

You will be provided with a copy of the NSW Community Housing Rent Policy which sets out the required information for how your rent is calculated and your obligations as a social tenant with Housing Plus.

Further to the NSW Community Housing Rent Policy we provide the following additional information:



Market rent for Leasehold properties

Housing Plus rent properties directly through Real Estate Agents and private landlords.

Market rents for these properties are calculated by the Real Estate Agents and private landlords and adopted by Housing Plus.



Household Information Request

When it is time to review your rent, a request for Household Information will be sent to you. Please complete and return to our office.

It is important that you notify Housing Plus of any changes to your household to ensure that the correct rent subsidy is applied.

You are responsible for advising Housing Plus of any change in your income and/or family complement within 21 days of the change.

The following table explains when your new rent will commence.

Rent Review Outcome	New Rent Start Date	
Rent Increases	The tenant advises Housing Plus of the income change within 21 days.	No later than 4 weeks from the completion of the rent review.
	The tenant does not advise Housing Plus of the income change within 21 days.	The new rent will start the day after the review is completed.
Rent Decreases	The tenant advises Housing Plus of the income change within 21 days.	The new rent will start on the the date that the income changed.
	The tenant does not advise Housing Plus of the income change within 21 days.	The new rent will start the day after the review is completed.

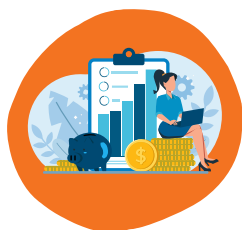
You are also asked to provide details of an emergency contact person; this person must not live with you.



Centrelink Authorities – when do we need a new authority and what does the authority allow us to do?

Housing Plus will require a Centrelink Multiple Consent and Authority at the commencement of your tenancy, and at any point where your Centrepay deduction is cancelled with Services Australia.

You may provide consent to the following:



EVOR – Electronic Verification of Rent

Allows Housing Plus to notify Services Australia of any rent change where you are in receipt of the Commonwealth Rent Assistance.



Centrepay – Centrelink payment description

Allows Housing Plus to deduct an agreed amount directly from your government payment until such time as your consent is withdrawn or your payment is terminated.



ICS – Income Confirmation Statement

Allows Housing Plus to obtain your Income Statement from Services Australia to confirm your household composition and payment details.



When your Account goes into arrears

Please refer to the Housing Plus Arrears Fact Sheet.



Questions?

Please contact your Housing Officer on **1800 603 300**, or your local Tenants Advice and Advocacy Service.

Tenants Union of New South Wales
- www.tenants.org.au

