

**Senate Community Affairs Committee**  
**ANSWERS TO ESTIMATES QUESTIONS ON NOTICE**  
**SOCIAL SERVICES PORTFOLIO**  
**2014-15 Additional Estimates Hearings**

**Outcome Number: 4.1 Housing and Homelessness      Question No: SQ15-000035**

**Topic: National Rental Affordability Scheme**

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**Senator Seselja, Zed** asked:

Could you, on notice, give me some more detail on that, particularly the reasons for non-compliance that have been found?

**Answer:**

The main reasons associated with non-compliance during the processing of 2013-14 NRAS claims include:

- data entry errors;
- claims entered into the NRAS Portal with incomplete or missing documentation such as occupancy records, lease documents, rental ledgers and evidence to support rent increases; and
- claims entered into the NRAS Portal with errors in the documentation such as incorrect dates, incorrect addresses in the market rent valuations, market rent valuation documentation that implies GST has been applied or other incorrect data.

Less frequent, but more significant, non-compliance issues involve incorrect timing of rent increases or other overcharging of rent.

When claims are assessed as not complying with the *National Rental Affordability Scheme Regulations 2008*, the Department has provided the Approved Participants with the opportunity to correct errors and re-submit their claims.