

Overview

Policies and information that communicate how rent is set can be confusing for renters, applicants, advocates, and support workers.

The resources referenced in this guide aim to assist Community Housing Organisations (CHOs) to set clear rent policies, calculate rent, and communicate with renters about how rents are calculated.

Background

Rent policies can be complicated because of the various overlapping parameters guiding policy and CHOs have independently established rent setting policies and practices. Some manage a wide variety of programs with different legal and contractual requirements for rent setting in each one. This complexity and variance have been the subject of renter dissatisfaction and misunderstanding about how rent is set.

The resources in this guide have been developed to help organisations set clear rent policies that reflect their policy decisions and meet legal and regulatory requirements. These resources will also help organisations communicate their rent setting policies with renters in a way that meets renters' needs, and business, legal and regulatory requirements.

Rent Setting Guide

There are a number of choices each CHO will need to make to create a rent policy for their organisation. This guide outlines the considerations for developing a rent setting policy and assists CHOs to implement those policy decisions into their own rent setting policy.

[Download: Rent Setting Guide](#)

Rent Policy template

This document provides a template policy for CHOs that can be tailored to the specific needs and policy decisions for each organisation. The template outlines how rent is set, including:

- How rent is calculated;
- What information renters need to provide;
- Renters' rights and responsibilities in relation to rent;

- How rent can change;
- What happens if renters miss paying rent.

[Download: Rent Policy](#)

Explaining Rent – Renter Needs & Mindsets

The purpose of this guide is to assist CHOs to understand what renters are seeking to understand about rent calculations, and how to improve communicating information about rent.

[Download: Explaining Rent \(Renter Needs & Mindsets\) Practice Guidance](#)

Explaining Rent – Tools & Resources

This guide provides template resources which can be modified to suit each CHO's organisational forms.

Tools available in this guide include:

- Rent calculation explainers;
- Rent review explainers;
- Rent review letter templates;
- Rent infographics.

[Download: Explaining Rent \(Tools & Resources\) Practice Guidance](#)

Further Assistance

Should you have any questions or comments on any of the information in these resources, please email leadingpractice@chiavic.com.au.

These resources will be periodically reviewed and continually updated based on sector feedback.

Thank you

Thank you to Homes Victoria for supporting the production of rent resources through the Community Housing Sector Development Fund.

CHIA Vic has also worked in partnership with the Commissioner for Residential Tenancies with the support of Today Design to develop these resources.

These have also been developed in collaboration with member organisations who have provided their time and resources to the project.

Moore's Legal & Wisewould Mahony have provided legal advice, and input has also been provided by renters, tenancy advocates and the Victorian Housing Registrar.