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Electronic Verification of Rent (EVoR) Consent Authority Form

If you would like help completing this form, please phone 1300 245 468.

Community Housing Ltd Group of Companies (CHL) uses three different Services Australia services to help you manage your rent and housing.
Each service has a different purpose and requires a separate form.

- **Centrepay – Paying your rent:**
  Centrelink deducts money from your payments and pays it directly to CHL. Complete the *Centrepay Deduction Authority Form (SA501)*.
- **Income Confirmation – Confirming your income:**
  Centrelink provides your income details directly to CHL. Complete the *Income Confirmation Consent Authority Form*.
- **EVoR – Confirming your rent:**
  CHL tells Centrelink about your rent and any changes. Complete this form.

About Electronic Verification of Rent (EVoR)

This is a free and secure service that allows CHL to provide your rent details and any changes directly to Services Australia, with your permission.
This saves you having to contact Centrelink each time your rent amount changes.
CHL is approved by Services Australia to use this service and must follow strict requirements to protect your personal information.

Why should I use this service?

- It's free – There is no cost to you.
- It saves time – You don't need to contact Centrelink or provide a new rent certificate each time your rent changes.
- It's convenient – CHL can update your rent details directly with Services Australia.

How does this service work?

With your permission, CHL will electronically notify Services Australia when your rent amount changes.
Services Australia will use this information to check your eligibility for Commonwealth Rent Assistance and make sure you receive the correct amount.
You must already be receiving Rent Assistance and have provided proof of your rental arrangements to Services Australia before CHL can use EVoR to update your rent.

What information will CHL share?

CHL may provide Services Australia with the following information:

- Your Centrelink Customer Reference Number (CRN), name, address and date of birth.
- Your relationship status.
- The amount of rent you pay.
- The date your new rent amount starts.

CHL will only share information needed to confirm and update your rent details.

What changes do I still need to tell Centrelink about?

EVoR only allows CHL to update your rent amount. You are still responsible for telling Centrelink about other changes to your circumstances.
You should also check that Centrelink has the correct rent details.

How will my information be used?

Services Australia will use the rent information provided by CHL to assess your eligibility for Commonwealth Rent Assistance and calculate how much assistance you may receive.

What if I don't want to use this service?

If you choose not to give permission, you will need to notify Centrelink of any changes to your rent and provide proof of your rent details when requested.

What if I want to stop using this service?

You can withdraw your permission to use EVoR at any time by contacting CHL or Services Australia.
If you withdraw your permission, CHL will no longer update your rent details through EVoR. You will need to notify Centrelink of any rent changes and provide supporting information.
Withdrawing your EVoR consent does not cancel your Centrepay deductions.

How is my information protected?

CHL must follow strict Services Australia requirements about who can access your information and how it is collected, used and stored. Your information will only be shared for the purposes of confirming and updating your rent details with Services Australia.

Tenant is used as a general term and includes Renter in Victoria, in line with Residential Tenancies Act 1997 (Vic) as amended.

Community Housing Limited takes every measure to guard the safety and integrity of your personal information. Visit https://chl.org.au/privacy-policy or call our contact centre on 1300 245 468 for a copy of our privacy policy.

Electronic Verification of Rent (EVoR) Consent Authority Form

Your Details	
Complete this section in full	
Family name:	
Given name:	
Date of birth:	
Phone number:	
Address:	
Centrelink CRN:	

Electronic Verification of Rent (EVoR)

I authorise Community Housing Ltd Group of Companies (CHL) to collect and use my current and future accommodation information and provide it to Services Australia for reassessment of my eligibility for Commonwealth Rent Assistance.

I understand that:

- The information collected, used and disclosed may include my Centrelink Customer Reference Number, family name, given name, date of birth, address, household rent individual rent, and relationship status
- Each time Services Australia updates my rent details using EVoR, I will be advised in writing
- This consent remains valid while I am a customer of CHL, unless I withdraw it, and will be renewed at least every 2 years
- I can withdraw my consent for EVoR at any time by giving notice to CHL or Services Australia
- CHL will maintain a record of my consent for a minimum of 2 years from the date I stop being a customer of the business
- If I withdraw part or all of this consent in relation to EVoR, I will be responsible for notifying Services Australia of all future changes to my accommodation.
- I can visit the Services Australia website for more information.
- I understand I must contact Services Australia myself if any of these happen:
    - I change my address
    - My relationship status changes
    - I start or stop sharing accommodation with someone else
    - I purchase or sell any real estate.

Authorisation

You MUST complete this section. Your signature is needed to authorise any of the above authorisations.

Do you confirm that you have read and understood the information above, and that you give your consent for CHL to use the Electronic Verification of Rent service to update your rent details with Services Australia?

If I am signing consent electronically:

- I confirm that the electronic signature in this consent represents my signature.
- I consent to signing the form electronically and confirm that my signature is legally binding.

For more information visit servicesaustralia.gov.au

Tick 'Yes' if you wish to authorise electronic verification of rent or 'No' if you do not wish to.	☐ Yes ☐ No, I will provide proof of my rent to Services Australia myself.
Signature:	
Date:	