

Social Housing Rent Review Fact Sheet



This factsheet outlines:

- How Hume Community Housing calculates and reviews your rent,
- Your responsibility to inform us of any changes to your income or household circumstances.

Your rent subsidy

A Rent Subsidy is provided to eligible social housing customers to make your rent more affordable. The subsidy is the difference between the market rate rent and the rent you pay to Hume. We use your household's gross assessable income to calculate your rent subsidy and the rent you will pay.

In most cases you will pay rent based on 25% of your household's gross assessable income plus 100% of your household's entitlement to Commonwealth Rent Assistance.

The assessment rates for each type of income are set by the NSW Government and vary for different household members.

The table below shows the types of income that can be assessed and the current rates applicable.

Income type	Percentage charged
<ul style="list-style-type: none">• Most pensions, benefits and allowances paid by Centrelink and the Department of Veterans' Affairs	25% for customer, their spouse or live-in partner, irrespective of their age and all other persons living in the household who are aged 21 years or over.
<ul style="list-style-type: none">• Wages, salaries, and work allowances such as overtime, bonuses, shift allowances, and penalty rates	15% for people living in the household aged 18–20 years (inclusive) who are not the customer, their spouse or live-in partner
<ul style="list-style-type: none">• Income such as regular superannuation, compensation, interest from savings, maintenance, and lump sum payments.	NIL for other household members aged under 18 years who are not the tenant, their spouse or live in partner
Family Tax Benefit Parts A & B	15%
Rent Assistance entitlement	100%

What is Market Rent?

Hume charges market rent for all the community housing properties it manages. We determine the market rent for our properties using rent data, published quarterly in the Rent and Sales Report from the NSW Department of Communities and Justice. This means the market rent of our properties will be comparable to similar properties on the private rental market.

Why is my household rent being reviewed?

We are required to review your rent every six months, in line with Community Housing guidelines. The reviews ensure that customers receiving a rent subsidy continue to be eligible to receive this subsidy and determine the amount of rent you pay according to your household income.

You will be advised in writing when this review will occur.

We also need to check the current market rent for your home once a year.

How do I apply for a rent subsidy?

To apply for a rent subsidy, you need to fill out the Rent Subsidy Application form. You may request an application form by calling us on **1800 004 300** or by emailing us at **income@humehousing.com.au**.

The form is also available on our website at **www.humehousing.com.au**.

What if I have no income?

If you or a household member have no income or a very low income, you will be assessed as having an income based on the equivalent Centrelink payment.

The equivalent Centrelink payment is the payment that most closely aligns with your circumstances, even if you do not qualify to receive payments.

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

You must declare all assessable income and provide proof of the amount received for each household member aged 18 years and over.

Proof of income documents must be original and must not be more than one month old on the date they are submitted.

Customers 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 rent.

The following items are approved examples of household income:

Benefits and allowances paid by Centrelink

- ✓ An income statement from Centrelink
As provided through the Centrelink Income Confirmation Scheme (ICS).

Benefits and allowances paid by the Department of Veteran's Affairs (DVA)

- ✓ A General Statement of Pension and a Statement of Income and Assets from DVA.

Child Support or Maintenance

- ✓ Documents from Centrelink or Child Support Agency about the amount and frequency of payments made or received
As provided through the Centrelink ICS.

Income from bank accounts and investments, trust accounts, and other financial assets

- ✓ A letter from your bank or investment organisation about investment or savings providing details of the amounts
As provided through the Centrelink ICS.

Overseas Pension

- ✓ A letter or statement from an overseas government detailing the amount and frequency received. The document must be translated into English
As provided through the Centrelink ICS.

Self-Employed

- ✓ A profit and loss statement completed by an accountant within the last six months, or
- ✓ An income taxation return for the most recent financial year.

Note: a tax assessment Notice is not acceptable.

Superannuation

- ✓ A letter or statement from the superannuation fund including the payment amount, type, and the payment period start and end dates.

Wages/Salary

- ✓ Payslips or 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.

WorkCover

- ✓ A letter or statement from WorkCover or insurance provider detailing the amount and frequency received.

What if my household circumstances change?

If you receive a rent subsidy and there is a change in your household income, or if someone leaves or joins your household, you must advise Hume within **21 days** by completing a new Rent Subsidy Application form.

You must submit proof of income for each household member aged 18 years or over, as well as supporting documentation for the change indicated. Examples of acceptable documents to demonstrate a change in income or household circumstance are shown in the table over the page.

It is important to understand that if you receive a Centrelink income, Centrelink does not tell Hume Housing about any changes to a person's income details, even if you participate in the Income Confirmation Scheme.

When you advise us of a change in household income, we will recalculate your rent. We will write to you to confirm the new rent amount you need to pay.

If you do not advise us of an increase to your household income, we can cancel your rent subsidy and rent charges maybe backdated.



Examples of acceptable documents to demonstrate a change in income or household circumstance

Change Type	Documentation
Someone moving out	Household member to provide two documents to verify new address. (Lease, Utility Bill, Centrelink Income Statement, Driver's License, Bank Statement, Insurance Papers)
Someone moving in or birth of a child	Customer to complete Additional Occupant form. New household member must provide proof of ID (Birth certificate, Medicare card, Driver's License), residency status or citizenship details, and proof of income.
Starting work or changing employer	Household member to provide all payslips from start of work until current pay period.
Stopping work	Household member to provide separation certificate or letter from employer, and final payslip.
Change in someone's work hours	Household member to provide at least four weeks' payslips showing reduced hours. Most recent payslips must be dated within one month of signed Change of Circumstance Rent Subsidy Application.
Other change in income or assets	Please check with the Rental Income team.

What is the multiple consent authority form?

A multiple consent authority form allows Hume Housing to access your Centrelink payment details electronically.

Anyone in your household that completes the form, will not need to provide their Centrelink income statement as evidence.

When do I need to provide income information to Hume?

You will be sent a rent review letter advising you of the date you need to provide the rent subsidy application and supporting documents to Hume.

What happens if I don't return my paperwork?

If you do not return the forms to us by the date provided, your rental subsidy will be cancelled.

You will then be charged Market rent for your property from the date listed on the letter.

Will my rent change?

If your income has changed since your last rent subsidy review, your rent can either increase or decrease.

We will send you a letter advising you of your new weekly rent and how it was calculated once the review has been completed.

Do I need to do anything else?

If you haven't given Hume permission to update your rent details with Centrelink, you will need to let them know your new rent amount.

You also need to check any automatic payments you may have set up to pay your rent.

It is your responsibility to make sure you are paying the correct rent.

What if I disagree with Hume's decision?

If you believe we have made a wrong decision, you should first discuss your concerns with the Rental Income Team by phoning **1800 004 300**.

Translation Service

If you need an interpreter to assist with this document, please call the Translating and Interpreting Service (TIS National) for free on **131 450**. Ask them to call Hume Community Housing on **1800 004 300**.

Assyrian

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Arabic

إذا كنت بحاجة إلى مترجم فوري للمساعدة في فهم هذا المستند، فيرجى الاتصال بخدمة الترجمة التحريرية والفورية (TIS National) مجاناً على 131 450. اطلب منهم الاتصال بـ Community Housing Hume على 1800 004 300.

Chinese

如果您需要口译员帮助您阅读此文档，请拨打免费电话131 450，以联系口笔译服务机构 (TIS National)。接通后，请翻译员拨打1800004 300，以联系 Hume Community Housing。

Spanish

Si necesita los servicios de un intérprete para este documento, llame gratis al Servicio de Traducción e Interpretación (TIS National) en el número 131 450. Pídale que llamen a Hume Community Housing en el número 1800 004 300.

Vietnamese

Nếu bạn cần thông dịch viên để hỗ trợ tài liệu này, thì vui lòng gọi cho Dịch vụ Biên dịch và Phiên dịch (TIS National) miễn phí theo số 131 450. Yêu cầu họ gọi cho Công ty Nhà ở Cộng đồng Hume (Hume Community Housing) theo số 1800 004 300.