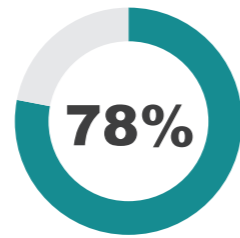


2016-17 Year in Review

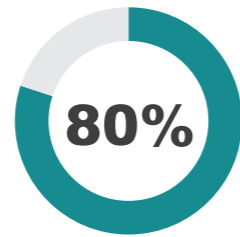
Tenants Victoria promotes and protects the rights of tenants and residents in most types of rented homes across Victoria, Australia.

Why did tenants need our help?

1	Repairs	2,193
2	Bond	1,705
3	Compensation	1,364
4	Notice to Vacate	1,298
5	Lease Breaking	1,108
6	Privacy/Quiet Enjoyment	898
7	Ending a Tenancy	631
8	Breach of Duty	538
9	Assignment/Sub-letting	523
10	Inter-Tenant/Neighbour Disputes	495



satisfied
with our services



satisfied
with the assistance we provide

How did we reach tenants?

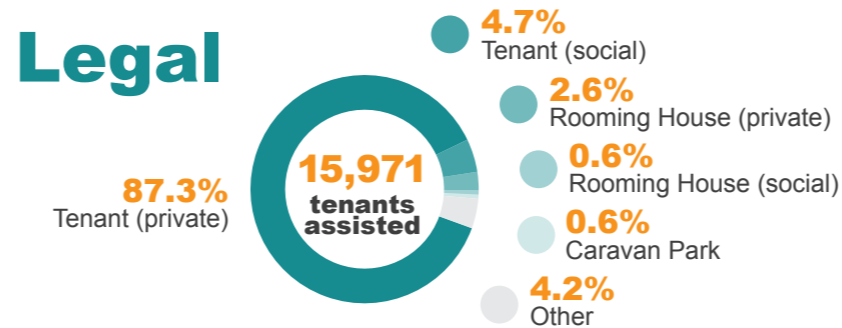
Tenancy factsheets viewed
250,000+ times

Tenancy handbooks viewed
20,000+ times

Close to
1.6 million website visits

Resources translated into
12 foreign languages

Legal



1,021 cases handled by Legal Services



Legal Services were able to assist more tenants through telephone advice than in previous years, achieving a higher satisfaction rate for the services and assistance provided.

Training



Why do we support community sector advocates?

- Hundreds of legal, housing, homelessness, health and welfare organisations provide advice about tenancy matters in Victoria.
- Many organisations assist groups with specialised needs including indigenous, CALD, elderly, youth, and family violence.
- Many organisations lack staff who specialise in tenancy issues.

Training sessions were provided for more than twice as many community sector workers and volunteers, with more specialised training for indigenous, CALD and family violence issues.

Outreach



Why is outreach so vital to vulnerable tenants?

- Close to 50% of vulnerable residents visited are elderly.
- Most are unemployed, relying on Centrelink benefits to survive.
- Most are under rental stress, paying 50+% of their income on rent.
- Many have complex health needs and a history of trauma.
- Properties are often in a poor or dangerous condition.
- Many housing operators actively avoid their legal obligations.

Outreach supported 150 residents at Hobson's Bay Caravan Park after its sale and redevelopment, referring several residents to additional housing and health supports.

Policy



Why do the state's tenancy laws need to change?

- There are over 1.5 million renters and counting in Victoria.
- Victoria's tenancy laws haven't changed in almost 20 years.
- More people are renting for their entire lives.
- Many 'legal loopholes' enable landlords to unfairly evict tenants.
- No minimum health and safety standards means renters are put at risk.

Our team led the charge for Make Renting Fair – a coalition of organisations, local councils and individuals calling for changes to make renting safe, stable and private in Victoria.

OUTSTANDING!! *I was distraught as I did not understand the legal process and felt bewildered and powerless... Your staff helped me to understand the process and even took the time to draft a letter to my landlord... I was ever so grateful for the support and information.*

Tenants Victoria