

Bi-annual reviews

As a registered Community Housing Provider, Momentum Collective is required to undertake rent reviews of all our tenants every six (6) months.

Momentum Collective will carry out these reviews in April and October each year.

What tenants need to do

Tenants need to provide proof of their current household income to Momentum Collective. This means that all income-earning residents are required to provide proof of their income to us.

Proof of income requirements

The documents you need to provide to us will vary, according to the type of income being received.

A standard statement from Centrelink will usually provide enough information to substantiate any statutory income being received.

This Centrelink statement can also be used to verify savings or income being received from superannuation, overseas pensions and moderate wages. However, if we need to clarify any of these types of income with you, we may ask you to provide us with additional information.

For wages earners, we will require the last 12 weeks of payslips from your employer/s.

For tenants who are self-employed, we will ask to see a certified copy of a Profit or Loss Statement covering a minimum 3 month period.

Using Centrelink CCeS services

Many Momentum Collective tenants have given permission for us to directly check their Centrelink income information online. This saves them the time and inconvenience of providing any additional documents that prove their household income.

If you wish to participate in this scheme, please contact our office. You will need to complete and sign the Centrelink Multiple Consent form, to be eligible to participate in this scheme.

Your rent assessment

Community housing providers in NSW are required to use the Community Housing Rent Policy (CHRP), to conduct income-based rent assessments.

This means that all community housing tenants in NSW have their rents assessed in the same way.

Once we have received all the information we need from your household, your rent is then assessed according to the CHRP.

Notice of rent changes

Once the assessment is complete, we will notify you of any changes in the rent you need to pay to us. Momentum Collective will provide at least 14 days written notice of any change in your rent.

If you have provided us with written permission to change any direct rental deductions, we will then make those changes for you. If we do not have this permission it will be up to you to make the required change to any rent deductions you have established.

Review of rent assessment

If you do not agree with a decision made by Momentum Collective about your rent, you have the right to request a review of the decision. Simply, contact your local Momentum Collective office if you want to discuss a further review.

If you are still not happy with our decision, you can ask for an external review by the Housing Appeals Committee (HAC). You can contact the HAC by telephone on 1800 629 794 or their website www.hac.nsw.gov.au.

You will find both the Momentum Collective and HAC review forms, and our appeals policy and procedure, in your sign-up kit.

Need for timely and accurate information

Refusing to provide the required documentation or providing false information about your household income, can lead to a cancellation of your rental subsidy. This would result in you needing to pay the full market for your home.

Income changes between reviews

It is a term of your residential tenancies agreement with Momentum Collective, that you notify us of any changes to your household income. Failure to notify us within 14 days may lead to a rental increase being backdated.

Ballina:

79 Tamar Street Ballina NSW

Tweed Heads

35 Wharf Street Tweed Heads