

# Private Rental Support

BeyondHousing offers a range of services to people who are living in private rental and face challenges with their tenancy.

To be eligible for these services, you must be either on Centrelink payments, or able to demonstrate financial hardship.

### **Private Rental Assistance Program (PRAP)**

This program helps people who:

- Live in a private rental but find it difficult to make ends meet
- Live in a caravan park or rooming house and want more suitable accommodation
- Struggle to get a private rental.

We can help to:

- Restore your rental history
- Find and establish private rental housing
- Sustain your current tenancy or move to another property.

To access this program, please contact any office or email [info@beyondhousing.org.au](mailto:info@beyondhousing.org.au).

BeyondHousing respects your privacy, your dignity and your culture. We are a Child Safe organisation and all offices are disability accessible. Interpreter services are also available. All services are free of charge.

## Tenancy Advocacy and Advice Program (TAAP)

This program helps people in private rental who may be facing the Victorian Civil and Administrative Tribunal (VCAT) or who have difficulties with their landlord.

We can assist with:

- Information, including rights, responsibilities and processes
- Reviewing and explaining documents
- Attempting to resolve disputes with landlords
- Preparing documents for VCAT hearings and appearing with you at VCAT
- Explaining and assisting with paperwork for urgent and non-urgent repairs.

To access this program, please contact any office or email [taap@beyondhousing.org.au](mailto:taap@beyondhousing.org.au).

## Sustaining Tenancies at Risk Program (STAR)

This program assists people living in private rental at risk of losing their tenancy due to rental arrears.

We will work closely with you to:

- Make sure you understand your rights and responsibilities
- Negotiate with your landlord or Real Estate Agent
- Work on budgeting
- Provide brokerage and refer you to other services if needed.

To access this program, please contact any office or email [info@beyondhousing.org.au](mailto:info@beyondhousing.org.au).



**Office hours**

Monday to Friday  
9am – 5pm

82 High St  
**Wodonga**  
PO Box 761, 3689  
(02) 6055 9000

40 – 42 Rowan St  
**Wangaratta**  
PO Box 273, 3676  
(03) 5722 8000

54 Tallarook St  
**Seymour**  
PO Box 839, 3661  
(03) 5735 2000

43B Wyndham St  
**Shepparton, 3630**  
(03) 5833 1000

For further information

**Visit our website**

[beyondhousing.org.au](http://beyondhousing.org.au)

**Email us**

[info@beyondhousing.org.au](mailto:info@beyondhousing.org.au)

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