

# Market Rent Review

Wentworth has a responsibility to ensure community housing tenants are paying an affordable amount of rent. The base rent for all Wentworth properties is the market rent. Wentworth regularly reviews the base rents of its properties to match the rents of the private rental market. These market rent reviews are done annually.

## Why the review?

Just as market rents in the private rental market increase and decrease over time, Wentworth must review the rents of its properties to ensure they are up-to-date with movements in the private rental market.

This is important because Wentworth charges market rent for all of its properties, then offers a rent subsidy to tenants who are eligible. Approximately 85% of Wentworth tenants currently receive a rent subsidy.

## How does the review affect the amount of rent you pay?

Wentworth will write to every tenant who has had a change in their market rent to inform them of what their new market rent will be and if this affects the rent they pay. If you are:

### 1. Receiving a Rent Subsidy

There will be no increase in the amount of rent you pay, unless your market rent decreases to the point where it is less than your current rental subsidy. If this happens, you will pay the market rent, which is the lesser amount.

### 2. Paying Market Rent

You will need to pay the new market rent, unless you become eligible for a rent subsidy. You can check with Wentworth staff to check if you are eligible for a rent subsidy.

## When will this happen?

The letter you will receive from Wentworth will tell you when you need to start paying the new market rent if applicable.

## Do you need to update your payment details if there is a change in your rent paid?

Yes if you pay your rent by deposit or BPAY you will need to increase your payments to the new market rent amount. If you pay your rent by Centrepay Deduction you will need to contact Centrelink and have your deduction increased to the new market rent.

## How does Wentworth decide what the new market rent will be?

The market rent is based on the rent likely to be paid for a similar property in the private rental market. Wentworth determines your market rent using rent data, relevant to the type and location of the property. This information is published quarterly in the Rent and Sales Report by Housing NSW. The method Wentworth uses to decide your market rent picks up fluctuations in market rents across NSW meaning that rents in some areas will rise while rents in other areas will decrease.

## What if you pay market rent now and can't afford to pay the new rent?

If you can't afford to pay the new market rent, you can apply for a rent subsidy.

If you are on a low to moderate income you may be eligible for a rent subsidy. If you think you may be eligible for a subsidy you will need to contact your local office and ask for Form A- Application for a Rental Subsidy or download the form from our website. As rent subsidies are based on total household income, you will need to provide proof of income for all household members. If you are not eligible for a subsidy, you are considered to be able to afford to pay market rent.

You may also need to apply for Commonwealth Rent Assistance from Centrelink. You can do this by taking the market rent letter to Centrelink to inform them of your new rent and complete a Rent Certificate.

## What if I disagree with the new market rent?

If you already pay market rent and think that the increase in your market rent is too high, you can apply to the NSW Civil and Administrative Tribunal (NCAT). You should do this within 30 days of receiving your rent increase letter. Tribunal fees apply.

If you become ineligible for a rent subsidy and have to commence paying the market rent, you can also apply to the NCAT. You should do this within 30 days after the cancellation of the rent subsidy.

## Can I appeal an increase in market rent to the Housing Appeals Committee?

No, you cannot appeal an increase in your market rent to the Housing Appeals Committee. All appeals should be lodged with the NACT.

## Where can I go for more advice?

The Office of Fair Trading can give you advice about your tenancy rights and obligations, about how the NACT works and can also help you find an advocate. You can visit the Office of Fair Trading website at [www.fairtrading.nsw.gov.au](http://www.fairtrading.nsw.gov.au) or call them on 13 32 20.

## Tenancy Advice

For independent tenancy advice you can contact:

North Western Sydney Tenants Service

Phone: 1800 625 956

WESTS (Blue Mountains) Tenants Advice and Advocacy Service

Phone: 1300 363 967

## Are all your questions answered?

If all your questions have not been answered in this fact sheet you can:

- Visit one of Wentworth's Offices
- Phone the Rent Review Team on 4777 8000

### HEAD OFFICE

#### Penrith

Address: Borec House, Suite 1002, Level 1  
29-57 Station Street, Penrith 2750  
PO Box 4303, Penrith 2750

Phone: 02 4777 8000

Fax: 02 4777 8099

Email: [admin@wentworth.org.au](mailto:admin@wentworth.org.au)

#### Opening hours:

8:30am-4:30pm Monday, Tuesday, Thursday, Friday

1:00pm-4:30pm Wednesday

### BRANCHES

#### Hawkesbury

Address: 409A George Street, South Windsor  
Phone: 02 4777 8000

Opening Hours: 8:30am-4:30pm Monday, Tuesday,  
Thursday, Friday (closed Wednesday)

#### Blue Mountains

Address: Shop 2, 23-27 Cascade Street, Katoomba  
Phone: 02 4777 8000

Opening Hours: 8:30am-4:30pm Monday, Tuesday,  
Thursday, Friday (closed Wednesday)



[www.wentworth.org.au](http://www.wentworth.org.au)