



## 07 Rent Subsidy & Rent Reviews

This factsheet outlines how Parramatta Mission Community Housing reviews market rent. It also sets out how Parramatta Mission Community Housing uses rent subsidies and conducts rent reviews to work out how much rent you pay.

### Rent

Parramatta Mission Community Housing charges market rent for all the community housing properties it manages. We determine the market rent for our properties using a combination of rent data. This includes data published quarterly in the Rent and Sales Report from Housing NSW and websites such as realestate.com.au. This means the market rent of our properties will be comparable to similar properties in the private rental market.

### Rent Subsidy

The rent subsidy reduces the amount of money you pay to Parramatta Mission Community Housing in rent. If your household has a low or moderate income you can apply for a rent subsidy based on the total assessable income of the household.

To apply for a rent subsidy you need to fill out the Rent Subsidy Application, which will form part of your application package.



If you are eligible for a rent subsidy, Parramatta Mission Community housing will not charge you the full market rent for your property. We will advise you in writing of the amount of rent you will need to pay.

### Reviews

Market Rent Reviews are carried out every year. Just as market rents in the private rental market increases and decrease over time, Parramatta Mission Community Housing also reviews its rents to make sure they reflect movement in the private rental market.

As part of the review, we write to every tenant to advise them of the new market rent, including whether it has increased or decreased. The letter also states the date from which the new market rent is to apply.

Rent subsidy reviews occur every six months for all Parramatta Mission Community Housing tenants. The reviews ensure that customers receiving a rent subsidy continue to be eligible to receive this subsidy and determine the amount of rent to be paid according to your household income.

### What if I receive a rent subsidy and my household circumstances change?

You must advise us within 14 days of the change occurring. If you do not advise us of the change, and we determine that you are receiving a rent subsidy that you may not be entitled to, we may take a range of actions including cancelling or backdating your rent subsidy.

### What if I disagree with Parramatta Mission Community Housing's decision?

If you believe we have made a wrong decision, you should first discuss your concerns with your Property Officer. If you pay the market rent and believe a market rent increase is too high, you can apply to the NSW Civil and Administrative Tribunal (NCAT) within 30 days of receiving the letter advising of the market rent increase. If you pay a subsidised rent, and believe the amount of rent you pay has been incorrectly assess, or if you become ineligible for a rent subsidy, you can ask to have the decision reviewed by completing an appeals/complaint form, please request a form through your Property Officer.

# How do I apply for a Rent Subsidy?

## Rent Subsidy Review

We conduct a rent subsidy review twice a year to ensure that you are entitled to reduced rent. We calculate your rental subsidy based on the combined gross assessable income of your household.

### What do you need to do?

- Complete and Sign the Rent Subsidy Application Form
- Provide Proof of Income for everyone in the Household
- Return Information to Parramatta Mission Community Housing

### What information do I need to provide with my application for a rent subsidy?

Customers must declare all assessable income and provide proof of the amount received by each member of their household aged 18 years and over. Proof of income must be original and can include:

Source of Income	Proof of Income
<b>Centrelink</b>	<ul style="list-style-type: none"> <li>• If you have not provided customer consent to access your Centrelink Income details online you must provide a current Centrelink Income Statement.</li> <li>• If you have provided customer consent to access your Centrelink Income details online you do not need to provide a Centrelink income Statement.</li> </ul>
<b>Salary/Wages</b>	<ul style="list-style-type: none"> <li>• A letter or statement from the employer detailing gross wage, applicable tax, deductions, pay period and payee details for salary or wages for previous 12 weeks.</li> <li>• Payslips for previous 12 weeks</li> </ul>
<b>Self Employed</b>	<ul style="list-style-type: none"> <li>• A completed Australian Tax Office Return or a certified profit and loss statement completed by a registered accountant</li> </ul>
<b>Superannuation</b>	<ul style="list-style-type: none"> <li>• A letter from the Superannuation Fund confirming the amount received</li> </ul>
<b>Overseas Pension</b>	<ul style="list-style-type: none"> <li>• A letter or statement from an Overseas Government detailing the amount received</li> </ul>
<b>Savings/Investments</b>	<ul style="list-style-type: none"> <li>• A letter from the investment institution providing details of interest or dividend received</li> </ul>
<b>Child Support</b>	<ul style="list-style-type: none"> <li>• An itemised Centrelink Income Statement or letter from Child Support Agency</li> </ul>
<b>WorkCover</b>	<ul style="list-style-type: none"> <li>• A letter or statement from WorkCover or Insurance Company detailing the amount received</li> </ul>
<b>Other Income</b>	<ul style="list-style-type: none"> <li>• A letter from another organisation or income provider (not listed above) detailing the amount and type of income received</li> </ul>

The type of evidence must correspond to the type of income and documents must not be more than one month old on the date they are submitted, with the exception of Tax Returns which must not be more than 13 months old

Tenants who fail to supply income details by the due date for return of the required information will not be eligible for a rent subsidy and they will be required to pay maximum market rent.

### Tenancy assistance and information

If you would like more information about your tenancy please contact us using the details below. For more information about renting in general, please visit the following websites:

- [fairtrading.nsw.gov.au](http://fairtrading.nsw.gov.au)
- [tenants.org.au](http://tenants.org.au)

If you would like more information on Community Housing regulation in NSW and Australia, please visit the following websites:

- [rch.nsw.gov.au](http://rch.nsw.gov.au)
- [nrsch.gov.au](http://nrsch.gov.au)