

How you can contact 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 requests for service direct from tenants, and with written consent from Property Managers, Landlords, and local agencies. Written referral forms are also available.

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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RUAH
TENANCY
SUPPORT

Working to Stabilise
Private Rental
Tenancies

**RUAH
TENANCY
SUPPORT**
INFORMATION
FOR TENANTS



RUAH COMMUNITY SERVICES

Who is Ruah Tenancy Support?

Ruah Tenancy Support is a mobile case management support service that works with people who are renting privately, and whose tenancy is at risk and needs to be stabilised.

It also works with newly housed private rental tenants to make a smooth transition from an experience of transient/ unstable housing or homelessness.

Who do we work with?

Ruah Tenancy Support works with;

- 1 Private rental tenants and other household members, in partnership with their Property Manager and/or Landlord who live in the South East corridor of Perth; or
- 2 Newly housed private rental tenants referred by the Department of Housing & Works, Homeless Helpline Supported Housing Assistance Program, in partnership with their Property Manager or Landlord- Perth.

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

When should you call us?

Ruah Tenancy Support works with tenants to stabilise and strengthen their current tenancy to prevent homelessness. We can assist if;

- ✓ You have just received a breach or termination notice and a legal eviction process has started, or you believe you are about to receive one, or (S.E. Corridor)
- ✓ You are finding it harder to maintain your regular tenancy responsibilities due to health, financial, or other reasons, or (S.E. Corridor)
- ✓ You have recently moved into a new private rental after a period of homelessness and want support to settle into your new home and community. (S.E. Corridor or Homeless Helpline Referral)



How do we work?

Ruah Tenancy Support works in partnership with you and your Property Manager or Landlord to find out what needs to occur to stabilise and strengthen your home now and in the future.

Ruah Tenancy Support is a mobile service so a worker will always come to you in a place that you feel comfortable, such as your home, your local park, or shopping centre.

A Tenancy Support Worker will work with you for around three months and when you first meet will discuss your needs.

Together we will plan how to work together to;

- Stabilise the tenancy and resolve any immediate tenancy concerns
- Improve your relationship with your Property Manager or Landlord
- Develop long term social and support networks to reduce crisis
- Obtain new information and skills
- Link into useful local community resources and services

Ruah ~

an ancient Hebrew word meaning

Wind, Breath, Spirit of Life