

# Rent Reviews & Calculations for Direct Managed (DM) tenants

- **How Common Equity NSW (CENSW) calculates and reviews your rent**
- **Your responsibility to inform of any changes to income or household circumstances**

## Market rent

CENSW will inform all Direct Managed tenants of the market rent (MR) of their properties for rent review 14 days before the MR takes effect. CENSW will ensure the MR is sourced from the Rent and Sales listings from the NSW Department of Communities and Justice published quarterly. This means the market rent of the properties will be comparable to similar properties in the same location on the private rental market.

Rent reviews are undertaken every 6 months as required by Community Housing Provider policy.

## Your rent subsidy

A Rent Subsidy is provided to eligible tenants to make your rent more affordable. The household's gross assessable income (this is the total amount before tax) is used to calculate your rent subsidy and the rent you will pay. 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 (CRA). 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.

## 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 066 834** or by emailing us at [cst@commonequity.com.au](mailto:cst@commonequity.com.au)

The form is also available on our website at [www.commonequity.com.au.check](http://www.commonequity.com.au.check) where the form is At the rent review time, the CST Officer will provide each primary tenant an initial rent review letter with the Application for Rent Subsidy form.

INCOME TYPE	RATE
Most pensions, benefits and allowances paid by Centrelink and the Department of Veterans' Affairs  Wages, salaries, and work allowances such as overtime, bonuses, shift allowances, and penalty rates  Income such as regular superannuation, compensation, interest from savings, maintenance, and lump sum payments.	25% for tenants, their spouse or live-in partner, irrespective of their age and all other people living in the household who are aged 21 years or over.
	15% for people living in the household aged 18– 20 years (inclusive) who are not the tenant, their spouse or live- in partner
	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%
Commonwealth Rent Assistance entitlement	100%
Change in work hours	Provide pay slips for last 4 weeks
Other Changes to Income	Please check with Co-op Support Team

### What if I have no income?

If you or a household member have no income or a low income, you will be assessed as having an income, equivalent to Centrelink payment that you would normally be eligible to receive. (This is called the Statutory Income). Proof of no income is required.

### Rent reviews

Rent reviews occur every six months for all tenants. The reviews ensure that tenants 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. CENSW will advise you in writing when this review will occur.

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

Each tenant is responsible for collecting the income details of household members and providing these details to CENSW so that your rent can be assessed. Tenants must declare all assessable income and provide proof of the amount received by their spouse/partner and each other member of their household aged 18 years and over.

CENSW may request further documentation or evidence to support the proof of income requirements. Proof of income documents must be original and must not be more than one month old on the date they are submitted.

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

### Proof of Income Documents

- Benefits and allowances paid by the Department of Veteran's Affairs (DVA)
- Child Support or Maintenance
- Income from bank accounts and investments, trust accounts, and other financial assets
- Overseas Pension
- Self-Employed: A profit and loss statement
- Superannuation
- Wages/Salary: Pay slips or a letter or statement from the employer
- WorkCover
- Benefits and allowances paid by Centrelink:  
An income statement from Centrelink from the Income Confirmation Scheme (ICS)

### What if my household circumstances change?

CHANGE TYPE	DOCUMENTATION
Moving Out	Provide document to verify new address
Someone Moving In or Birth of a Child	New house hold member to provide ID or declaration
Starting Work or Changing Employer	Provide pay slips or last pay slip
Stopping Work	Provide separation certificate
Change in work hours	Provide pay slips for the last 4 weeks
Other changes to income	Please check with the Co-op Support Team

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 CENSW 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.

**It is important to understand that if you receive a Centrelink income, Centrelink does not tell Common Equity NSW about any changes to a person's income details, even if you participate in the Income Confirmation Scheme (ICS).**

When you advise us of a change, this will be recalculated for your rent. You will receive a written confirmation of your new rent amount you need to pay.

If you do not advise of an increase to your household income, your rent subsidy and rent charges may be backdated or cancelled.

Notify Centrelink of the new rent to ensure that the Commonwealth Rent Assistance (CRA) is applied, as CENSW cannot do this for you.

### What if I disagree with the decision?

If you believe there is a mistake, you should first discuss your concerns with the Co-operative Support Officer assigned to you by phoning **1800 066 834**.

**Translating and Interpreting Service**

If you need assistance with language interpretation, please contact the Translating and Interpreting Service (TIS) on 131 450.

**Please** return your rent subsidy application and supporting documentation to Common Equity NSW:

**Email:** [cst@commonequity.com.au](mailto:cst@commonequity.com.au)

**Mail:** PO Box Q1323 Sydney NSW 1230

**Offices:** Suite 11.01, 46 Market St Sydney NSW 2000