

Rent Subsidy and Rent Reviews

This factsheet outlines how Wentworth reviews market rent. It also sets out how Wentworth uses rent subsidies and conducts rent reviews to work out how much rent you pay.

Rent

Wentworth charges market rent for all the community housing properties it manages. We determine the market rent for our properties using rent data. The rent data is published quarterly in the Rent and Sales Report from Housing NSW. This means the market rent of our properties will be comparable to similar properties on the private rental market.

Rent subsidy

The rent subsidy reduces the amount of money you pay to Wentworth in rent. If your household has a low or moderate income you can apply for a rent subsidy based on the total assessable income of the household.

To apply for a rent subsidy you need to fill out the Rent Subsidy Application, which is available at any Wentworth office or on our website.

If you are eligible for a rent subsidy, Wentworth will not charge you the full market rent for your property. We will advise you in writing of the amount of rent you must pay.

Reviews

Market Rent Reviews are carried out every year. Just as market rents in the private rental market increases and decrease over time, Wentworth also reviews its rents to make sure they reflect movement in the private rental market.

As part of the review, we write to every tenant to advise them of the new market rent, including whether it has increased or decreased. The letter also states the date from which the new market rent applies.

Rent subsidy reviews occur every six months for all Wentworth tenants. The reviews ensure that tenants receiving a rent subsidy continue to be eligible to receive

this subsidy and determine the amount of rent to be paid according to your household income.

What if I receive a rent subsidy and my household circumstances change?

You must advise us within 14 days of the change occurring. If you do not advise us of the change, and we determine that you are receiving a rent subsidy that you may not be entitled to, we may take a range of actions including cancelling or backdating your rent subsidy.

What if I disagree with Wentworth's decision?

If you believe we have made a wrong decision, you should first discuss your concerns with a Client Service Officer.

If you pay the market rent and believe a market rent increase is too high, you can apply to the NSW Civil and Administrative Tribunal (NCAT) within 30 days of receiving the letter advising of the market rent increase.

If you pay a subsidised rent, and believe the amount of rent you pay has been incorrectly assessed, or if you become ineligible for a rent subsidy, you can ask to have the decision reviewed by completing an Appeals form available on our website or from any Wentworth office.

Tenancy Advice

For independent tenancy advice, you can contact:

North Western Sydney Tenants Service

Phone: 1800 625 956

Tenants Advice and Advocacy Service (Blue Mountains)

Phone: 1800 251 101