

# Village Housing CRISIS Accommodation Program

## POLICY AND PROCEDURES

### RENT

#### **POLICY**

Village Housing will set rental conditions in line with the Community Housing guidelines.

#### **PROCEDURE**

- Rent is set at 25% of tenant's total income using the Department of Housing Electronic Rent Calculation Tool.
- The rent paid will not exceed market rent.
- Rent is paid either through Centrepay or electronically into CLA Inc bank account.
- Rent will be reviewed annually.
- The tenant will be advised to contact the Village Housing worker as soon as their income changes.
- If rent arrears occur a Notice to Remedy (Form 11) will be issued as per RTA rules. The Village Housing worker will negotiate an arrangement for payment of rent arrears. If arrears are not paid a Notice to Leave (Form 12) may be issued.
- Water charges are included in the rent amount.
- Absences – rent will be required to be maintained during any absences from the property. (*refer to Absences Policy and Procedure*).
- Additional charges may apply for specified benefits.