

RENT FACT SHEET



This fact sheet explains how we calculate and charge rent for SGCH social housing tenants.

What is market rent?

Market rent is the maximum rent you will pay for a SGCH property. The market rent is based on how much the property would be leased for in the private rental market.

SGCH will review your market rent each year. This means that your market rent may change depending on the current rental market. We will tell you in writing when there is a change to your market rent.

What if I can't afford market rent?

If you cannot afford to pay the market rent, you may apply for a rent subsidy.

What is a rent subsidy?

A rent subsidy is what the government provides to eligible social housing tenants. It is the difference between the market rent and the amount of rent a tenant pays. If you receive a rent subsidy, this means that you will pay less than the market rent.

Rent subsidies are available to people on very low, low or moderate incomes. To apply for a rent subsidy, you must complete a Rent Subsidy Application and provide proof of income for each household member.

If you are eligible for a rent subsidy, in most cases, the amount of rent you pay will be based on 25% of your gross household income plus 100% of the Commonwealth Rent Assistance.

What is Commonwealth Rent Assistance?

Commonwealth Rent Assistance (CRA) is an additional allowance paid by the Australian Government via a pension or allowance to people who rent privately or in community housing.

Any time your rent amount changes, you need to tell Centrelink your new rent amount to receive the correct CRA. Centrelink may ask you to complete a Rent Certificate to confirm your rent. SGCH can sign this certificate as your landlord.

How often will SGCH review my rent?

SGCH reviews rent subsidies every six months (in March and September). If you and/or the other members of your household who receive Government income payments are 18 years and over and have signed a Tenant Consent Authority before, we will download the income details and complete the review automatically. You do not need to do anything further.

If you or the other members of your household (over 18) have not signed a Tenant Consent Authority before, or have wages or other types of income, please provide details of your income to us. Proof of income cannot be more than one month old, except for tax returns for people who are self-employed which cannot be more than 13 months old.

If you do not provide us with the information we need about your income, we will begin charging you market rent.

Changes to household circumstances

If you receive a rent subsidy and there is a change in your household circumstances, you must tell us immediately because the amount of rent you pay is based on your total household income. Once you tell us about a change in household income, we will recalculate your rent and write to you to let you know the rent amount you need to pay.

If you don't tell us about an increase to your household income, you may be committing rental fraud. We may cancel your rent subsidy and backdate market rent charges. We encourage tenants to tell us immediately of any changes to their household income to avoid this happening.

How often do I need to pay rent?

Your tenancy agreement states that you must pay your rent two weeks in advance. If you are not paying your rent two weeks in advance, we will contact you to discuss how you can make extra payments to bring you up to date.

If you are experiencing financial difficulty, we can assist you with an affordable repayment agreement and also refer you to our Support Coordination Team if you would like further support or financial services.

Why do I need to keep my rent payments up to date?

It is a legal requirement of your Residential Tenancy Agreement (your lease) to pay your rent on time.

How do I make rent payments?

Tenants pay their rent to either SGCH, SGCH Sustainability or SGCH Portfolio. Your lease agreement will tell you who you pay your rent to and will have the bank account details.

You can pay via:

Centrepay - Centrepay is a voluntary bill-paying service which is free for Centrelink customers. Use Centrepay to arrange regular deductions from your Centrelink payment. You can start or change a deduction at any time. The quickest way to do it is through your Centrelink account online.

Bank branch - We give our tenants a deposit book with their lease pack. You can pay your rent at any branch of the bank indicated on your deposit book using your bank agent number (located on your rent statement and in your deposit book).

Internet banking - To set up a recurring internet banking transaction, please speak to your bank or financial institution. You will need our BSB and account details which are on the front page of your lease.

Our offices - You can pay rent at our offices using a money order or our EFTPOS facility. Please note that we cannot accept cash or credit card payments.

Please ensure that all rent payments reference your unique bank agent number, which can be found on the front page of your lease.

More information

If you have any questions about your rent please call our Rent Review team on 1800 573 370.

If you need assistance with language interpretation, please contact the Translating and Interpreting service (TIS) on 131 450.