



Your Rent

Your Rent Assessment & Calculation

Rent is calculated in line with the Community Housing Rent Setting policy set by the Department of Communities. Your rent is calculated at 25% (or 30% for some programs) of total gross assessable household income plus any entitlement to Commonwealth Rent Assistance (CRA). Total gross income refers to your income before tax.

Household Income

Household income is the total gross income of all adults (over 16 years old) who are residing in your home. Because your rent is 'income related' it will change if the composition of your household changes or the income of any household members changes. If your household circumstances change you should contact us. You may request a rent review at any time.

Commonwealth Rent Assistance (CRA)

CRA is an income supplement you may be able to claim from the Government to help pay your rent. Centrelink calculates the amount of CRA you are entitled to, based on your accommodation type and the amount of rent you pay. The figure you are entitled to is factored into your rent assessment and calculation.

Market Rent

We do not charge more than 74.99% of the current Market Rent, which is the rent you would pay for a property of the same size, type and nearby location if you were renting privately. So, the final rent will either be 25% of total gross assessable household income plus any entitlement to CRA or 74.99% of the current Market Rent, whichever is the lower amount.



Paying Your Rent

Your rent should be paid fortnightly in line with UnitingCare West's set rent charge dates. You can get a copy of the rent charge dates from your Tenant Support Worker at any time.

Your Tenancy Agreement will state the fortnightly amount payable and you will receive advance notification of any rent changes during your tenancy.



There are a number of ways you can pay your rent:

- Centrepay deductions – Centrelink will pay your rent directly to UnitingCare West, with the amount deducted from your regular Centrelink payment. If you wish to use Centrepay, please speak to your Tenant Support Worker who can provide you with the necessary form(s) to set this up.
- Direct debit – a payment is made directly from your bank account to UnitingCare West. Your Tenant Support Worker will be happy to provide you with UCW's account details together with a personal reference number to be used when making payments.
- Direct bank deposit – at any Westpac bank. Please ensure that the teller uses your personal reference number so that your payment will be credited to your rental account. Please keep in mind that you **MUST** always keep your receipts as proof when using direct bank deposit in the event that your payment does not reach UnitingCare West.

Rent Reviews

In line with the Community Housing Rent Setting Policy, UnitingCare West reviews your rent annually. This is to ensure that you are charged an affordable rent based on your accurate household income. We will notify you by letter when your rent is due for review. It is important you provide the necessary documents and information requested to ensure you are paying the correct rent.

If your annual rent review results in a decrease in your rent this will take effect from the next rental charge immediately after your rent review. If the review results in an increase in your rent you will be given 60 days' notice before your new rent takes effect.

In addition to the annual review, we will also re-assess your eligibility and rent if your household income increases or decreases or someone moves in or out of your home. If your rent increase is a direct result of a change in circumstances, the increase or decrease in your rent will take effect from the next rental charge immediately after your rent review.

Financial hardship

If at any time you have difficulty paying your rent, you should contact your Tenant Support Worker immediately. By keeping us aware of your difficulties, we are better able to make an arrangement that assists you to get back on track and avoid rental arrears.

UnitingCare West also have a Financial Counselling Service that may be able to assist you in times of financial hardship.