

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

Centrepay is a voluntary bill-paying service which 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.

English

If you need help to understand this letter please contact the Telephone Interpreters Service on 131450 and ask them to contact on 8324 0800 for you at no cost. You can also come to the Bridge Housing office and ask for assistance in your language.

Simplified Chinese

如果您理解这封信有困难，请拨打电话传译服务 131450 要求电话传译 服务替您拨打 Bridge Housing，电话 8324 0800。这项服务是免费的。您也可以到 Bridge Housing 的办公室来。要求用您的语言来协助您。

Spanish

Si necesita ayuda para entender esta carta, por favor comuníquese con el Servicio Telefónico de Intérpretes al 131450 y solicite que lo contacten sin cargo con Bridge Housing al 8324 0800. También puede dirigirse a las oficinas de Bridge Housing y solicitar asistencia en su idioma.

Russian

Если для понимания содержания этого письма Вам необходима помощь, свяжитесь, пожалуйста, с Телефонной переводческой службой по номеру 131450 и попросите соединить Вас с Bridge Housing по номеру 8324 0800. За соединение платить не нужно. Кроме того, Вы можете лично посетить офис Bridge Housing и попросить об услугах переводчика.

Greek

Εάν χρειάζεστε βοήθεια για να κατανοήσετε την παρούσα επιστολή, παρακαλώ επικοινωνήστε με την Υπηρεσία Τηλεφωνικών Διερμηνέων στο 131450 και ζητήστε τους να επικοινωνήσουν με το 8324 0800 για εσάς χωρίς καμία χρέωση. Μπορείτε επίσης να επισκεφθείτε το γραφείο Bridge Housing και να ζητήσετε βοήθεια στη γλώσσα σας.

Vietnamese

Nếu cần người giúp để hiểu thư này xin quý vị liên hệ với Dịch Vụ Thông Ngôn Điện Thoại số 131450 và nhờ họ liên lạc với Bridge Housing qua số 8324 0800 cho quý vị một cách miễn phí. Quý vị cũng có thể đến Văn Phòng của Bridge Housing và xin giúp đỡ bằng ngôn-ngữ của quý-vị.

Arabic

إذا احتجت إلى مُسَاعَدَة في فهم هذه الرسالة رجاء الاتصال مع خدمة الترجمة الهاتفية على رقم 131450 واطلُب منهم أن يتصلوا لك بمكّتب على رقم 8324 0800 بدون تكلفة عليك. ويُمكّنك أيضا الحضور إلى مكّتب Bridge Housing وطلّب المُسَاعَدَة بلُغَتك.