

# Working out your rent



NSWALC Housing (NHL) provides a rental subsidy to eligible households. The subsidy varies according to the type of program and the income level of your household.

## Social Housing

For properties that NHL owns or that we manage for the government, the following arrangements apply.

### How do we calculate your rent?

Your household income determines your eligibility for a housing subsidy and it is the basis for calculating your rent.

The calculation generally includes 25% of your assessable household income (before tax) and 100% of the Commonwealth Rent Assistance you and your household receive. For household members 18-20 years of age, 15% if income is charged. For those under 18 years, there is no charge.

Example:

Household assessable income per week	\$250.00
25% of the household assessable income, per week	\$62.50
+	+
100% Commonwealth Rent Assistance	\$50.00
Total Rent Charge, per week	= \$112.50

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

### Centrelink payments

- If you and all members of the household have provided a signed NHL – Centrelink Authorisation Form to access your Centrelink income details, you do not need to provide a Centrelink income statement.

- If you or any members of the household have not provided the NHL- Centrelink Authorisation Form, you must provide a current Centrelink income statement.
- If you or any members of your household receive Family Tax Benefit or Maintenance payments please include this income in your Centrelink Income Statement

### Wages

- If you or any members of your household worked fixed hours per week, please provide pay slips for the last 4 weeks showing your gross wage (wage before tax)
- If you or any members of the household worked casual hours (they change week to week), or worked overtime, please provide pay slips for the last 12 weeks showing gross wages.
- If pay slips are not available, please ask your employer to provide a signed statement of your income.

### Savings and investments

- If you or any members of the household have \$5,000 or more in your bank accounts, please provide statements showing the last 3 months transactions for all accounts held (savings, investments, daily accounts etc).
- If you or any member of your household own and/or lease a property, let us know as soon as possible.

### Self employed

- Please provide your completed and lodged Australian Tax Office return for the last financial year and bank statements showing all business and personal accounts for you and members of your housing hold.
- Alternatively, you may provide a profit and loss statement from a registered accountant for the

last financial year and bank statements showing all transactions for the last 3 months for all business and personal accounts for you and any members of your household.

## Why does my rent change?

### Rent review

NHL ensures tenants are paying the correct amount of rent by conducting a rent review assessment twice a year.

### When there's a change in your household income

When your household income changes you must notify NHL within 21 days and provide all of the information we require to calculate your rent subsidy.

### How do I notify NHL of a change to my household income?

You will need to complete an Application for Rental Subsidy Form, providing details of all household members currently living in the property and income details for each household member aged 18 and above.

Whenever any of these changes mean that your rent will change, we will let you know the new rent amount and the date that the new rent will start.

## Properties owned by other organisations

NHL may manage properties on behalf of Local Aboriginal Land Councils and other organisations where rents have not always been set or applied using the rules which apply to social housing. In these cases, NHL will work with the property owner and the tenants to agree an approach that is fair and reasonable for tenants.

## Other circumstances

### No income or reduced income

If a tenant or household member can get a benefit from Centrelink but chooses not to, or doesn't get the full amount that they can, we will still include the amount they are entitled to plus 100% of the CRA that they could get.

Where a tenant or household member cannot get a benefit, they must show us why they are not able to do so. If a person has no income and is unable to get a pension of any kind, we will charge the minimum rent amount for that person.

### Casual wages

If a tenant or household member's income changes because they do casual or seasonal work, we will use their average income from the past 3-6 months or their income from their last tax return when we work out their rent.

### Rent while tenants/household members are away

Tenants and household members must pay their rent while they are away from the property.

In some cases, a tenant may ask us to reduce their rent while they are away. This will apply to tenants who are going to:

- Hospital for long term care
- A nursing home
- Rehabilitation facility
- Respite care
- Refuge because of domestic violence or other risk
- Prison, for under 6 months

## Payment options

NHL will not accept cash. Tenants can pay their rent by:

- Centrepay deductions
- Internet banking
- EFTPOS
- Bank deposits
- Money orders
- Cheques

## Rent receipts and statements

A tenant can ask us for a rent statement at any time. We will provide a statement within 7 days.

## Appeals

Tenants can appeal our rent decisions. See our Complaints and Appeals Policy has more information on appeals.

## Want more information?

More information about rent is available in the *Rent Policy and Procedure* and the *Arrears and Debt Management Policy and Procedure*, both available on the website.



Call [number] to speak to one of our Housing Officers



Send an email to [email address] and we'll get back to you



Visit our website and complete the contact form

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