



RENT SUBSIDY APPLICATION – SOCIAL HOUSING

Community Housing

A rent subsidy is granted by Hume Housing to assist those households which are unable to afford to pay the market rent for their dwelling.

- To apply for a rent subsidy you must complete this form for all household members and provide relevant supporting documentation.
- All gross income from any person that resides at the premises must be declared.
- If you or other members of your household have provided customer consent, Hume Housing will obtain your income and asset details from Centrelink. If you or any other household members (over 18 years old) have not already given Hume Housing written consent but would like to do so please complete and sign a *Multiple Consent and Authority*.

Last name or family name:	Given Name(s):	Tenant Code:	
Tenancy Address:			
Mobile phone contact:	Home phone contact:	Work phone contact:	Email address:

Section A – Household Income Information

I wish to apply for a rent subsidy and give below the details of everyone in my household, their income and proof of income. Please add any new household members. Be sure to include children as well as adults.

FULL NAME	DATE OF BIRTH	SEX M/F	RELATIONSHIP TO YOU	DATE THIS PERSON MOVED IN (if moved in within last 6 months)	SOURCE OF INCOME EG: CENTRELINK, WAGE	HAVE YOU PROVIDED CUSTOMER CONSENT YES / NO
			Customer			

Each type of income source must be supported by relevant documentation. Please refer to the Rent Subsidy and Rent Reviews Fact Sheet for examples of such documentation.

Section B – Change of Circumstances

1. Has your household circumstances changed? Yes – go to Q2 No – go to Section C
2. What has changed? Household Income Assets

Details of Change Eg: New baby, partner moved in or out, new job	Date of Change

IMPORTANT: You must advise Hume Housing in writing of any change in your income and/or family circumstances within 21 days of the effect of the change. You must do this even if you have provided *Multiple Consent and Authority* or told Centrelink.

Hume Housing will assess your household income and asset details and determine your eligibility for a rental subsidy based on the NSW Community Housing Rent Policy.

Section C – Privacy Notice

Hume Housing complies with NSW privacy legislation when collecting and managing personal and health information. The information we collect from you or from an authorised third party will be held by Hume Housing. It will be used to deliver services and to meet our legal responsibilities. We may also use your information within Hume Housing to plan, coordinate and improve the way we provide services. Hume Housing is also legally authorised to disclose information to outside bodies in certain circumstances.

Further information about your privacy rights can be found on Hume Housing's website, www.humehousing.com.au or by calling: (02) 9722 4300

Section D – Consent and Authority

I authorise Hume Housing to confirm this information with any relevant third party and for any such third party to provide to Hume Housing any relevant documentation or information sought by Hume Housing when determining or supporting this application for a rent subsidy. This direction and authority shall cease upon me giving written notice to Hume Housing of cessation of this direction and I have proof of receipt of such notice from Hume Housing.

Section E - Declaration by primary leaseholder

I have understood the instructions given on this form. I declare that all the information I have given is true and correct to the best of my knowledge for every person.

Signed:..... Name: Date:

Please return this form and all supporting documentation to Hume Housing:

By email: Income@humehousing.com.au

By mail: PO Box 3486, Parramatta NSW 2150

Or in person to one of our offices at:

Fairfield: 7 Hamilton Road Fairfield NSW 2165
Maitland: 464 High Street, Maitland NSW 2320
Claymore: 2 Glenroy Drive, Claymore NSW 2559

Parramatta: Level 4/79 George Street, Parramatta NSW 2150
Raymond Terrace: 46 William Street, Raymond Terrace NSW 2324



How do I apply for a Rent Subsidy?

RENT SUBSIDY REVIEW

We conduct a rent subsidy review twice a year to ensure that you are entitled to reduced rent. We calculate your rental subsidy based on the combined gross assessable income of your household.

WHAT DO YOU NEED TO DO?

- Complete and Sign the Rent Subsidy Application Form
- Provide Proof of Income for everyone in the Household
- Scan and email the information back to us or drop the information into our office

WHAT INFORMATION DO I NEED TO PROVIDE WITH MY APPLICATION FOR A RENT SUBSIDY?

Customers must declare all assessable income and provide proof of the amount received by each member of their household aged 18 years and over. Proof of income must be original and can include:

Source of Income	Proof of Income
Centrelink	<ul style="list-style-type: none">• If you have not provided customer consent to access your Centrelink Income details online you must provide a current Centrelink Income Statement.• If you have provided customer consent to access your Centrelink Income details online you do not need to provide a Centrelink Income Statement.
Veterans' Affairs	<ul style="list-style-type: none">• A General Statement of Pension and a Statement of Income and Assets from the Department of Veteran's Affairs
Salary/Wages	<ul style="list-style-type: none">• Payslip's or a letter or statement from the employer detailing gross wage, applicable tax, deductions, pay period, and payee details for salary or wages for previous 12 weeks.
Self Employed	<ul style="list-style-type: none">• A completed Australian Tax Office Return or a certified profit and loss statement completed by a registered accountant
Superannuation	<ul style="list-style-type: none">• A letter from the Superannuation Fund confirming the amount received
Overseas pension	<ul style="list-style-type: none">• A letter or statement from an Overseas Government detailing the amount received
Savings / Investments	<ul style="list-style-type: none">• A letter from the investment institution providing details of interest or dividend received
Maintenance	<ul style="list-style-type: none">• An itemised Centrelink Income Statement
WorkCover	<ul style="list-style-type: none">• A letter or statement from WorkCover or Insurance Company detailing the amount received
Other Income	<ul style="list-style-type: none">• A letter from another organisation or income provider (not listed above) detailing the amount and type of income received

The type of evidence must correspond to the type of income and documents must not be more than one month old on the date they are submitted, with the exception of Tax Returns which must not be more than 13 months old.

Customers who fail to supply income details by the due date for return of the required information will not be eligible for a rent subsidy and they will be required to pay maximum rent.



Rent Subsidy and Rent Reviews

This factsheet outlines how Hume Housing reviews market rent. It also sets out how Hume Housing uses rent subsidies and conducts rent reviews to work out how much rent you pay.

Rent

Hume Housing charges market rent for all the community housing properties it manages. We determine the market rent for our properties using rent data. The rent data is published quarterly in the Rent and Sales Report from the NSW Department of Communities and Justice. This means the market rent of our properties will be comparable to similar properties on the private rental market.

Rent subsidy

The rent subsidy reduces the amount of money you pay to Hume Housing in rent. If your household has a low or moderate income you can apply for a rent subsidy based on the total assessable income of the household.

To apply for a rent subsidy you need to fill out the Rent Subsidy Application, which is available at any Hume Housing office or on our website.

If you are eligible for a rent subsidy, Hume Housing will not charge you the full market rent for your property. We will advise you in writing of the amount of rent you must pay.

Reviews

Market Rent Reviews are carried out every year. Just as market rents in the private rental market increases and decrease over time, Hume Housing also reviews its rents to make sure they reflect movement in the private rental market.

As part of the review, we write to every customer to advise them of the new market rent, including whether it has increased or decreased. The letter also states the date from which the new market rent applies.

Rent subsidy reviews occur every six months for all Hume Housing customers. The reviews

ensure that customers receiving a rent subsidy continue to be eligible to receive this subsidy and determine the amount of rent to be paid according to your household income.

What if I receive a rent subsidy and my household circumstances change?

You must advise us within 21 days of the change occurring. If you do not advise us of the change, and we determine that you are receiving a rent subsidy that you may not be entitled to, we may take a range of actions including cancelling or backdating your rent subsidy.

What if I disagree with Hume Housing's decision?

If you believe we have made a wrong decision, you should first discuss your concerns with Neighbourhood Officer. If you pay the market rent and believe a market rent increase is too high, you can apply to the NSW Civil and Administrative Tribunal (NCAT) within 30 days of receiving the letter advising of the market rent increase. If you pay a subsidised rent, and believe the amount of rent you pay has been incorrectly assessed, or if you become ineligible for a rent subsidy, you can ask to have the decision reviewed by completing an Appeals form available on our website or from our office.

Tenancy Advice

For independent tenancy advice, you can contact:

South West Sydney Tenants Advice and Advocacy Service

Phone: 02 4628 1678 **Free call:** 1800 631 993

Western Sydney Tenants Service

Phone: 02 8833 0933 (Macquarie Legal Centre)