas about how to get housing in the private rental market as well as how to keep your housing going. It also talks a lot about how to get help to know about options and to know and understand your rights and responsibilities. This video is a conversation starter and might be used in some of the following situations:

- By support workers assisting individuals and groups to consider their housing options. Used this way, it is intended to provide some conversation starters and some highlights about where people can get help both to find housing and also if they need information about starting or maintaining their tenancy.
- By individuals wanting to consider and think about a private tenancy option.

This video includes input from both QSTARS and the Residential Tenancies Authority and refers also to Rent Connect. All of these services can provide information and support to find, get and keep housing in the private rental market.



# How to use these resources



**Opening Doors:** understanding the role of private rental housing and the needs of people renting privately.

This video includes stories and discussion about some of the challenges involved in renting privately. It highlights issues such as location, affordability and security of tenure. It does this through input from organisations like Rent Connect and QStars as well as stories from three people in different situations at different stages of life.

It is hoped that this video will support engagement and dialogue about the important role that the private real estate industry plays in creating and providing housing options. It is also hoped that through stories, the needs and aspirations of people seeking or living in private rental housing are better understood. This video also provokes discussion about important directions for the community and Government together to grapple with housing affordability and security of tenure so that people can form longer term relationships and connections in communities where they live. This includes with schools, services, transport links, employment, training and neighbours.



# How to use these resources



## Opening Doors: stories

The story videos highlight in more depth experiences of either looking for or living in private rental housing. Three people at different stages of life and with different needs, talk about their journey and how help has played a role in their housing future:

**John:** who at this stage is only beginning to look and who needs housing close to the Royal Brisbane Hospital to deal with emerging health issues. John started out by making an application to the Department of Housing and Public Works and was introduced to Rent Connect Officers who helped him to consider private market options.

**Tahenya:** who spend over two years looking for private rental housing, while living in a hostel with her daughter. In that time, she was employed and eventually found an option through a friend. She has lived there now for over two years, close to her daughter's school and to essential transport so she can keep going with her job. Tahenya describes what it is like to settle into a new home, with space for her daughter to play and room for pets. Her message to other people looking for housing is to respect yourself enough to get a place and to hang in there because something will eventually happen.

**Courtney:** who is currently living in community housing while she is studying and for whom there are barriers to affording private rental housing. Courtney talks about her future housing and employment aspirations. She talks about what secure housing ha meant for her and her son



# Renting in Brisbane



LGA / State	U, }^âÄ~ dã @		Owned with a mortgage		Rented		Other		Total <sup>(e)</sup>
	number	%	number	%	number	%	number	%	number
Brisbane (C)	10ĭ ,Fĭ J	Ĝ Ę	134,609	33.3	149,187	36.9	3,217	0.8	394,174
Queensland	I ĩ Fĕ Ę	Ĝ Ę	558,439	33.7	566,478	34.2	15,566	0.9	1,611,890

Source: ABS Census of Population and Housing 2016, Basic Community Profile.

This table shows how many dwellings were rented in Brisbane compared to Queensland at the time of the 2016 Census. Brisbane had a higher proportion of households renting compared to Queensland with a total of % - % + households in the private rental market.

The median rents in Brisbane for the 12 months until March 2018 were:

- \$350 per week for a one bedroom unit
- \$420 per week for a two bedroom unit
- \$440 per week for a three bedroom house

Source: Residential Tenancies Authority Queensland, 2018.



# Where you can get help



**The Department of Housing and Public Works** can provide assistance in relation to private rental housing options such as:

- Through Rent Connect where there is assistance to find housing options in the private rental market. Rent Connect is available at every Housing Service Centre
- Assistance with bond loans and rental grants
- Links with NRAS properties available at discounted market rent
- [www.qld.gov.au/housing/public-community-housing/housing-service-centre/?location=4000](http://www.qld.gov.au/housing/public-community-housing/housing-service-centre/?location=4000)

**QSTARS** is a free independent advice and referral service for all Queensland renters provided by Tenants Queensland. QSTARS can assist you with:

- Advice and assistance to understand your tenancy rights and responsibilities
- Support to resolve your tenancy issue and advocacy support to talk to your lessor or agent
- Help to write a letter or fill in tenancy forms and Help to attend or prepare for a QCAT tenancy tribunal hearing
- Referral to other services if needed
- Phone the state-wide advice number - 1300 744 263
- Hours: 9am - 5pm Monday - Friday (with extended hours to 7pm Tuesdays and Wednesdays)

**The Residential Tenancies Authority (RTA)** is the Queensland Government statutory authority that administers the *[Residential Tenancies and Rooming Accommodation Act 2008](#)* (the Act).

The RTA works with all sector groups including tenants, property managers and owners, community and industry stakeholder groups and the Queensland Government. The RTA provides tenancy information, bond management, dispute resolution, investigation, and policy and education services.

Phone: 1300 366 311 - (cost of a local call)

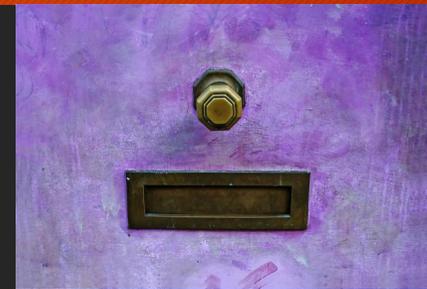


# Conversation starters



Opening doors conversation bingo				
What rent can I pay?	What application forms do I need?	Have I fully filled in the forms?	What other documents do I need?	
How should I communicate with the landlord or agent?		What should I do to keep good records?	What should I do if there is some problem with my tenancy?	Is private housing an option for me?
What can I do to start planning early?	Who could be my referees for housing?		What do I need to do to complete an entry condition report?	What do I need to do if I want to leave a tenancy?
What do I need to do when I complete an exit condition report?	How can I build a relationship with the landlord or agent?	Is all of the information I have provided accurate?	What is the Residential Tenancies Authority and how can they help me?	
Where can I get help when I need it?	What is Rent Connect and how can they help me?		What should I do about repairs?	What is QSTARS and how can they help me?

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# Contact and links



For more information contact Q Shelter on 3831 5900.  
Visit [www.qshelter.asn.au](http://www.qshelter.asn.au)

Videos can be accessed by clicking the Vimeo logo below

The Vimeo logo, which consists of the word "vimeo" in a lowercase, blue, sans-serif font, centered within a white rectangular box.

Or you can visit: <https://vimeo.com/album/5177871>

