

Concurrent 1: Cross sector collaboration for better renting

Paul Tommasini

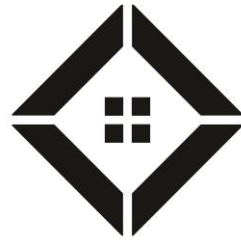
Tenancy Skills Institute

Laura Valenti

McGrath REIQ



McGrath



**TENANCY SKILLS
INSTITUTE**

**inCommunity
Connect.**

Together is Better

What happened when we embedded a Homelessness Case Manager
into a Real Estate Office?



ZONE EVENTS

BREAK TIME



For
Please



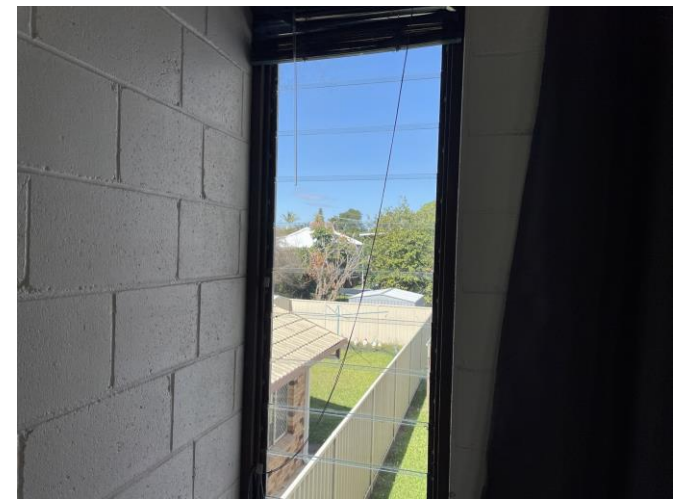
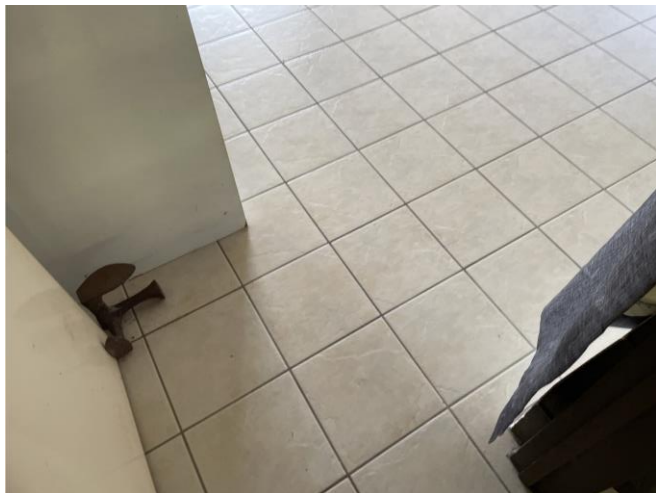
The other 95%



A day in the life of...



BEFORE



AFTER



How has the Housing Mentor support helped you?

“It has given me a lot more security and peace of mind. I worry about a lot of things especially losing my tenancy and having this program help me has reduced a lot of stress for me in this area. Knowing I can make contact with this kind of support if needed is really good.”



When the Property Manager raised the idea of Housing Mentor support to you how did this make you feel?

“The property manager told me that I have two weeks to fix everything up after my house inspection and asked if I wanted some support with a Housing Mentor. At the time I felt nervous as I thought my tenancy was okay and the fact that they said I needed some support, or I may not get my lease renewed made me scared but after meeting Cath I realised it wasn't a bad thing and she was going to help me try and keep my tenancy as I didn't know how to look after myself or the house properly after my Mum passed away.”



Why do you feel it is important to have a link between the private sector being your real estate and the community sector for support like this?

“As a tenant who doesn't know how the real estate sector works it was good to have someone on my side and advocate for me. Cath also explained to me how it all worked and terms and obligations that I hadn't understood before.”





Were you even aware that this type of support was available?

“I was not aware at all, however when the issues arose the real estate were quick to link me in with the support I needed.”

Welcome Back

ceo@incommunity.com.au



 [Raise an issue](#) 

Issues History

[Financial Hardship - 2023-Aug-12](#) 

[Rent Arrears - 2023-Jul-11](#) 

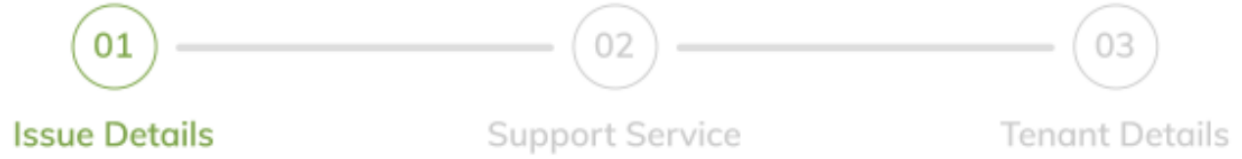
[Financial Hardship - 2023-Jul-13](#) 

[Hoarding & Squalor - 2023-Jul-14](#) 

[Rent Arrears - 2023-Aug-12](#) 



Raise an issue



Select Location

Select an Issue

Next →

← Raise an issue

01

Issue Details

02

Support Service

03

Tenant Details

Select Location

2 Flinders Parade, North Lakes QLD, Australia

Select an Issue

- ✓ Select an Issue
 - Property Condition (Damage)
 - Health (Mental Health)
 - Behaviour (Towards Property Manager)
 - Property Condition (General Cleaning)
 - Communication (Literacy/Numeracy)
 - Property Condition (Yard Maintenance)
 - Rent Arrears
 - Age impacting on tenancy
 - Disability impacting on tenancy



Raise an issue



Select Location

2 Flinders Parade, North Lakes QLD, Australia

Select an Issue

Property Condition (General Cleaning) ▾

Next →

← Raise an issue



Support services for
2 Flinders Parade, North Lakes QLD 4509, Australia
Property Condition (General Cleaning)

✓ inCommunity Inc (Cath) - Flinders Parade, North Lakes QLD 4509, Australia ^

Previous

Next →

← Raise an issue



Support services for
2 Flinders Parade, North Lakes QLD 4509, Australia
Property Condition (General Cleaning)

inCommunity Inc (Cath) - Flinders Parade, North Lakes
QLD 4509, Australia

Name

inCommunity Inc (Cath)

Email

cath.webber@incommunity.com.au

Address

Flinders Parade, North Lakes QLD 4509, Australia

Mobile

0479061138

Support services

- Property Condition (Damage)
- Health (Mental Health)
- Behaviour (Towards Property Manager)
- Property Condition (General Cleaning)
- Communication (Literacy/Numeracy)
- Property Condition (Yard Maintenance)
- Rent Arrears
- Age impacting on tenancy
- Disability impacting on tenancy
- Behaviour (Neighbourhood Complaints)
- Health (General)
- Gambling impacting on tenancy
- Financial Hardship
- Addiction impacting on tenancy
- Isolation
- Hoarding & Squalor

Previous

Next →

Raise an issue



Tenant Name

Phone number

Email

Consent of the Tenant for sharing the information with a third party

Yes No

Previous

Finish →



Raise an issue



Issue Details



Done

Tenant details have been shared
with support services

Ok

03

Tenant Details

Tenant Name

Paul Tommasini

Phone number

0401878672

Email

paul.tommasini@incommunity.com.au

Consent of the Tenant for sharing the information with a third party



Yes



No

Previous

Finish →

Notice Regarding Tenancy - #89bee272-f089-4008-a593-7dad8028b2ed Inbox x



pmassist@tenancyskills.com.au via [amazonse.com](#)
to me ▾

08:13 (0 minutes ago)

Dear Paul Tommasini,

Following discussions with your Property Manager regarding **Property Condition (General Cleaning)**, a referral has been made to:

inCommunity Inc (Cath)

Phone: **0479061138**

Email: cath.webber@incommunity.com.au - cath.webber@incommunity.com.au

inCommunity Inc (Cath) will contact you to further discuss the support they can offer. We encourage you to engage with the support they provide.

If you would like further information, please do not hesitate to reach out to the organisation listed above, or your Property Manager.

Best Regards,

The PM Assist Team

From: <pmassist@tenancyskills.com.au>
Date: Wed, 4 Oct 2023 at 08:13
Subject: Support Request for Paul Tommasini - #89bee272-f089-4008-a593-7dad8028b2ed
To: <cath.webber@incommunity.com.au>

Dear inCommunity Inc (Cath),

A new support request has been created by paul at tenancy skills PM to assist the below tenant:

- **Name:** Paul Tommasini
- **Mobile:** 0401878672
- **Email:** paul.tommasini@incommunity.com.au
- **Location Details :** 2 Flinders Parade, North Lakes QLD 4509, Australia

We have identified that Paul Tommasini would benefit from support to address the following concern in relation to their tenancy:

Property Condition (General Cleaning)

Receiving support for Property Condition (General Cleaning) will assist Paul Tommasini to sustain their tenancy.

Thank you for your assistance with this matter. If you have any questions, please reach out to the Property Manager:

- **Property Manager Name:** paul
- **RE Agency Name:** tenancy skills PM
- **Mobile:** +61431881949
- **Email:** ceo@incommunity.com.au

Best Regards,

The PM Assist Team

”Our reasons may not always be the same, and that’s ok because our shared goal is, and that goal is to have sustainable tenancies. When a tenancy fails, there are no winners.

When we move past difference, and focus on common goals, we can achieve amazing things together.”

Together is Better!

