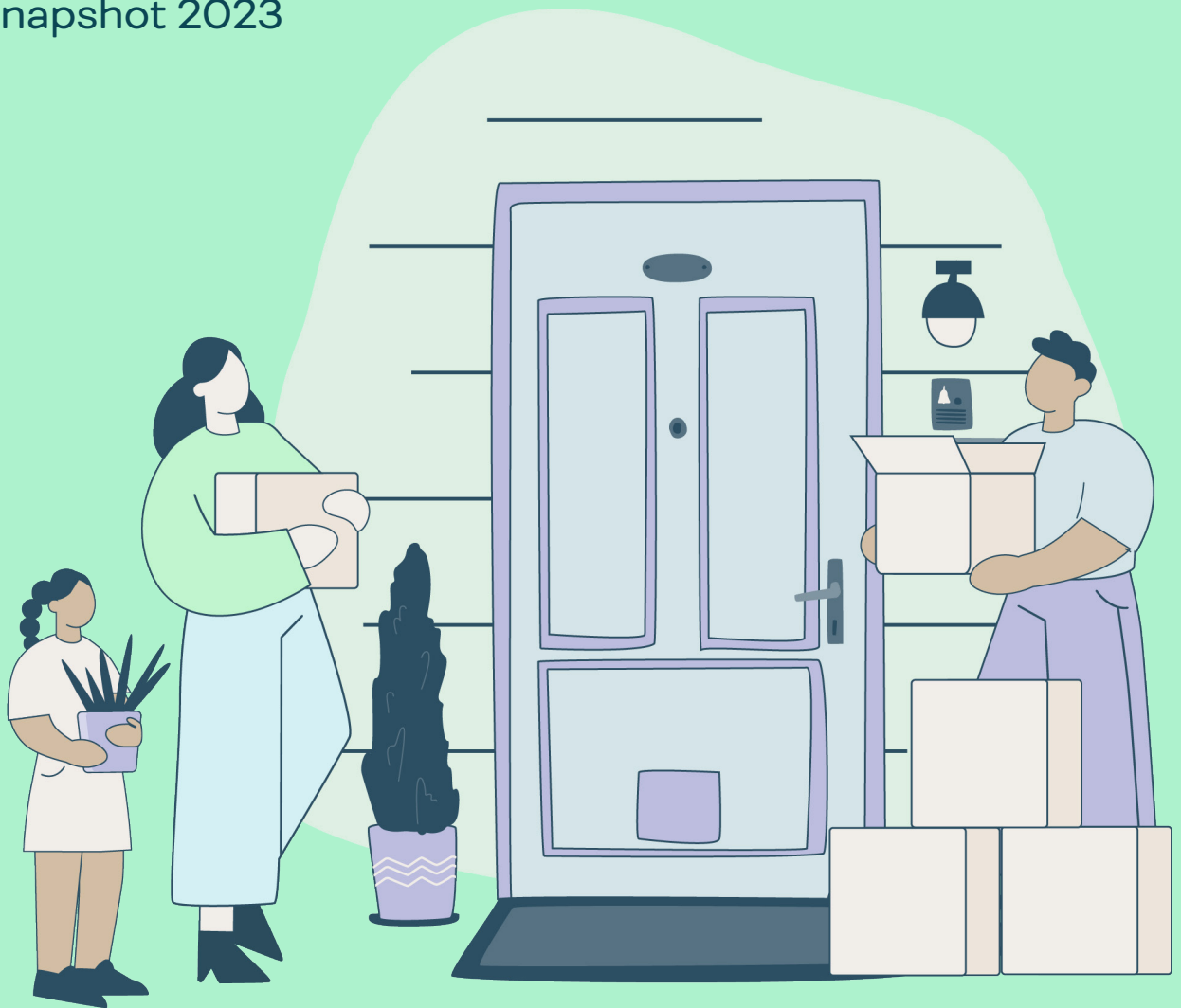


# Facing the Demand for Tenant Support and Advocacy in South Australia

Data Snapshot 2023



## Acknowledgement of Country

We acknowledge the Traditional Custodians of the lands on which we are located and where we conduct our business. We pay our respects to Elders past, present, and emerging, and are committed to honouring First Nations Peoples' unique cultural and spiritual relationship with their country.

## Acknowledgement of Contributions

We would like to acknowledge the contributions of those with lived experience, RentRight SA tenancy advisors, and SYC staff who contributed to this publication by providing insights, feedback, design, and support.

RentRight SA is funded by the Government of South Australia, SA Housing Authority.

Artwork created by Woi-Wurrung Wurundjeri and Yorta-Yorta artist **Simone Thomson**

SYC delivers **RentRight SA**, a free and independent tenancy advice and advocacy service that helps people sustain their tenancies. In collaboration with the SYC Lived Experience Engagement Service, RentRight SA hears directly from thousands of tenants about their needs and concerns.

This publication presents a high-level summary of administrative data collected by SYC's RentRight SA service. The data and insights provide a unique lens into the South Australian rental market, offering a clear, local understanding of the scope, scale, and types of issues that tenants are facing.

## Demand in 2023

**24,863**

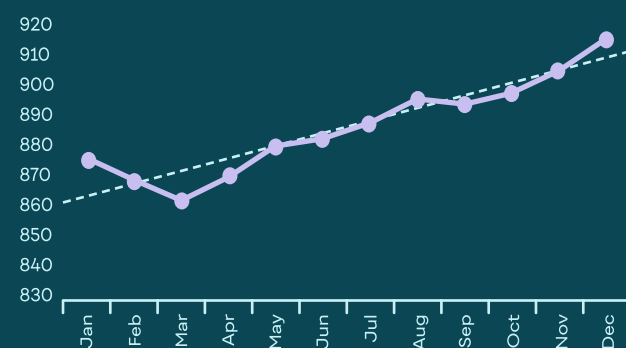
online searches for tenancy information<sup>1</sup>

**11,011**

direct requests for advice, support, and advocacy in 2023



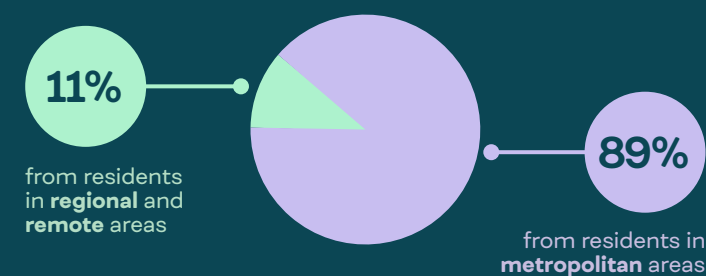
Demand for tenancy advice, support, and advocacy is **increasing**



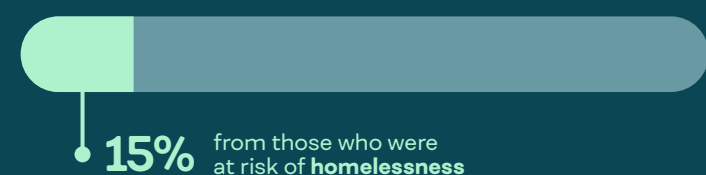
12 month rolling average of demand in 2023 (direct requests for advice, support, and advocacy from tenants).

Note: Figures displayed in the graph are averages, not actual numbers.

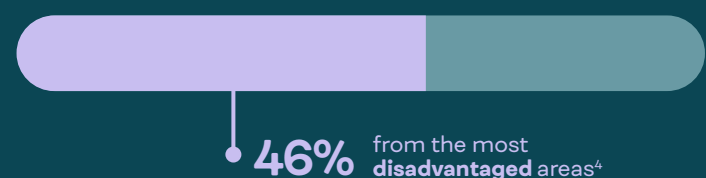
## Demand by location<sup>2</sup>



## Demand by tenancy type



## Demand by socio-economic status



<sup>1</sup> Online searches for tenancy information pertain to searches of SYC's website.

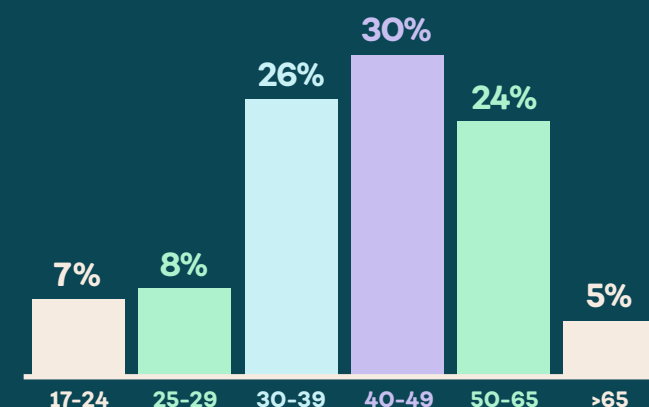
<sup>2</sup> Metropolitan, regional, and remote areas have been determined using the Accessibility/Remoteness Index of Australia (ARIA). The index divides areas into five categories of remoteness: Major Cities, Inner Regional, Outer Regional, Remote, and Very Remote. For reporting purposes, ARIA categories have been grouped as follows: Major cities = metropolitan areas; and Inner Regional, Outer Regional, Remote, and Very Remote = regional and remote areas.

<sup>3</sup> Marginal housing includes those living in residential parks, rooming houses, and short-term accommodation. 3% of respondents were living in a tenancy that was not covered by the RTA, or whose tenancy type was unknown.

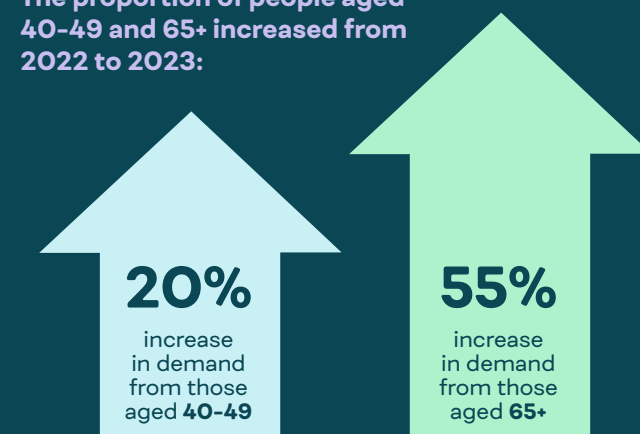
<sup>4</sup> Disadvantage was assessed using the Index of Relative Socio-economic Disadvantage (IRSD), which is a commonly used measure of socio-economic disadvantage produced by the Australian Bureau of Statistics. Close to half of all demand (46%) came from those who reported that they were living in areas of greatest disadvantage (quintiles 1 and 2).

<sup>5</sup> Numbers of those identifying as other or non-binary genders are too low to report.

## Demand by age

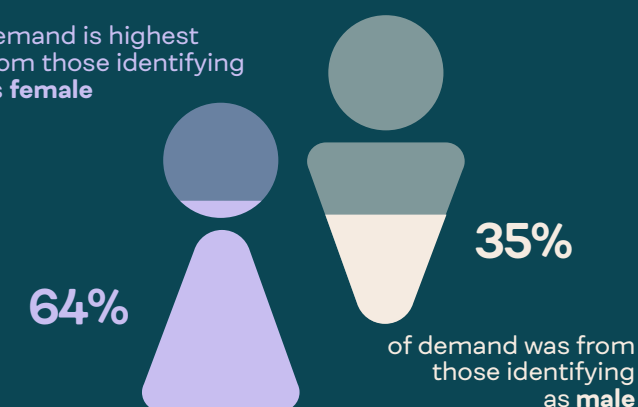


The proportion of people aged 40-49 and 65+ increased from 2022 to 2023:



## Demand by gender<sup>5</sup>

demand is highest from those identifying as **female**



## What are tenants seeking help with?<sup>6</sup>

Top 3 issues:



amongst this 46%:

Tenants most frequently sought clarification on **end of lease** processes, with **1 in 3** of those facing an end of lease or non-renewal reporting that they had nowhere else to go.

Vulnerable tenants faced the most challenging issues, with close to **1 in 3** facing either eviction or non-renewal of their lease, and **1 in 4** reporting that they had nowhere else to go.



amongst this 14%:

**1 in 3** tenants reported that they had outstanding maintenance issues.

The most commonly reported maintenance issue was mould, with **7%** of tenants reporting this issue.

**1 in 6** tenants who reported a mould issue also reported experiencing poor health.



amongst this 12%:

**1 in 4** tenants sought advice about bond disputes.

Amongst these tenants, close to **1 in 6** reported that they either were, or would be, engaging in a formal SACAT process.

The SYC Lived Experience Engagement Service is committed to strengthening the voices of people with lived experience of housing insecurity and homelessness. Knowledge shared by those with lived experience provides valuable insights, such as those shared by several people below:

“ [It] feels like power is still firmly entrenched with landlords and landowners – it feels like they can get away with doing whatever they want.”

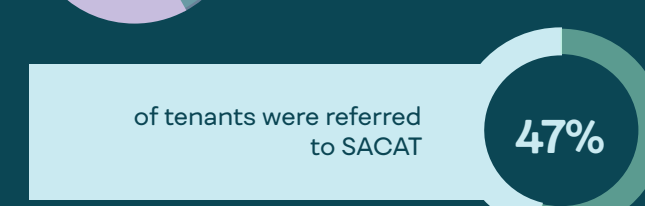
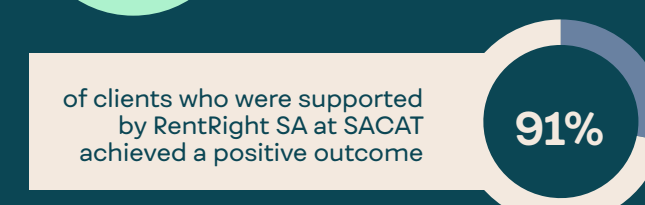
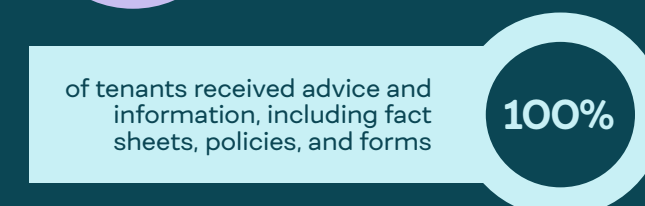
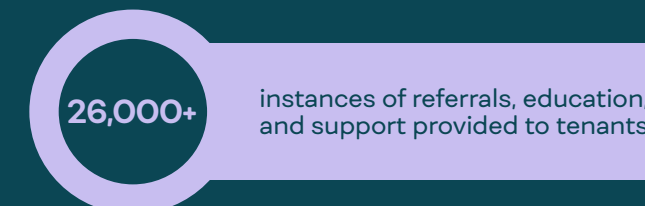
“ There is no strong regulatory structure around what landlords are allowed to do... feels like the ball is entirely in their court.”

“ It took 3 weeks to put a stove in. I requested a deduction from rent but they never got back to me. I got no compensation.”

## SYC's RentRight SA Facing the Demand

Negotiating the rental market can be difficult. SYC's RentRight SA service supports tenants in several key ways.

In 2023, RentRight SA achieved:



“[The tenancy advisor’s] expertise, professionalism and empathy was outstanding...the relief we felt when this ordeal was over was immeasurable and we know we would not have received such a positive outcome without [the tenancy advisor’s] expertise for which we remain extremely grateful.”

<sup>6</sup> This section is informed by an analysis of unstructured text data that was undertaken on a sample of the dataset.

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### **RentRight SA**

SYC's RentRight SA's housing advice and advocacy service is a free, independent service, helping people sustain their tenancies in private rental, community housing, rooming houses or public housing. This program is supported by the Government of South Australia, SA Housing Authority.

If you have questions about your rights as a tenant, or for more information about RentRight SA, please contact:

**1800 060 462** or  
**[syc.net.au/retrightsa](https://syc.net.au/retrightsa)**

### **Lived Experience Engagement Service**

The Lived Experience Engagement Service is an independent state-wide and sector-wide service funded by the South Australian Housing Authority. SYC engages people who have experience accessing any housing and homelessness system in South Australia to produce quality evidence that informs decision-making on policy and broader sector service reform. We work with the sector to help embed client voice in the process of service design and specialist homelessness services sector reform.

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**(08) 8405 8500**

For any other enquiries, please contact:

**(08) 8405 8500** or  
**[syc.net.au/contact](https://syc.net.au/contact)**