

Relief Due to Hardship Policy

1. Policy

Uniting Vic.Tas (Uniting) will help renters to manage their tenancy by providing them with information, support, and access to services, so they can maintain their tenancy wherever possible when a change in a tenant’s household circumstances affects their ability to pay rent.

2. Scope

This information applies to all rental properties owned and managed by Uniting Housing

Depending on the jurisdiction, in this policy:

In this document		Victoria	Tasmania
Renter	shall mean	Renter	Tenant

3. Procedure

Uniting representatives will:

- ensure that renters are given every opportunity to sustain their tenancy during times of financial hardship.
- allow a renter to apply for a temporary rent reduction under this policy.
- require the renter to provide evidence to support the application, which may include but is not limited to:
 - Separation Certificate from employer
 - Centrelink statement confirming new/reduced income.
 - Dates of entry to facility and expected exit date.
 - Personal financial liability for fees for lodging and services
 - Evidence that a partner or income earning child, has vacated the property.

The Senior Manager may:

- approve reduced rental payments for an agreed period of time on a case by case basis, until a review date.

4. Legislation/Regulations

National

Age Discrimination Act 2004 (Cth)

Disability Discrimination Act 1992 (Cth)

Sex Discrimination Act 1984 (Cth)

National Rental Affordability Scheme Act 2008 (Cth)

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National Rental Affordability Scheme Regulations 2020 (Cth)

Tasmania

Community Housing Providers National Law (Tasmania) Act 2013 (Tas)
 Family Violence Act 2004 (Tas)

Victoria

Housing Act 1983 (Vic)
 Residential Tenancies Act 1997 (Vic)
 Residential Tenancies Regulations 2021 (Vic)
 Equal Opportunity Act 2010 (Vic)
 Public Health and Wellbeing Act 2008 (Vic)
 Public Health and Wellbeing (Prescribed Accommodation) Regulations 2020 (Vic)
 Noise (Residential) Accommodation Services; Environment Protection (Residential Noise) Regulations 2018 (Vic)
 Environment Protection Act 2017 (Vic); Environment Protection Regulations 2021 (Vic)
 Family Violence Multi-Agency Risk Assessment and Management Framework (MARAM)
 Charter of Human Rights

5. Related documents

- Eligibility and Allocations Policy
- Sustaining Tenancies Policy
- Rent Policy
- Rent Arrears Policy
- Changing Needs Policy
- Uniting Asset Management Policy

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