

2024 Rent Review

Renter supports

The 2024 market rent review has been deferred from **August until November 2024** to give renters more time to plan for changes to their rent.

A range of supports are available if renters feel their rent is too high. These include:



Rental rebate



Hardship subsidy



Financial counselling and wellbeing services



Rental Rebate

All public housing renters in Victoria can apply for a rental subsidy called a rental rebate.

The rental rebate is the difference between 25 per cent of the total assessable income of all household members and the market rent of the property.

Rebates protect renters from paying no more than 25 per cent of their household income and this is very different to the private rental market.

Renters can apply at any time for a rental rebate either by updating their household and income details at Housing Vic Online Services or by completing the application form (click on the link below). Please send this to your local housing office.



[housing.vic.gov.au/market-rent-and-rental-rebates](https://www.homes.vic.gov.au/market-rent-and-rental-rebates)



Hardship subsidy

To be eligible for a hardship subsidy, renters must have applied for a rental rebate, and meet one of the following criteria:

- have overdue debt
- have a health or medical issue that is preventing them from earning their usual income, or
- have other circumstances causing financial stress.

To apply for this hardship subsidy, renters can contact their local housing office who will provide them with a 2024 rent review hardship subsidy form, and if needed, provide assistance in completing the form.

For renters who have already applied for a hardship application, their applications will be retained, and they will be contacted when the new rent notice is issued.

If renters have any questions about this process, they can contact their local housing office.



Financial counselling and wellbeing services

All public housing renters can access free and confidential financial counselling and wellbeing services from Tenants Victoria and the Consumer Action Law Centre.

How public housing renters can access the services

To access the financial counselling service provided by **Tenants Victoria**, renters can:

- Email financialcounselling@tenantsvic.org.au (preference). A Financial Counsellor will then contact you to arrange a suitable time.
- Call the Tenants Victoria phone line on **03 9411 1444** between 9am to 5pm weekdays.

To access the financial counselling service provided by the **Consumer Action Law Centre**, renters can:

- Call the National Debt Helpline on **1800 149 689**
- **Press option 1** (for renters living in public housing)

- Visit the National Debt Helpline website (www.ndh.org.au) and talk to a real financial counsellor on NDH Chat

For renters who may require interpreter assistance, this can be arranged upon request.

In addition to the above contact details, referrals can be made to these services directly by contacting the following emails:

- ndh@consumeraction.org.au
- financialcounselling@tenantsvic.org.au

Translations



www.homes.vic.gov.au/rent-review-translations

Got a question?



www.homes.vic.gov.au/rent-review



enquiries@homes.vic.gov.au



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