

mangrove housing factsheet

failure to declare income

Mangrove Housing reviews rents of all community housing households at least annually, or when we are informed of a change in household circumstances. This is in accordance with the Department of Housing and Public Works' Community Housing Rent Policy: <http://www.hpw.qld.gov.au/SiteCollectionDocuments/CommunityHousingRentPolicy2013.pdf>

When you are a community housing tenant, you are required to provide us with current evidence of your income every year when your rent is being reviewed. This will ensure your rent is fair and accurate. Producing evidence of your income is a condition of a community housing tenancy and is included in the General Tenancy Agreement (lease).

Evidence of your income must be current, and may be:

- provided through the Income Confirmation for all Centrelink income support payments. You and your household members can give consent for Mangrove Housing to access your income details directly with Centrelink, in line with the Centrelink eService Terms and Conditions.
- provided via a current income statement by the Department of Veterans' Affairs. You can contact the Department of Veterans' Affairs to request an updated income statement and send this directly to Mangrove Housing either via post, fax or email.
- payslips, a letter or statement from your employer detailing gross wages, applicable tax, deductions, pay period and payee details for salary or wages.
- a profit and loss statement completed by an accountant or a lodged taxation return with at least three months' business and personal bank statements (if you or your household members are self-employed).
- a letter or statement from a relevant overseas government detailing the amount you have received from foreign pensions, if this information is not recorded through Centrelink.
- a letter or statement from WorkCover or an insurance company detailing the gross amount you have received.
- bank statements showing transaction details from all investment organisations/banks for all accounts held, for the period specified, for each household member aged 18 and over.

If you and your household member do not provide the evidence of income required to enable a rent review, we will take the following steps:

- Firstly, we will get in touch to discuss the matter, to ensure you understand your obligations.
- If there is a specific reason you have not provided evidence, we will help you overcome any barriers to doing this.

- We will explain that you are in breach of your tenancy obligations if you do not provide the evidence, so you can make an informed choice.
- We will issue a Notice to Remedy Breach giving you seven (7) days to provide evidence of income.
- If you do not provide the evidence by the time the Notice to Remedy Breach expires, Mangrove Housing may remove your rent subsidy. Community housing rent is based on a percentage of income. Removing a rent subsidy means that you will be charged full market rent for the property.
- If evidence of income is still not provided to us after these steps have been taken, you can be issued with a Notice to Leave the property for failing to meet tenancy obligations.

If you provide evidence of income prior to the expiry of the Notice to Leave, we will complete the rent review and take no further action in terminating the tenancy.

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/>