



Rent and other tenant charges

Wesley Community Housing wants to make sure that charges to tenants are fair and clear.

Wesley Community Housing will:

- regularly review the *Rent and Other Tenant Charges Policy*
- advise in writing, water charges, if they apply, separately from your rent
- meet all other costs associated with providing water
- advise in writing, tenant damage recovery charges separately from rent
- advise in writing, any other recovery charges or fees separately from rent
- communicate with you in a way that is clear and easy to understand
- make clear and fair decisions
- make sure your privacy and your information is not shared
- maintain your rights
- receive and investigate complaints and appeals through Wesley Community Housing's complaints and appeals processes.

Making sure the rent you pay is fair

- Tenants who cannot pay market rent may get a rent subsidy based on Australian government calculations.
- Your rent will not be higher than the market rent.
- Rent reviews are done twice a year, in April and October, to match the changes in Centrelink payments.
- Rent is reviewed when your income or household membership changes.
- You must provide evidence of income or you will be charged market rent.

How we calculate your rent

We review other properties of the same type and bedroom size in the same local government area as yours.

If the property is leased from the private rental market, the actual rent is used as the marker.

We work out the amount of rent that is charged to you based on the income of the household. Income includes any:

- legal payments
- wages or casual earnings
- self-employment earnings
- assessable supplement payment.

When you need to provide evidence of household income

You must provide evidence of household income for all household members over 18 years of age for working out rent when:

- a new tenancy is starting
- a rent review is undertaken (you will be notified by letter)
- the number of household members changes or your income changes.

What you need to provide as evidence of income

Your evidence of income must be current. Examples of income include:

- income Certification Scheme for Centrelink pensions and allowances (not more than one month old)
- income statement from Centrelink (not more than one month old)
- income statement from the Department of Veteran's Affairs
- payslip, letter or statement from the employer (at least four payslips must be provided where the tenant has fixed hours per week. If the tenant is casual or works overtime, 12 weeks of payslips must be provided)
- profit and loss statement completed by an accountant or taxation return for self-employed tenants along with a full version of completed Australian Tax Return from the ATO website
- letter/statement from an Overseas Government showing the amount received.

The table shows the percentage of income to be paid in rent based on your household situation

Percentage of income to be paid in rent	Household situation
25%	The tenant, and their spouse or live-in partner, no matter their sex or age All other persons living in the household 21 years old or over
15%	People living in the household between 18 to 20 years old including those who are not the tenant, their spouse or live-in partner
15%	Family Tax Benefit Part A & B
NIL	Person living in the household under 18 years old who is not the tenant, their spouse or live in partner are not used to set rent



When rent reviews are conducted throughout the year

It is important that you provide proof of income by 14 days prior to the rental review. If you do not provide evidence of your household income by this deadline, you will be required to pay market rent.

You can appeal this decision as per the appeals procedure.

If you move into a tenancy less than two months before a scheduled rent review, we will not conduct the scheduled rent review.

How we communicate changes to your rent

Wesley Community Housing will advise in writing about any changes to your rent.

Communicating changes to your situation

You must tell Wesley Community Housing within 21 days if your household income changes. For example if you have additional household members living with you or if your income has changed. You can let us know by calling 1800 770 602 or emailing communityhousing@wesleymission.org.au

What are the other tenant charges you are required to pay during your tenancy

When you sign your tenancy agreement the charges you are required to pay for rent and other charges will be explained to you.

1. Water usage

If you are in a transitional or general social housing property we will invoice you for water charges separately to your rent. You can pay for water usage in full, or weekly or fortnightly.

- If you live in a property with a separate water meter, you will be charged the actual water usage cost
- If you live in a property with a shared water meter, you will pay a fair percentage of the water charges for your block, based on the number of household members.

2. Tenant damage

You are responsible for the cost of repairing property damage caused by accidents, neglect or wilful acts by you, your household members or visitors.

You will be invoiced for the cost of repairing the damage caused separately from your rent. You can pay for these damage recovery charges in full, or weekly or fortnightly.

3. Other tenant fees or recovery charges

If Wesley Community Housing pay for any costs that are your responsibility (e.g. for a locksmith if you have lost your keys), you will need to repay these costs in full, or weekly or fortnightly. You will be invoiced separately for these costs.

Wesley Community Housing policies can be obtained by calling **1800 770 602** or emailing communityhousing@wesleymission.org.au



Contact us

General enquiries 1800 770 602
Maintenance and repairs 1800 770 602
Wesley Community Housing
communityhousing@wesleymission.org.au

wesleymission.org.au
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of the Uniting Church in Australia.

**Do all the good you can
because every life matters**