

Your rent

Your rent assessment and calculation

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

Household income

Household income is the total gross income of all adults (over 16 years old) who are living in your home. Your rent is 'income related', so it will change if the people living in your home or the income of any household member changes.

If your household circumstances change, please get in touch with us. You can ask for a rent review at any time.

Commonwealth Rent Assistance

Depending on your circumstances, you might be eligible to claim Commonwealth Rent Assistance (CRA) from Centrelink to help pay your rent. It's an income supplement that's based on the type of accommodation you live in and the amount of rent you pay.

The amount you're entitled to is factored into your rent assessment and calculation.

Please be aware that you'll need to submit a copy of your Tenancy Agreement when applying for CRA.

Market rent

We never 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 location if you were renting privately (this figure is set by the Australian Tax Office).

The rent you pay 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

How to pay

Your rent should be paid fortnightly in line with the rent charge dates set by Uniting. 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'll receive advance notification of any rent reviews and changes during your tenancy.

There's a few different ways you can pay your rent:

Centrepay deductions

—Centrelink will pay your rent directly to Uniting, with the amount deducted from your regular Centrelink payment. If you decide to use Centrepay, please speak to your Tenant Support Worker. They'll provide you with the form(s) you need to set this up.

Direct debit — a payment

is made directly from your bank account to Uniting. If you decide to use direct debit, ask your Tenant Support Worker to provide you with the account details for Uniting and a personal reference number to use when you make payments.

Direct bank deposit — at

any Westpac bank. Please ensure that the teller uses your personal reference number so that your payment is credited to your rental account. Please remember that you must always keep your receipts as proof when using direct bank deposit in case your payment doesn't reach Uniting.

Rent reviews

In line with the Community Housing Rent Setting Policy, Uniting reviews the amount of rent you pay annually. This is to ensure that you are charged an affordable rent based on your household income. We'll notify you by letter when your rent is due for review. It's important that you provide the documents and information requested, as we need to review them in order to make sure you're paying the right amount of 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'll be given 14 days' notice before your new rent amount takes effect.

As well as an annual rent 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 change 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.

If you have any questions about the rent eligibility and review process, get in touch with your Tenant Support Worker.