

Rent setting



Mission Australia Housing (MAH) manages a range of different housing programs providing housing to eligible households on very low, low and moderate incomes.

This fact sheet provides information to tenants on how rent is calculated and charged to tenants.

Market rents

All MAH properties are given a market rent value and this is the maximum amount of rent payable for a property.

Market rents are reviewed each year in line with requirements for the specific housing program your property is connected to. Tenants will be notified in writing when there are changes to their market rent.

Social housing tenants

Tenants housed through the social housing program or supported housing programs are eligible to apply for a rental rebate or subsidy. The rebate is based on a percentage (approximately 25%) of the entire household's gross assessable income, plus 100% of the maximum entitlement for Commonwealth Rent Assistance.

Affordable housing tenants

Tenants housed through MAH's Affordable Housing programs will be charged rent based on a percentage of the market rent (80% or less).

Commonwealth Rent Assistance (CRA)

Commonwealth rental assistance (CRA) – is an additional allowance paid by Centrelink to people renting privately or in community housing and who receive Centrelink payments. Eligible tenants can apply directly to Centrelink for CRA.

Tenants in social housing properties and in some affordable housing properties will be charged a rent based on 100% of the maximum household entitlement of CRA.

Rent reviews

MAH may carry out up to two rent reviews per year for social housing tenants and one per year for affordable housing tenants. Tenants will be advised in writing when this review will occur and will be required to complete a Household Declaration Form and provide income details for all household members.

Tenants who do not return their income details on time may have their rental rebate cancelled and be required to pay market rent.

Changes to your household

It is important that you notify MAH of any changes to your household

circumstances including changes to household size and changes to income so that MAH can ensure that your household is assessed correctly.

Appealing decisions

If you disagree with a decision that MAH has made in relation to your eligibility for a rental rebate, a recent rent review or the amount of rent you are charged you have the right to appeal this decision. For details about how to make an appeal, please read the MAH Fact Sheet – Appeals and Complaints or contact your Housing Manager.

For more information regarding MAH's rent setting policy, please contact your local MAH office.

Contact us

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 missionaustralia.com.au/housing

If you require assistance in another language please contact Translating and Interpreting Service (TIS) National on 131 450.