

RENT & SECURITY POLICY

LODGING ACCOMMODATION

Purpose

This policy explains:

- how we set the rent;
- how we review the rent;
- how much bond we charge and why
- Your responsibilities
- Our responsibilities

Definitions

Applicant

A person applying for one of our rooms within one of our Lodging Houses.

Resident

A resident living in a property owned or managed by us

Market rent

The amount your room would cost to rent in the open market.

Maximum rent

75% of the market rent (this is the most rent we charge for a room).

Utility charges and your security levy are added onto the rent to make up the total cost of a room.

Rent

The amount of money we charge you to live in a property owned or managed by us.

Utilities charge

Money paid for using gas, water or electricity.

Commonwealth Rent Assistance (CRA)

A non-taxable supplement payment Centrelink pays to people who are eligible to help them pay the rent.

Security Levy

The weekly payment you make in advance to cover the costs you may be responsible for at the end of the tenancy.

Our Commitments

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

- help you get your income details from Centrelink;
- act quickly on rent reviews if your income has reduced; and
- help you apply for CRA.

Policy

How we set the rent

We work out the rent of your room based on your income, the type of room and any entitlement to CRA. The rent is calculated based on a percentage of your gross income (income before tax has been paid), plus any entitlement you may have to CRA. The percentage of income we use depends on the type of room you live in.

We will not generally charge more than 75% of the market rent, plus the cost of utilities and security levy.

When calculating the rent, we consider the following:

A. Assessable Income

- General income (e.g. wages, salaries, superannuation, salary sacrificed amounts, child maintenance and interest from financial assets).
- Statutory Income (e.g. government supplied income, pensions, benefits and allowances).

B. Non Assessable Income

- Any government benefit that is paid in conjunction with the existing Centrelink payment (e.g. pension supplements, telephone allowances, pharmaceutical allowances, GST components etc.).

Utility charges

As well as rent, we charge you for the use of utilities. Depending on the building, the utilities may include gas, water and/or electricity.

As there are no separate metres in our Lodging Houses, you pay the total cost of the invoice, divided by the number of people that share the house.

Review of rent and utility charges

You may be required to provide a new income statement when we need to check whether you are paying the correct rent and receiving the correct rent assistance entitlements.

If there is a change in your income, please tell your support worker or the Tenancy Officer immediately so that we can adjust your rent. If your rent is reduced or increased, it will apply from the very next rent charge.

Residents' responsibilities

When we ask, residents must provide us with all details of their income, so that we can review their rent.

Under our licence to occupy, residents have a legal responsibility to:

- pay the rent due every fortnight, for the fortnight ahead; and
- pay other charges, such as charges for utilities or any damage they have caused, when they receive an invoice for them.

Security Levy

You are required to pay a fortnightly payment towards your security levy. This is to cover any costs that you may be responsible for at the end of the residency. You pay this charge fortnightly in advance.

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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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.



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