



What do I do if my rent has changed?

If the amount of rent you are being charged by Bridge has changed after the Rent Review, you must ensure that the new rent amount gets paid.



If you receive a wage or are self employed:

Update your payment method. If you pay your rent via Direct Deposit change the Direct Deposit amount in your banking app.



If you receive a Centrelink payment:

1. Advise Centrelink about your rent change

You must advise Centrelink about any rent changes to ensure that you receive the correct amount of Commonwealth Rent Assistance.

How to provide Centrelink with proof of rent:

1. **Update your Centrelink Online account** with your new rent amount - in the Accommodation Details section. Ensure to put the exact new amount.
2. **Request a Rent Certificate** through the Request a Document option in your Centrelink Online account, via post or at a service centre.
3. **Get Bridge to sign your certificate.** First check that your new rent amount is correct on the certificate. Then bring the certificate into a Bridge office, or take a clear photo of both pages and email it to your Housing Manager or to rentreview@bridgehousing.org.au. We will sign the form and send back to you.
4. **Upload the completed document to your Centrelink Online account**, or post, or take into a service centre. Make sure the completed rent certificate is received by Centrelink within the timeframe that Centrelink request.
5. It is a good idea to check that your new rent assistance amount has been activated on your next payment. Bridge is not able check this for you.

2. Update your payment method

Direct Deposit:

If you pay your rent by Direct Deposit, change the Direct Deposit amount in your banking app.

Centrepay:

Centrelink has changed how Centrepay works. Bridge can no longer automatically update your Centrepay payments.

If you pay your rent with Centrepay you will need to adjust the Deduction to match your new rent amount. You can do this through your Centrelink Online account or ask us for a paper form.

Note: When Centrelink process any change they will send you a letter advising of the change when it will take effect. 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.

