

Rent Review

This fact sheet provides Mission Australia Housing tenants with information on our rent review process for social housing properties



Why is my household rent being reviewed?

In line with Community Housing Guidelines, we are required to regularly review the incomes of all our tenants to ensure that they are paying the correct rent. We aim to do this twice a year for tenants in social housing and once a year for affordable housing properties.

We also need to check the current market rent for your property. This is called the **Market Rent Review**. We check this once a year.

What do I need to provide?

A signed **Multiple Consent and Authority Form** (if you have not given this to us already).

Income details of anyone you add to the Household Declaration form, for anyone whose income is different or for anyone who is working or has non-Centrelink income.

We will send you a pre-filled **Household Declaration Form** in the post. You need to check it is correct and update anything that is different.

Send this back to us in the **Reply Paid envelope**.

What is the Household Declaration Form?

The **Household Declaration Form** lists all household members we have recorded as living in your property and the type of income they receive. You must list all household members including children and those not receiving an income. You must sign the form before you give it to us.

What income details do I provide?

If you or another household member is receiving a Centrelink payment, you will need to give us:

- a signed Multiple Consent and Authority Form if aged over 18 years* who receives a Centrelink payment

*or aged over 16 years if you live in Tasmania

OR

- a Centrelink Income Statement (less than 2 weeks old) for every household member who receives a Centrelink payment

If you or another household member are working full-time or part-time, you will need to give us:

- pay slips showing your before-tax (gross) wage for the last 4 weeks

If you or another household member are working on a casual basis, you will need to give us:

- pay slips for the past 12 weeks

OR

- a letter from your employer stating before-tax (gross) income for the past 12 weeks

If you or another household member are receiving income from any other place, you will need to give us:

- a statement showing details of that income

What is the Multiple Consent and Authority Form?

The **Multiple Consent and Authority Form** allows Mission Australia Housing to access your Centrelink payment details electronically. Any household member who completes a Multiple Consent and Authority Form will not need to provide a Centrelink statement, **however we do need a signed form for every member of the household who gets an income through Centrelink**. Please contact your local Mission Australia Housing office if you require more than one form.

What do you mean by income from any other place?

Some examples might be:

- Interest on savings and investments of \$5,000 or more
- Cash in hand payments
- Child and family maintenance payments
- Overseas pensions

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

How can I get my documents and income details to you?

You can book an appointment to come in to your local Mission Australia Housing office, or you can send your information back in the post to the office detailed in your tenancy documents.

You can also email your documents and details to reviewteam@missionaustralia.com.au

Do I need to let Centrelink know of any changes to my rent?

If your rent is being automatically taken out of your Centrelink payment and you have not provided us with consent then you will need to let Centrelink know to update your payment to the new amount. Or, you can complete a Mission Australia Housing **Centrepay Deduction Consent Form – written authority**, authorising us to update your rent details with Centrelink.

It is your responsibility to make sure that you are paying the right amount of rent.

We recommend that all tenants regularly check their Centrelink statements to ensure that they are paying the correct rent.

What is market rent and will I be charged it?

Market rent is the rent our properties would get if our properties were private rentals.

All of our tenants are charged an initial amount of market rent for their property and then can apply for a rental rebate. This is usually 25% of your household's income plus 100% of any **Commonwealth Rent Assistance** you are entitled to. This will not be more than market rent.

You may be charged market rent if:

- you do not provide completed forms and income details to us by the due date listed in your **Rent Review** letter

OR

- the market rent of your property is **LESS than 25%** of the combined income of every adult living in your house

When is the due date?

All completed forms and income details need to be given to us by the date noted in your **Rent Review** letter.

What happens if I don't provide my income details?

Any rental rebate you receive will be cancelled and your rent will increase to full market rent from the date noted in your **Rent Review** letter. We do not want this to happen so you can help us by getting your forms to us before the due date.

What is a rental rebate?

Tenants housed through the social housing program are charged market rent for their property and 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**.

This means that eligible tenants will pay approximately 25% of their household income as their rent, but no more than market rent.

Can anybody help me fill in the forms?

If you would like help completing any forms for the Rent Review, please contact your local Mission Australia Housing office and a member of staff will help you.

Will my rent change?

If your income is different since your last Rent Review or the people who make up your household is different, your rent may increase or decrease.

If the **market rent has changed and you are currently paying market rent** your rent may also increase or decrease.

How will I know what my new rent amount is?

You will be sent a letter outlining any changes to your rent, with a breakdown of the changes.

When will my rent change?

We will send you a **'Final Outcome'** letter after we have checked the details of everyone in your household. We will then let you know the start date of when your rent amount may change.

Do I need to complete the Multiple Consent and Authority Form again if I have already given this form to Mission Australia Housing?

You only need to do this if your circumstances are different.

Remember that we need one of these for everyone in your household who receives a Centrelink payment.

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

What income types are excluded from the Rent Review?

We assess rent based on state legislation and community housing guidelines. Some household incomes may not be assessable, such as some supplements. For a full list of assessable and non assessable incomes, please contact your Housing Officer.

Children aged under 18 years (or 16 years if you live in Tasmania) will not be charged a percentage of their income, unless they are the main tenant or the partner of the main tenant.

What if I am over 18 years old but not earning an income?

If you are aged over 18 years (or 16 years if you live in Tasmania) and not currently receiving an income, you may be charged a basic rental amount, which is equal to 25% of the **statutory rate of Assessable Centrelink Income** you would be eligible for. You will also need to provide evidence that you are not receiving an income.

What if I have any other questions about the Rent Review?

If you have any other questions or concerns you can:



Make an appointment to visit your local Mission Australia Housing office



Call your Housing Officer on **1800 269 672**



Email us at reviewteam@missionaustralia.com.au

You can find out more about NSW's assessable affordable income by visiting this website:

facs.nsw.gov.au/housing/policies/assessable-and-non-assessable-income-and-assets-tables

What if my income is different at other times?

We do up to two Rent Reviews per year to assess your household income to work out the rent amount you should be paying.

If your income is different at any other time during the year, you need to contact your Housing Officer and request a **Rent Review**.

What can I do if I disagree with a rent change?

If you disagree with any changes to your rent as a result of a **Rent Review**, you can appeal this decision through Mission Australia Housing's **Appeals and Complaints** process.

For more information on our Appeals Policy, please contact your Housing Officer or visit our website missionaustralia.com.au/housing

National Policy assessment guidelines

NSW – Household member	Assessment rate
Tenant, their spouse or live-in partner, irrespective of their age	25%
All other persons living in the household who are aged 21 years or over	25%
People living in the household aged 18 to 20 years inclusive who are not the tenant, their spouse or live-in partner	15%
People living in the household aged under 18 years who are not the tenant, their spouse or live-in partner	Nil
Family Tax Benefit A & B	15%
Tasmania – Household member	Assessment rate
Tenant, their spouse or live-in partner, irrespective of their age	25%
All members of the household over 26 years of age	25%
All members of the household 26 years of age	19%
All members of the household between 16 and 25 years of age	12.5%
Up to age 16	No casual earnings are assessed.
Family Tax Benefit A	15%

Note: Family Tax Benefit B is not considered assessable income for social housing in Tasmania.