

RENT SETTING POLICY

MAINSTREAM HOUSING

Purpose

The purpose of this policy is to tell you how we assess and review tenant rents. The policy also outlines your responsibilities and our responsibilities.

This policy only applies to tenancies covered by the *Residential Tenancies Act 1987*. For Lodging Accommodation, please see the *Rent & Security Levy Policy (HHPP008)*.

Definitions

Applicant

A person applying for accommodation in a transitional or community house.

Assessable Household Income

Total gross income of all household members (over 16 years) living at the property. Household members include the tenant of the property, and everyone else living at the property.

Band A

Tenants and applicants whose assessable household income is within the public housing income limits. These income limits are set out in the Department of Communities [Community Housing Income & Asset Limits Policy](#).

Band B

Tenants and applicants whose assessable household income is over the public housing income limits, but within community housing income limits. These income limits are set out in the Department of Communities [Community Housing Income & Asset Limits Policy](#).

Commonwealth Rent Assistance (CRA)

Non-taxable supplement Centrelink pays to eligible people to help them pay their Rent.

Market Rent

The amount of rent that can be expected for the use of a property, in comparison with similar properties in the same area. We use the average of the last four quarters median rent for a property of the same size, type and nearby location to set the market rent.

Household Member

The tenant of the property, and everyone else living at the property.

Minimum Rent

The lowest rent that we will charge for a property.

Maximum Rent

The highest rent that we will charge for a property. Our maximum rent is usually calculated as 75% of the market rent and so may fluctuate. If a tenant is no longer eligible under Band B, then 100% of market rate may be charged.

Property

A residential property managed by Accordwest.

Rent

The amount we charge a tenant for the right to occupy one of our properties.

Tenant

A person who has signed a Residential Tenancy Agreement, granting them the right to occupy one of our properties.

Under-occupancy

A tenant is living in a property that is larger than needed. We measure this need by the number of bedrooms in the property.

Rent Assessment

The process we use to calculate the rent for a new tenant.

Rent Review

The process we use to review the rent amount payable by an existing tenant.

Our commitments

We will apply this policy in an open, honest, and supportive way by:

- Helping applicants and tenants get income details from Centrelink;
- Acting quickly on Rent Reviews if a tenant's income has reduced; and
- Helping applicants and tenants to claim CRA.

Policy

How Accordwest sets the Rent

Accordwest is compliant with the Department of Communities' [Community Housing Rent Setting Policy](#) and the *Residential Tenancies Act 1987 (WA)*.

We calculate the rent using a percentage of the assessable household income plus the sum of any CRA the household members would be eligible for. The percentage of income charged depends on whether the assessable income for your household is within Band A or Band B.

The maximum rent you can pay is 75% of the market rent for the property (at the time a rent assessment or rent review is performed).

If you are eligible for a Centrelink payment but choose not to apply for it, we will calculate your rent as if you are receiving the Centrelink payment.

Band A

Rent will be 25% of gross assessable income (income before tax has been paid) plus 100% of the CRA.

Band B

Rent will be 30% of net assessable income (income after tax has been paid) plus 100% of the CRA.



Maximum Rent

Rent is calculated according to your income and CRA entitlement. If that calculated amount exceeds 75% of the market rent amount for the property (at the time a rent assessment or rent review is performed) you will be charged 75% of the market rent amount unless you are no longer eligible under Band B.

Rent Reviews

We will review the rent regularly every six months but you can ask for a rent review sooner if you like. We might review the rent earlier than every six months if the assessable income of the household changes.

Any changes to the rent amount will comply with the *Residential Tenancy Act (1987)*.

Your responsibilities

Your responsibilities include:

- Letting us know if the household income changes. This includes change to:
 - The people living at the property; and
 - The assessable income of the people living at the property.
- Providing details of your income when requested, so that we can review your rent.
- Paying the rent due every fortnight (two weeks in advance).
- Paying other charges (e.g. repairs for damage caused by you).

If you do not pay the full amount of rent or other charges that you owe, we will recover these amounts from your security bond at the end of the tenancy.

Our responsibilities

A tenancy statement that outlines all rent and utilities paid at any time will be provided to you on request.

Appeals Process

If you do not agree with any of our decisions or actions, you can appeal using our *Appeals Policy (HHPP006)*.



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Office hours
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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.

Accordwest acknowledges the Australian Aboriginal and Torres
Strait Islander peoples as the first inhabitants of the nation and
traditional custodians of the land we live, learn and work.



Agencies for South West Accommodation (ASWA) Inc. trading as Accordwest
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accordwest.com.au

