

26<sup>th</sup> March 2020

## **SUPPORTING OUR CUSTOMERS IN AFFORDABLE HOUSING**

Hume Community Housing is committed to supporting you throughout the coronavirus (COVID-19) health event and we appreciate that you may be feeling uncertain as events unfold. We aim to continue to provide the best services possible under these extraordinary circumstances.

We understand that some of you may be concerned about making your rent payments or managing any changes in your financial circumstances. If you have concerns about making your rent payments, please contact our Customer Accounts Team immediately. By working together, we can find a solution that will work for you.

We have implemented some changes to support you to sustain your tenancy during this time, this includes:

### **Assessing Changes to Income or Circumstances**

If changes in your household income or family circumstances have occurred (i.e. you have recently lost work due to COVID-19), it is important you contact us immediately to discuss this so we can ensure that your rent is assessed and adjusted accordingly. This will ensure you are not paying too much and more than is deemed affordable for you.

We have introduced measures to speed up the assessment process for those who may have had a significant drop in income and are applying to Centrelink.

### **Rent Payments**

Please continue to make your regular rent payments to Hume. It is important that you maintain your tenancy because having a home is the first step to safeguarding your well-being during the pandemic.

### **Online Automatic Payments**

Now is a good time to set up a regular rental payment through Centrepay if you receive a Centrelink payment. It means one less thing to worry about.

### **Annual Eligibility and Rent Review**

Hume has made changes to the annual eligibility and rent review due to the current circumstances:

- We will not be increasing market and maximum rent in line with the NRAS market index and from 1<sup>st</sup> May, we will be applying decreases where applicable
- For customers on a Centrelink pension, we will not be adjusting your rent in line with the recent pension increases
- We will continue to assess your eligibility for affordable housing on the anniversary of your lease

I would like to reiterate that if you have concerns at all about making your rent payments, please contact our Customer Accounts Team immediately so that we can find a suitable solution for your situation.



If you would like help in understanding this letter, please call us at **(02) 9722 4300**, email us at **[hume@humehousing.com.au](mailto:hume@humehousing.com.au)**, or visit our website at **[www.humehousing.com.au](http://www.humehousing.com.au)**.

If you have difficulty understanding English or require an interpreter, please contact the **Translating and Interpreting Services (TIS National) on 131 450** and they will contact Hume Community Housing for you at no cost.

Yours sincerely,

A handwritten signature in purple ink that reads "N. Lemon". The signature is fluid and cursive, with a large initial "N" and a trailing flourish.

Nicola Lemon  
**Chief Executive Officer**