**Electronic Verification of Rent**

Audio Script

The Electronic Verification of Rent service can help you and your tenants. You can use this service if you’re a retirement or lifestyle village, a community housing organisation or if you provide other housing such as nursing home or hospice style accommodation.

If your tenants get Rent Assistance from us, use this service to let us know whenever their rent changes.

Electronic Verification of Rent, or EVoR for short, saves you and your tenants time. It means they won’t come and ask you to sign their rent certificate every time their rent changes.

It also means they get the right amount of Rent Assistance.

EVoR is free to use and gives you a secure way to send us updates about your tenants online.

To get started, you need to register with us first. You’ll find the form on our website.

Once we have all the information, we need to approve your application before you can start using EVoR.

You’ll need a few details about your tenants.

And then you can enter their new rent amount and start date.

You can choose to send us an update for one tenant at a time or do multiple tenants in a batch.

But before you update your tenants’ rent details you must get their consent.

They can give this in writing, verbally or electronically.

And you need to keep a record of it.

You’ll find more information on our website including the EVoR policy, terms and procedural guide.

Our Programme Support Manager can help you get started. Call us on 1800 887 774 or email helpdesk.ccs@servicesaustrali.gov.au and we’ll make sure your local Programme Support Manager gets in touch.