

Fact Sheet



Interpreter Services

If you have difficulty understanding English, contact the Translating and Interpreting Service (TIS) on 131 450.

The Translating and Interpreting Service will telephone Housing NSW for you at no cost.

Arabic
خدمة الترجمة الخطية والشفوية المجانية
اتصل على الرقم 131 450

Chinese
免費的翻譯傳譯服務
致電 131 450

Russian
Служба бесплатного письменного и устного перевода
Позвоните по номеру 131 450

Spanish
Servicio Gratuito de Traducción e Interpretación
Llame al 131 450

Vietnamese
Dịch vụ Phiên dịch và Thông dịch Miễn phí
Điện thoại 131 450

What is Rentstart?

Rentstart provides financial assistance for people who have found a private rental property and who need help with the bond, and in some cases, advance rent.

There are four types of Rentstart assistance.

- 1. Rentstart Standard** provides payment of up to 75% of bond
- 2. Rentstart Plus** provides additional assistance for people facing severe financial barriers to private rental, severe housing stress, or homelessness.

Payment of:

- up to 100% of bond (paid directly to the Rental Bond Board)
- up to two weeks' advance rent (three weeks for furnished accommodation) or
- up to four weeks' rent in temporary accommodation.

Temporary Accommodation

Under Rentstart Plus, payment for temporary accommodation may be offered if you meet the criteria for Rentstart Plus but you are unable to be assisted with private rental.

- 3. Rentstart Tenancy Assistance** helps clients in a private rental property who are facing eviction because of rental arrears. Clients can receive payment of up to four weeks' rent arrears.

- 4. Rentstart Move** assists tenants who are leaving public housing at the end of their fixed-term lease and moving into private rental. Please refer to the *Rentstart Move* fact sheet for more information.

Am I eligible for Rentstart assistance?

In most cases, you will receive the standard Rentstart assistance if you and your household meet a number of eligibility, identity and income criteria.

The **eligibility criteria** includes:

- a requirement that you are a citizen or have permanent residency in Australia. You need to provide evidence with a passport showing permanent residency or citizenship certificate or an Australian passport
- are over 18 years of age – provide evidence with a birth certificate or passport and
- have savings of less than \$1000 – provide current bank statements.

As **proof of identity**, you need to present two forms of identification, such as:

- a birth certificate
- a driver's licence or
- a Medicare card.

Evidence of income includes:

- documentation of Centrelink income if you haven't provided consent for Housing NSW to access the information electronically
- current earnings supported by payslips or an employer's statement of income or
- if you are self-employed, a profit-and-loss statement or current income tax return.

These examples are only some of the ways you can show us eligibility, proof of identity, and evidence of income. You should make sure that you have read:

- *Income Eligibility Limits* fact sheet and
- the brochure *Rentstart – Private Rent Assistance, Assistance with Bond and Advance Rent*.

For more information on eligibility, visit www.housing.nsw.gov.au under 'Help with Housing/Private Rental Assistance' or 'Forms, Policies and Fact Sheets/Policies/Eligibility for Public Housing'.

How do I apply for Rentstart (bond and advance rent)?

You can apply for Rentstart (bond and advance rent) by sending your application to Housing NSW by fax or email.

To apply, you will need to:

- find an affordable rental property



It is illegal for an officer of Housing NSW to ask for money or favours or other benefits of any kind in exchange for helping you with your housing needs.

It is also illegal for you or anyone else to offer money or favours or other benefits of any kind to an officer of Housing NSW in exchange for helping you. If you have any information regarding this please call 1300 HOUSING and select Option 2. Housing NSW may refuse the provision of further housing services to anyone who has engaged or sought to engage in corrupt or illegal conduct.

- print out a Rentstart application form from the Housing NSW website, collect one from the local Housing NSW office, or phone 1300 HOUSING (1300 468 746)
- check the eligibility criteria on the Housing NSW website
- if you have already found a property, ask the real estate agent to fill in the property information form (Form C)
- fax the completed application form to us on 1300 722 404 or scan and email a signed copy to rentstart@housing.nsw.gov.au. Self-service fax and phone facilities are available free of charge at most Housing NSW offices.

Once you have submitted your completed application, you will hear back from Housing NSW within one working day on the phone number you provided. If your application is approved, Housing NSW will pay the bond directly to the Rental Bond Board, and the rent to your landlord or landlord's agent.

You will need to visit your local Housing NSW office to apply for Rentstart Tenancy Assistance or Rentstart Move.

More information

- Go to the Housing NSW website www.housing.nsw.gov.au
- Phone 1300 HOUSING (1300 468 746)
- Visit your local office

Where can I get help with my application?

If you need assistance with your Rentstart application, phone 1300 HOUSING (1300 468 746) Monday to Friday 8.00 am–6.00 pm and Saturday 9.00 am–5.00 pm. You can phone 1300 HOUSING for all private rental enquiries.

If required, you can ask a representative to fill in forms on your behalf or ask for assistance from a Housing NSW officer.

