



# RentConnect

## What is RentConnect?

RentConnect helps Queenslanders to find, secure and sustain a home to rent in the private market.

RentConnect helps people who are able to manage a tenancy but who are struggling to access the private rental market due to non-financial barriers, such as:

- limited rental history
- a lack of skills, knowledge or understanding of how the private rental market works
- a lack of documents required for private rental applications.

Specialist RentConnect officers work together with clients to identify what type of assistance they may need. RentConnect officers can:

- advise on how to find a suitable rental home
- show how the rental application process works
- help prepare a rental application and organise paperwork
- provide advice on how to make a good impression when submitting applications
- help access financial assistance offered by the Department of Housing and Public Works, such as a bond loan or rental grant
- link clients to community services and real estate agents
- assist capable tenants to overcome short-term tenancy problems and strengthen their skills to maintain their private rental home.

## RentConnect eligibility requirements

To receive one-on-one assistance from a RentConnect officer, a client needs to:

- meet income requirements for social housing eligibility or be leaving social housing
- be facing non-financial barriers to renting in the private market and be able to successfully manage a private rental tenancy.

## RentConnect locations

RentConnect is available in the following Housing Service Centres across Queensland.

### **Bundaberg Housing Service Centre**

16 Quay Street  
Bundaberg  
Phone: 4131 5990  
Toll free: 1800 809 835

### **Buranda Housing Service Centre**

Level 1, 221 Logan Road  
Buranda  
Phone: 3405 5300

### **Caboolture Housing Service Centre**

Level 5, Caboolture Park Shopping Centre  
60–78 King Street  
Caboolture  
Phone: 5431 2501

### **Capalaba Housing Service Centre**

Capalaba Tower Court Building  
36 Old Cleveland Road  
Capalaba Qld 4157  
Phone: 3362 9100

### **Cairns Housing Service Centre**

5B Sheridan Street,  
William McCormack Place  
Cairns  
Phone: 4036 5460  
Toll free: 1800 623 208

### **Chermside Housing Service Centre**

3rd Floor, 18 Banfield Street  
Chermside  
Phone: 3896 9900

### **Fortitude Valley Housing Service Centre**

505 St Pauls Terrace  
Fortitude Valley  
Phone: 3872 0320

### **Ipswich Housing Service Centre**

5-7 Wharf Street  
Ipswich Qld 4305  
General enquiries: 3280 1420  
Toll free: 1800 636 390

### **Mackay Housing Service Centre**

22–30 Wood Street  
Mackay  
Phone: 4967 0888  
Toll free: 1800 069 237

### **Maroochydore Housing Service Centre**

12 First Avenue  
Maroochydore  
Phone: 5352 7333

### **Robina Housing Service Centre**

Level 2, 80 Bazaar Street  
Robina Town Centre  
Robina  
Phone: 5583 2200

### **Rockhampton Housing Service Centre**

State Government Building  
Level 3, 209 Bolsover Street  
Rockhampton Qld 4700  
General enquiries: 4938 4089  
Toll free: 1800 801 176

### **Toowoomba Housing Service Centre**

Level 2, 10 Russell Street  
Toowoomba  
Phone: 4615 3560  
Toll free: 1800 623 435

### **Townsville Housing Service Centre**

Level 2, 143 Walker Street  
Townsville  
Phone: 4760 7378  
Toll free: 1800 806 197

### **Woodridge Housing Service Centre**

11 Station Road  
Woodridge  
Phone: 3884 9800

## Need more information?

A range of fact sheets about renting in the private market is available online or from your local Housing Service Centre.

Visit [www.qld.gov.au/housing](http://www.qld.gov.au/housing) or call 13 QGOV (13 7468).