



nsw Federation of
Housing Associations inc

Federation Bulletin



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Issuing Rent Certificates – Centrelink

There has been a change with issuing Rent Certificates. You might have noticed you can no longer access them on your organisation's Tenancy Management System (TMS). From now on only Centrelink can issue Rent Certificates.

Tenants will need to contact Centrelink directly to notify them of the change in rent. They can phone Centrelink (on the specific phone number for their pension type), visit a Centrelink office or go on-line if they are registered for this service. Centrelink will update their records and commence to pay the new amount of Rent Assistance from the date of the change. Centrelink will post them a Rent Certificate. They must complete Part A of the certificate then return it to Centrelink with a copy of their community housing providers' notification of the rent change in the pre-paid addressed envelope provided by Centrelink.

New Tenants

The only difference for new tenants will be that they will have to get their community housing provider to complete Part B of the Rent Certificate.

Message from Centrelink - The reasons why customers must use the Centrelink produced (SU523) form include:-

- The SU523 is a verification document and not a notification document. Generally a customer entitled to an increase in their rate of payment will be paid that increased amount from the date of notification or date of change - whichever is the latter. It is the customer's obligation to contact Centrelink on the day they become aware of the change so as they do not miss out on any of their correct entitlement. It has been our experience customers using the SU523 as the notification mechanism disadvantage themselves due to delayed notification of a change to Centrelink.
- SU523's are processed centrally within Centrelink and involves a scanning process that can only read the Centrelink issued SU523. A non standard SU523 cannot be scanned and may lead to delays in processing which in turn has an adverse affect for customers.

The process for tenants advising and verifying rent details to Centrelink can be summarised as: -

- Customer contacts Centrelink and advises of the change of address and new accommodation details.
- Centrelink will update the customer record and pay the new amount of Rent Assistance (RA) from date of notification or date of change - whichever is the latter
- Centrelink will post the customer a SU523 (if needed) and a reply paid envelope

- Customer to complete Part A of SU523 and community housing organisation to complete Part B.
- Customer should mail the SU523 using the reply paid envelope to Centrelink before the "Due Date".

How community housing providers should work with current tenants and Centrelink when the rent changes:-

- Community Housing organisation sends letter to tenant advising new rent amount.
- Customer contacts Centrelink and advises of the new rent details.
- Centrelink will update the customer record and commence paying the new amount of Rent Assistance (RA) from date of notification or date of change - whichever is the latter.
- Centrelink will post the customer a SU523 (if needed) and a reply paid envelope
- Customer to complete Part A of SU523 and attach the rent change letter from the community housing organisation for Part B.
- Customer should mail the SU523 using the reply paid envelope to Centrelink before the "Due Date".

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