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| **Rent Reviews** |

Vinnies Housing conducts regular rent reviews for all Community Housing households, typically on an annual basis or when we are informed of a change in household circumstances. This practice aligns with the guidelines set forth in the Department of Housing and Public Works' Community Housing Rent Policy, which can be accessed here: [Community Housing Rent Policy](http://www.hpw.qld.gov.au/SiteCollectionDocuments/CommunityHousingRentPolicy2013.pdf).

Vinnies Housing tenants will receive a clear explanation of how their rent is calculated and will be notified when their rent is scheduled for an annual review. They will also be informed of the necessary information they need to provide. Tenants are kindly requested to provide proof of their income during Vinnies Housing's rent review process to ensure an accurate and equitable assessment.

Before initiating a rent review, we will send a letter to the tenant, explaining the upcoming review, specifying the date by which income evidence must be provided. This letter will also include a checklist for the tenant to confirm their ongoing eligibility for community housing.

In community housing, rent is typically based on a percentage of household income. The income documentation provided by the tenant will be used to calculate the new rent amount. In Affordable Housing Programs, the percentage of income may be capped, or the rent charged may be a percentage of market rent; however, tenant income details are still required.

**Notification of Rent Review Outcome**

After each rent review, tenants will receive the following:

• A Rent Review Notification letter, indicating whether there is a rent increase or decrease, the effective date of the change, and any modifications to the tenant's rental bond.

• A Bond Refund form (Form 4) if a refund is due.

• A copy of the completed rent calculation.

**Rent Increases**

In accordance with the guidelines provided by the Residential Tenancies Authority (RTA), all tenants will receive a minimum of two months' notice before any rent increase takes effect. Rent increases will not be applied retroactively. Additional information can be found on the RTA website at: [RTA Website](https://www.rta.qld.gov.au/).

**Rent Decreases**

As per the Residential Tenancies Authority, all rent decreases will be applied immediately upon approval. This will occur on either:

• The date the tenant's annual rent review was scheduled.

• The date the tenant provided income evidence and requested a rent review due to a change in circumstances. In cases of rent decreases, we will make all necessary adjustments to the tenant's rent account, including partial bond refunds, if applicable.

**Changes in Household Circumstances**

We will review a tenant's rent whenever we are notified of changes in circumstances, even if this occurs before the scheduled annual rent review. Changes in circumstances may encompass:

• A change in the type of payment the tenant receives from Centrelink.

• Variations in the tenant's working hours.

• Alterations in household occupants, such as a person leaving the household and no longer contributing to the rent or a child no longer under the tenant's care. The next annual rent review will then be scheduled 12 months from this date.

**Complaints and Appeals**

As a tenant, if you disagree with a decision made by Vinnies Housing, you have the option to lodge an appeal for reconsideration. To initiate this process, you can submit your appeal in writing, outlining the reasons you believe the decision was incorrect. Appeals can be submitted in person at the office, sent via postal mail, or emailed to [state.housing@svdpqld.org.au](mailto:state.housing@svdpqld.org.au).

You can also contact Vinnies Housing by phone if submitting a written appeal is not convenient for you.

If you are dissatisfied with a service provided by Vinnies Housing, you have the option to lodge a complaint, either verbally or in writing. Alternatively, you may choose to contact:

• The Residential Tenancies Authority at 1300 366 311

• QSTARS, a free independent advice and referral service for all Queensland renters, at 1300 744 263.

• Your local Department of Housing and Public Works’ Housing Service Centre. Contact information can be found at [Housing Service Centre Contacts](https://www.qld.gov.au/housing/public-community-housing/housing-service-centre/).