

# mangrove housing factsheet

## rent reviews

Mangrove Housing will review rents for 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>

Mangrove Housing tenants will be given a simple explanation of how their rent is calculated, and will also be informed when their rent is being reviewed annually, and what information they need to provide. Tenants are asked to provide proof of their income whenever Mangrove Housing is completing a review of their rent, to ensure an accurate and fair assessment is made.

Prior to completing a rent review, we will send a letter to the tenant, explaining that a rent review is being conducted, giving the tenant a date that evidence of their income must be provided. This letter also includes a checklist for the tenant to complete confirming that they meet the ongoing eligibility requirements for community housing.

Rent charged in community housing is usually based on a percentage of household income. The evidence of income supplied by a tenant will be used to calculate the new rent amount. In an Affordable Housing Program, the percentage of income may be capped or the rent charged may be a percentage of market rent, however, tenants' income details are still required.

## notification of a rent review outcome

Following all rent reviews, tenants will be sent the following:

- A Rent Review Notification letter advising if there is a rent increase or decrease, the date the change takes effect and whether there are any changes to the amount of the tenant's rental bond;
- A Bond Refund form (Form 4) if a refund is required, and
- A copy of the rent calculation that was completed.

## rent increases

In accordance with the Residential Tenancies Authority (RTA), all tenants will be provided with a minimum of two months' notice before any rent increase takes effect. A rent increase will not be backdated. More information can be found on the RTA website at:

<https://www.rta.qld.gov.au>

## rent decreases

In accordance with the Residential Tenancies Authority, all rent decreases will take effect for the tenant immediately. This will be either:

- The date the tenant's annual rent review was due; or
- The date the tenant provided evidence of income and requested that a rent review was completed due to a change in circumstances.

Where there is a decrease of rent, we will make all required adjustments to a tenant's rent account. All partial bond refunds due to the rent decrease will also be completed.

## changes in household circumstances

We will review a tenant's rent whenever we are advised that circumstances have changed, even if this is before an annual rent review is due. Changes in circumstances may include:

- A change in the type of payment the tenant receives from Centrelink,
- The tenant's working hours have increased or decreased.
- There has been a change in the household occupants, for example, a person has left the household and is no longer contributing towards the rent, or a child is no longer in care of the tenant.

The next annual rent review will then fall 12 months from this date.

## 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](mailto: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/>