

mangrove housing factsheet

bond loans and rental grants

All Mangrove Housing tenants are required to have two weeks' rent and a full rental bond (of four weeks' rent) prior to moving in to a new rental property. Bond Loans and Rental Grants are offered to eligible clients by the Queensland Government, to assist people on low incomes to obtain secure accommodation.

Not all Mangrove Housing applicants will be eligible for Bond Loans or Rental Grants but Mangrove Housing will ensure that applicants who are signing up for a tenancy are aware of these services and supported to make an application.

rental bonds

A rental bond is a security deposit that a tenant pays at the start of a tenancy. It is lodged and held with the Rental Tenancies Authority until the tenant vacates the property. Mangrove Housing charges four x the weekly rent as a rental bond.

Bond Loans assist clients on low incomes who cannot afford to pay a full rental bond themselves. The Department of Housing and Public Works can provide an interest-free bond loan up to a maximum value of four weeks' rent. This Bond Loan must be repaid by the applicant.

The Queensland Government has a website with information about Bond Loans [click](#) here for more information. This website also has a calculator which can be used to ascertain how much may be able borrowed as a Bond Loan.

[Check your eligibility](#)

[Apply for a bond loan](#)

Bond loan 'pre-approval' can be applied for even before a property is found.

Mangrove Housing requires all clients to pay a rental bond or provide evidence of an approved bond loan at the time of signing a Tenancy Agreement. This is in accordance with the [Residential Tenancies and Rooming Accommodation Act 2008](#). Where a client has a bond loan, this is still lodged and held with the Residential Tenancies Authority (RTA). The bond is lodged with the RTA with 10 days of receipt.

rental grants

The Rental Grant program can assist people experiencing a housing crisis by providing a once-only grant of two weeks' rent. The Department of Housing and Public Works provides this grant to eligible applicants as a once-off payment that does not need to be repaid.

Applicants who may be eligible for a Rental Grant include those exiting a hospital or health facility, correctional facility, other approved centre, Child Protection Service, a Community Rent Scheme property or who are fleeing domestic/family violence, or who are homeless or at risk of homelessness.

To be eligible for a Rental Grant, applicants must be eligible for a Bond Loan and also meet one of the Rental Grant eligibility criteria. The Department of Housing and Public Works' eligibility criteria can be found at

<https://www.qld.gov.au/housing/renting/rental-grants/>.

The Rental Grant application form is also found online at

<https://www.hpw.qld.gov.au/blarga/OnlineApplication/RentalGrantApplication.aspx>

Mangrove Housing can assist prospective tenants to lodge their applications where required.

If an applicant is refused a Bond Loan or Rental Grant, the Client Housing Worker can help them check there were no errors or omissions in their applications leading to the refusal, if required.

complaints and appeals

If a tenant does not agree with a decision Mangrove Housing has made, they can lodge an appeal asking that the decision is reconsidered. To do this, the tenant can submit their appeal in writing, detailing the reasons they believe the decision made was not the correct one. The appeal can be handed in to the office, sent via post or emailed to reception@mangrovehousing.com.au

A tenant may also phone Mangrove Housing with their appeal if this is easier for them than lodging an appeal in writing.

If a tenant is not satisfied with a service provided by Mangrove Housing, they can lodge a complaint. They could also choose to contact:

- The Residential Tenancies Authority on 1300 366 311
- QSTARS, which is a free independent advice and referral service for all Queensland renters, on 1300 744 263.
- The local Department of Housing and Public Works' Housing Service Centre. Numbers can be found at <https://www.qld.gov.au/housing/public-community-housing/housing-service-centre/>