

Rent Setting Policy

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1. INTRODUCTION

'Rent setting' refers to a system of setting rents to ensure that rents are in accordance with the vision and mission of Community Housing Ltd. as an affordable social and community housing provider. Community Housing Ltd. Group of Companies practice clear and transparent processes when setting tenants' rents.

2. AIM AND RENTAL STRUCTURE

CHL manages many of its properties according to agreements with State and Federal Governments or investors and is required to observe contractual requirements in relation to setting rents. CHL enters into these agreements solely because they allow it to offer properties for rent which are affordable and the highest rent that tenants pay is usually below the rent level which would be set by the market for the property concerned.

Tenants will be advised under which rent program agreement their property is managed and how their rent is set at the time they sign an agreement with CHL. If tenants have any queries please contact their tenancy worker.

Outside of these agreements, CHL makes every attempt to develop and manage housing which is affordable. CHL sets rents based at no less than 25% of gross household income, plus any Commonwealth Rent Assistance paid to the Tenant by Centrelink should they be eligible, up to a maximum level no higher than market rent of the type of property.

Hardship Policy

CHL has developed a hardship policy to assist tenants whose circumstances may change or who have additional costs associated with their health, disability, remote locations or other circumstances that impact on their cost of living.

3. RELATED LEGISLATION, INDUSTRY FRAMEWORKS AND STANDARDS, CHL POLICY AND PROCEDURES

- CHL Homelessness and Housing Work Procedures/Instructions
- CHL Continuous Improvement Policy and Procedures
- Equal Opportunity Act. 1995 (VIC)
- Equal Opportunity Act 1984 No. 83 (WA)
- Anti-Discrimination Act 1998 (TAS)
- Anti-Discrimination Act 1977 No 48 (NSW)
- Housing Assistance Act 1996 (COM)
- Housing Act. 1983 (VIC)
- 2003 Commonwealth State Housing Agreement
- Residential Tenancies Act. 1995 (SA)
- Residential Tenancies Act. 1997 (VIC)
- Residential Tenancies Act 2010 (NSW)
- Residential Tenancies Act 1987 (WA)
- Residential Tenancy Act 1997 (TAS)
- Office of Housing – Homelessness Assistance Program Guidelines and Conditions of Funding 2006-2009 (VIC)
- Consumer Charter for Community Managed Housing and Homelessness Services
- National Community Housing Standards: Section 3 – Tenants Rights and Participation
- HASS Standards: Section 1 Upholding and Promoting Rights

4. MONITORING AND REVIEW

The State Managers are responsible for ensuring the principles set out in this Policy are fulfilled in delivering services to clients and tenants.

Corporate Services Quality and Safety Coordinator monitors and reviews services through the Continuous Improvement Process and reports to the Business Unit Managers. The reports assist in the reviews and recommendations for program planning.

Corporate Services is responsible for supporting implementation and publication of this Policy.

Training will be provided to each relevant staff member and the board as a component of their induction.

5. APPENDIX

5.1 RENT SUB PROGRAMS

Below is a list of sub programs and the agreement by which they must adhere to ensure ongoing compliance with the program when setting rent.

State	Sub Program Title	Rent Setting to be Applied
New South Wales	50 St Agnes	Housing NSW CaPMH Rent Policy
	CAP	Housing NSW CaPMH Rent Policy
	CAP Koori Womens	Housing NSW CaPMH Rent Policy
	CAP Leasehold	Housing NSW CaPMH Rent Policy
	CHLP Capital	Housing NSW CaPMH Rent Policy
	HASI Capital	Housing NSW CaPMH Rent Policy
	HASI Leasehold	Housing NSW CaPMH Rent Policy
	Hastings Women & Children's Refuge	Housing NSW CaPMH Rent Policy
	Housing NSW 138 Property Transfer	Housing NSW CaPMH Rent Policy
	HPAA	Housing NSW CaPMH Rent Policy
	Long term Leasehold	Housing NSW CaPMH Rent Policy
	Non CHD Temp Accommodation	Housing NSW CaPMH Rent Policy
	NSW - Property Transfer Program	Housing NSW CaPMH Rent Policy
	NSW – YPIRAC	Housing NSW CaPMH Rent Policy
	Catholic Care	Housing NSW CaPMH Rent Policy (agreement with Catholic Care, principles of HNSW policy applies)
	Affordable Housing Pilot Project - Taree	Specific arrangement with HNSW – Northern Region
New South Wales (cont'd)	McKenzie Bond	CHL Rent Policy (NRAS)
	Non CHD NRAS	CHL Rent Policy (NRAS)
	Non CHD Randwick NRAS	CHL Rent Policy (NRAS, with some Council Guidelines)
	NSW - LT - SHGF-1	CHL Rent Policy (NRAS)

State	Sub Program Title	Rent Setting to be Applied
Queensland	Q Community Rent Scheme	QLD Dept Rent Setting
	Q Crisis Accommodation Program	QLD Dept Rent Setting
	Q Crisis Accommodation Program Head Lease	QLD Dept Rent Setting
	Q Same House Different Landlord	QLD Dept Rent Setting
Queensland (cont'd)	Q Community Managed Studio Units	QLD Dept Rent Setting
	Q Long Term Community Housing Program	QLD Dept Rent Setting
	NRAS	National Affordable Housing Company

State	Sub Program Title	Rent Setting to be Applied
South Australia	Debentured Stimulus Leased STS Housing Program	Housing SA, Community Partnerships and Growth Community Housing Rent Policy & Procedures Section 7.1 & 7.2 (Calculator supplied by SA Gov)
	SA-LT Housing-NRAS 1	CHL Rent Policy

State	Sub Program Title	Rent Setting to be Applied
Tasmania	Grove St Ulverstone	CHL Rent Policy
	Thistle St Launceston	CHL Rent Policy
	York St Launceston	CHL Rent Policy
	Long Term Tasmania	CHL Rent Policy (NRAS)
	Better Housing Futures	Housing Tasmania Rent Setting Policy (Calculator supplied by HT)

State	Sub Program Title	Rent Setting to be Applied
Victoria	Maroondah Long Term CHL	LGA Specific Agreement CHL Rent Policy (except where specified different)
	City of Darebin – 4 units	Assessable Rent as specified in this agreement
	Moreland CC	Assessable Rent as specified in this agreement
	CGAHAHC	Assessable Rent as specified in this agreement
	CHVL	CHL Rent Policy (except where specified different)
	City of Darebin	Assessable Rent as specified in this agreement
	GEGAC	Assessable Rent as specified in this agreement
	Group Housing	Assessable Rent as specified in this agreement
	Housing Provider Framework	Specific HPF rental formula supplied by State
	General Lease	DHS General Lease Guidelines – DHS Guidelines for Housing Associations (CHL Policy)
	Long term Disabled	Disability Act – Assessable Rent Model
	LT Common Equity Housing	CHL Rent Policy (with new tenants)

Victoria (cont'd)	Macedon Shire	CHL Rent Policy for new tenants
	Manningham	LGA Specific Agreements
	West Gippsland	LGA Specific Agreements
	69 Queens	CHL Rent Policy
	CHVL Duchesa	CHL Rent Policy
	Ferntree Gully Housing Association	CHL Rent Policy
		CHL Rent Policy (NRAS Applies to some of these)

State	Sub Program Title	Rent Setting to be Applied
Western Australia	EK Kalumburu	Up to 25% of income based on Community Housing Policy Band A
	EK Cockatoo Springs	"
	EK Doon Doon (Woolah)	"
	EK Emu Creek	"
	EK Bell Springs	"
	EK Guda Guda	"
	EK Gulberang	"
	EK Jimbilum	"
	EK Four Mile	"
	EK Mandangala (Glen Hill)	"
	EK Mirima	"
	EK Molly Springs	"
	EK Mud Springs	"
	EK Munthamar	"
	EK Nulleywah	"
	EK Warrayu	"
	EK Woolergerberleng	"
	EK Wuggubun	"
	EK Yirrallelm	"
	EK Transitional Housing	Community Housing Policy Band B
	Kununurra - Long term Housing	Community Housing Policy Band A
	Geraldton	Community Housing Policy Band A (some B)
	Social Housing 146 Fitzgerald St Northbridge	Community Housing Policy Band A
	WA - Disabled	Community Housing Policy Band A
	WA CCB - (mental health & disability)	Community Housing Policy Band A
	WA Perth	Community Housing Policy Band A
	WA Perth Multicultural	Community Housing Policy Band A
	WA Property Maintenance with Neami & Mental Health Commission	Maintenance Program (74.99% MR)