




How does rent work in social housing?

Public housing rent	Community housing rent	
<p>Your rent is based on 25% of your household income.</p> 	<p>Renters in community housing may be eligible for Commonwealth Rent Assistance (CRA).</p> 	<p>How it works</p> <p>You pay the community housing provider your rent and the CRA.</p> 

How are renters in social housing protected?







*ALL renters have the
SAME tenancy rights,
protected under
**Residential Tenancies
Act 1997***

Renter protections include:

- ✓ Quiet enjoyment
- ✓ Eviction as a last resort
- ✓ Clear and fair calculation of rent
- ✓ Access to support services
- ✓ Duty to carry out repairs
- ✓ Non-discrimination
- ✓ Renters at the centre of decision making
- ✓ Right for renters to keep a pet

How does maintenance work in social housing?



	Public housing	Community housing
Who do I contact?	<div>Housing Contact Centre</div> <div></div> <div>13 11 72</div>	<div>Community housing provider</div> <div></div> <div>CHL - 1300 424 573</div>
Who pays for maintenance?	The department	Community housing provider

Do I have the right to return?

All relocating renters have the right of return to the neighbourhood once the redevelopment is complete, based on their ongoing eligibility and needs.

