

What do I do if my rent has changed?

If after the rent review, the amount of rent you are being charged by Bridge Housing has changed, you must ensure that the newly adjusted rent is being paid.

If you receive a Centrelink payment

You must contact Centrelink to advise them of the change in your rent. This is to ensure that you receive the correct amount of Commonwealth Rent Assistance (CRA).

You must change your CRA with Centrelink. To change your CRA you must:

- Request a Rent Certificate from Centrelink and complete Part A of the Certificate.
- Return your Rent Certificate to Bridge Housing by mail or in person. Bridge Housing will complete Part B and will send your Rent Certificate to Centrelink.

You must ensure that your completed rent certificate is received by Centrelink within the timeframe that Centrelink request. You are responsible to check that your rent assistance has been changed or awarded. Bridge Housing can not check this for you. You can then pay your rent using one of the options below.

If you receive a wage or are self employed

You must update your payment to us using either direct deposit or EFTPOS.

Ways you can pay your rent

1. Centrepay

The easy way to pay your bills and expenses!

Centrepay is a voluntary bill-paying service that is free for Centrelink customers. Use Centrepay to arrange regular Deductions from your Centrelink payment. You can start or change a Deduction at any time. The quickest way to do it is through your Centrelink account online.

Bridge Housing can provide a form to help you start your deduction. When you receive the form from Bridge Housing, please check the details are correct and sign the form. Once you have signed the form, we will send it directly to Centrelink to update your details.

With your consent, Bridge Housing can also update your deduction directly with Centrelink every time your rent changes. If you wish for Bridge Housing to do this on your behalf, please request a Multiple Consent & Authority Form.

When Centrelink process any change they will send you a letter advising of the change in your deduction and when this change takes effect.

Note: It is your responsibility to ensure your new weekly rent amount is paid until you receive the notification letter from Centrepay. If you do not receive a notification letter from Centrepay informing you of the change in your rent payments, please contact Bridge Housing as soon as possible.

2. Direct Deposit

Direct deposit is our preferred way for tenants who do not have Centrelink income to pay rent and water charges.

You can arrange a direct deposit from your bank account to pay us either weekly or fortnightly.

To set up a Direct Deposit through your bank, you will need our details as follows:

Account Name: Bridge Housing Limited Account

BSB Number: 062-212

Number: 00904385

Please use your Tenant number as your reference number for your payment

3. EFTPOS

You can also choose to pay your rent by EFTPOS at the Bridge Housing Office.