

HOW WE REVIEW YOUR RENT

MAINSTREAM HOUSING

This information sheet explains the process we use to review the rent for your home.

As your rent is calculable to your income any changes to your income are reportable to your Tenancy Officer within 14 days of the change. If the change is not reported the rent can be backdated to the change which can cause significant arrears and puts the tenancy at risk.

Regular rent reviews are conducted to ensure that all tenants are paying the correct amount of rent and receiving the applicable rent assistance. Community housing properties are reviewed annually though transitional housing is monitored for any changes more regularly. You will be advised in writing of each rent review and given adequate time to provide your income details.

Tenants who do not provide their income details by the date required will be required to pay market rent until the information has been supplied to review the rent.

What happens when it is time to review your rent

Our rent review process depends on us having the details of your income by a deadline, and if not received on time the rent will be raised to the maximum rent for the property until the details are supplied.

We will ask you for more information if your income is not clear from your Centrelink statement ie if you are not receiving all your benefits, child support etc., or if you have other income such as wages.

We will ask for you to confirm the household members in the property.

Sending us the information we need by the due date means that you will avoid having to pay any rent at the maximum amount, so it is important to respond straight away.

It is very important to remember that if you are late returning your income details to us, and the maximum rent starts, we cannot backdate the result of our rent review and any reduction in rent will only apply from the next rent charge.

What we need if we ask you to send income details to us

If we ask for details of your income, these are the kinds of documents we need:

- A current Centrelink income statement for all the house holders 16 years and older;
- If you or any members of your household are working, we need payslips for at least the last four weeks.

If your income is seasonal (for example, if you only work during the school term or if your hours change at times such as at Christmas) you may send in, or we may ask you to send

in, payslips that cover a longer period of time. This means we will be able to use the most accurate information about your income.

What happens when the review is complete

Once the review has been completed the new rent rate whether if the rent goes up or down will apply from the very next rental payment. If there has been any delay in the information being provided by the tenant the rent increase will be backdated to the date of the change.

We can complete a Centrelink form for you to submit to adjust your rent assistance. Your support worker can work with Centrelink social workers on your behalf regarding if needed.

If you need to know more, please contact your Tenancy Officer, who will be happy to help you.



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If you are deaf, or have difficulty speaking or hearing English,
we are committed to helping you to access our services.

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traditional custodians of the land we live, learn and work.



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