

mangrove housing factsheet

guaranteed rent period

A Guaranteed Rent Period is available to eligible community housing tenants or household members when they start paid employment. **It does not apply to tenants in the National Rental Affordability Scheme (NRAS properties).**

A Guaranteed Rent Period can be applied when the household member who has not been in paid employment joins the workforce. Community housing rents are based on a percentage of income, and a guaranteed rent period means that for six months, the household's rent can remain at the level it was on the day before the household member started working.

The guaranteed rent period aims to ensure that community housing tenants and household members are not discouraged from entering the workforce due to being concerned about an immediate increase in rent. Mangrove Housing will apply the guaranteed rent period to all eligible community housing households who advise Mangrove Housing that a tenant is entering/has entered the workforce.

While a guaranteed rent period applies to tenants or household members who move into the paid workforce but does not apply if the household member:

- is not starting new employment but has an increase in hours
- is / becomes self employed
- is returning to work after being in receipt of a WorkCover payment
- starts a second job.

complaints and appeals

If a tenant does not agree with a decision Mangrove Housing has made, they can lodge an appeal asking that the decision is reconsidered. To do this, the tenant can submit their appeal in writing, detailing the reasons they believe the decision made was not the correct one. The appeal can be handed in to the office, sent via post or emailed to reception@mangrovehousing.com.au

A tenant may also phone Mangrove Housing with their appeal if this is easier for them than lodging an appeal in writing.

If a tenant is not satisfied with a service provided by Mangrove Housing, they can lodge a complaint. They could also choose to contact:

- The Residential Tenancies Authority on 1300 366 311
- QSTARS, which is a free independent advice and referral service for all Queensland renters, on 1300 744 263.
- The local Department of Housing and Public Works' Housing Service Centre. Numbers can be found at <https://www.qld.gov.au/housing/public-community-housing/housing-service-centre/>