

How to Access Ruah Tenancy Support

Ruah Tenancy Support operates from

Monday-Friday 8.30am - 4.30pm

You may leave a message for the Tenancy Support Workers by:

PAGER 9480 5500

Leave a brief message for 'Ruah Tenancy Support'

A worker will return your call as soon as they are able (usually the same day).

Facsimile: 9452 1666
Email: rts@ruah.com.au

Requests for Service

Ruah Tenancy Support accepts written referrals from Property Managers and Landlords provided they;

- Are made with the express permission of the tenant and;
- They meet the service criteria

Tenants are encouraged to contact us direct. If Ruah Tenancy Support is able to provide a service, you will be notified within 24 hours.

PRIVACY STATEMENT

Ruah Tenancy Support works in accordance with the National Privacy Principles.

If you have any questions regarding the way your information is collected, stored or shared by the Ruah Tenancy Support Workers or the organisation, please seek advice from the Ruah Tenancy Support Manager.

Ruah Community Services **vision** is a socially just, compassionate, participative and sustainable community.

Its **mission** is to redress disadvantage and enhance the human spirit.

Ruah Administration and Executive Management personnel

Telephone: (08) 9227 7012
Facsimile: (08) 9227 7879
Email: administration@ruah.com.au
Address: 27 Cleaver Street West Perth 6005
Website: www.ruah.com.au

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Daughters of Charity Services (WA)
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RUAH
TENANCY
SUPPORT

Working to Stabilise
Private Rental
Tenancies

**RUAH
TENANCY
SUPPORT**
INFORMATION FOR
PROPERTY MANAGERS
AND LANDLORDS



RUAH COMMUNITY SERVICES

Who is Ruah Tenancy Support?

Ruah Tenancy Support is a free service that works closely with Property Managers/Landlords and tenants when a private rental tenancy needs to be stabilised or strengthened.

Our aim is to ensure tenants receive support to successfully manage the tenancy responsibilities outlined in their tenancy agreement.

Ruah Tenancy Support uses a partnership approach to ensure both you and the tenants receive positive outcomes from our service.

We invite Property Managers/ Landlords to help develop tenancy support plans, and a Ruah Tenancy Support Worker will maintain regular communication with you.

Our service is provided for a minimum of 3 months to ensure the tenancy is stable and strong, and the tenant/s has time to develop their confidence and skill in managing the tenancy long term without Ruah Tenancy Support.

Ruah ~

an ancient Hebrew word meaning

Wind, Breath, Spirit of Life

Who do we work with?

Ruah Tenancy Support works with;

- 1 Property Managers and/ or Landlords in partnership with their private rental tenants and other household members, who live in the south east corridor of Perth; or
- 2 Property Managers and/or Landlords in partnership with their new tenants who have been referred by the Department of Housing and Works, Private Rental Strategy.



Tenants may be families and individuals of any age or cultural background who want to stabilise their home

What do we do?

Ruah Tenancy Support liaises with Property Managers and/or Landlords to support tenants to address tenancy concerns such as;

- Rental arrears
- Property damage
- Property standards
- Complaints
- Breaking of the lease

Ruah Tenancy Support will also help assist families and individuals to settle into a new private rental tenancy if they have not been in a rental home for a period of time.

The service is free to all Property Managers, Landlords, and tenants.

