

In our update to you on September 8, we mentioned that the Department of Social Services (DSS) had a target date to approve all compliant properties by 30 September and deal with the non-compliant properties later.

That deadline has not been met and we have not received any further updates regarding progress to date. We contacted the department earlier this week and the only assurance that we could be provided with was that they “are assessing our claims as quickly as they can in readiness for approval”. This could mean that we are only weeks away but that would be a guesstimate at best. Out of 109 providers like us, 39 have already been assessed and paid. Other providers who have a small number of properties received priority and they were assessed and finalised quickly, but because we are the largest (3,500 properties) it obviously takes much longer and they appear to prefer to assess ours towards the end.

Where does that leave you now?

If you don't want to keep waiting for the certificate, there are a couple of options to consider. Based on feedback we have been receiving from investors, below are some ideas, but please discuss with your tax agent as there is no one-size-fit all solution and much is dependent on your personal circumstances and past history with the Tax Office.

1. If your accountant is willing to do your tax return based on what we submitted on your behalf based on your eligibility, then forward this email to them since it contains the amount they need to claim, on the top right corner cell. ***If the amount showing is \$0.00 it means the property did not qualify for an incentive as it was vacant in excess of 182 consecutive calendar days.*** The only thing to be mindful of with this option (as also mentioned in my earlier email) is that if you lodge your tax return before the official certificate is issued, and for whatever reason the government does not approve our submission, then you have to submit an amendment to your tax return afterwards.
2. Submit your tax return without claiming the NRAS tax offset, and once the certificate is issued later, you submit an amendment to the ATO.

Once DSS notifies us of your approval, we will email you the Refundable Tax Offset certificate as soon as possible. You don't have to request it, as we will send it to you.