

25<sup>th</sup> March 2020

## **SUPPORTING OUR CUSTOMERS**

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.

### **Suspending Rent Subsidy Review**

Hume has suspended the planned March 2020 Rent Review due to the current circumstances. We will **not** be adjusting your rent in line with the recent pension increases.

If we have already completed your last review, your rent will not change for at least the next 6 months unless your circumstances change. However, if you have a rent review currently underway – it will continue.

If you have received a Notice of Rent Review and you have not returned your application and income documents, you are required to do so. If you have returned your documents, we will process your review as soon as possible. Please be aware there are currently delays in processing, so we appreciate your patience and understanding.



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**, or visit our website at **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,



Nicola Lemon  
**Chief Executive Officer**