



# Rent Setting Policy (Version 7.0)

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## 1. Introduction

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

## 2. Aim

CHL aims to offer properties for rent at affordable rates, so that the highest rent that tenants pay is usually below the rent level which would be set by the market for the property concerned.

## 3. Principles of CHL Rent Setting Policy

### 3.1. AGREEMENTS WITH STATE AND FEDERAL GOVERNMENTS

To achieve its aim of setting affordable rents, CHL manages many of its properties according to agreements with State and Federal Governments, partners or investors. CHL is required to observe its contractual obligations in relation to setting rents.

### 3.2. COMMUNICATION WITH TENANTS

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

### 3.3. RENT SETTING AND GROSS HOUSEHOLD INCOME

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 property concerned..

### 3.4. ASSISTANCE FOR TENANTS EXPERIENCING DIFFICULTIES WITH RENT

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.

## 4. Related legislation, industry frameworks and standards, CHL policy and procedures

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| CHL Housing and Homelessness policies   |
| CHL Housing and Homelessness 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 (Cwlth)   |
| 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  |
| National Regulatory Code  |
| Victorian Regulatory Framework  |
| Western Australian Community Housing Regulatory Framework – Performance Outcome 1 – Tenant and housing services |

## 5. Monitoring and review

This policy should be periodically reviewed and revised. Revisions should be made as and when required. The period between reviews must not exceed two years. The date for review of this policy is on or before July 2019. Training will be provided to each staff member and the board as a component of their induction.

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