

# Setting my rent



Once you have accepted a home with us, you will be asked for income details so that your rent can be set. Rents are set at 25-30% of household income plus Commonwealth Rent Assistance (CRA). You can also choose to sign an Authorisation Form which allows us to liaise directly with Centrelink about your income and any rental assistance payment you may receive.

***A fact sheet included with this pack explains rent setting in more detail.***

## COMMONWEALTH RENT ASSISTANCE (CRA)

If you are currently receiving a Centrelink benefit, such as Newstart or Disability Support Pension, you are eligible to receive Commonwealth Rent Assistance (CRA). We will work out how much rent assistance you are entitled to and will arrange for the claim forms to be signed once you have them from Centrelink.

It is important you claim your CRA Entitlement from Centrelink because Foundation Housing rent charges are based on you receiving this. If you need help claiming CRA, please contact your Housing Coordinator.

***The CRA fact sheet included in this welcome pack explains more.***

## 3 QUICK TIPS:

- 1** Make sure your Payment I.D. number is on ALL payments so they go to the right account.
- 2** We do NOT accept cash payments for rent or non-rent charges at any of our offices so a direct debit, bank transfer or Centrepay deduction is needed.
- 3** Remember to set up your rent payments straight away to avoid going into rent arrears.

## BOND

A bond is an amount of money you pay at the start of your tenancy to cover any costs you might be liable for at the end of your tenancy (such as property damage, outstanding water charges or unpaid rent).

The maximum bond amount is set in law and is currently 4 weeks of rent. The bond money is held centrally by the State Government Bond Administrator, not Foundation Housing. Your bond will be returned at the end of your tenancy if you do not have any debts owing and do not have any property damage or cleaning costs to pay.

Government assistance is available to help people pay their bond and your Housing Coordinator can provide you with information about this if needed.

## RENT REVIEWS AND INCOME CHANGES

Foundation Housing will conduct up to 2 rent reviews per year. This is to ensure all tenants are paying the correct amount of rent according to their income.

When a rent review is completed you will be asked to provide updated income details. You can also request a rent review at any time if your income changes.



# Paying my rent

You must always pay your rent on time and in advance otherwise you risk losing your tenancy.

**Rent can be paid in the following ways:**

## Centrepay deductions

Your rent is paid directly to Foundation Housing from your Centrelink benefit. Our staff can help you set up a Centrepay deduction. If you receive Centrelink funds, this is the preferred method of paying your rent.

## Other payment options

You can use internet banking or set up a direct debit from your bank account to pay your rent. You can also make rent payments at your bank in person.

### Payment Details

**BSB:** 086 006

**Account Number:** 84 376 7322

**Account Name:** Foundation Housing Ltd

**Reference:** Your PayBook ID/Tenant first name/Tenant surname

## Non-rent payments

Some tenants may have non-rent payments to make such as water usage charges. You can use all of the methods listed above to pay these non-rent charges. When you are making a non-rent payment, please remember to add your Payment I.D. number and full name so we can match your payment with the correct account.

## Rent arrears

If you do not pay your rent on time your rental account goes into arrears and you will be in breach of your tenancy agreement. If you are unable to make a rent payment it is very important that you contact your Housing Coordinator as soon as possible to talk about a repayment plan. Your Housing Coordinator can also refer you to other services that may be able to assist if you are having trouble managing your rental payments.

**Your tenancy is at risk if you do not maintain your rent payments.**