



For further assistance please contact nrasithelpdesk@dss.gov.au


National Rental Affordability Scheme (NRAS) Portal Quick Reference Guide

Submit a Statement of compliance

This Quick Reference Guide (QRG) will take you through the process required to submit a claim in the NRAS Portal.

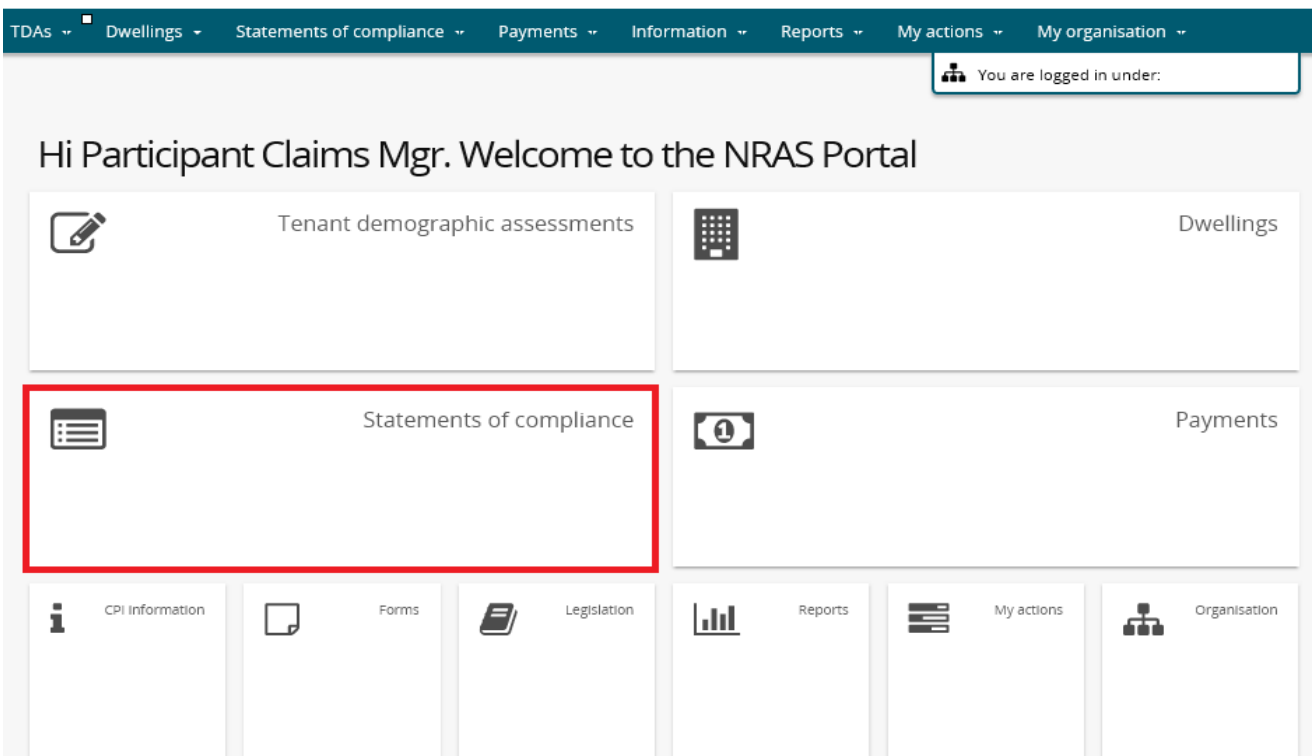
Access Required:

- NRAS Claims Manager Access.

 Do not use the navigation buttons on your web browser while working in the portal. Using the back, forward or refresh buttons on your browser will cause you to lose the information you have entered.

Use the **Back** and **Continue** buttons to move through the different sections.

1. Log in to the [NRAS Portal](#).
2. At the Disclaimer, click **I agree**.
3. There are two ways to navigate to the **Submit Statement of compliance** screen from the main page: through the Statements of compliance tile (see step 4) or through the dropdown menu (see step 5).
4. Click the **Statements of compliance** tile. A list of Statements of compliance will be returned, then select the **Submit new SOC** button.



The screenshot shows the NRAS Portal dashboard. At the top, there is a navigation bar with the following items: TDAs, Dwellings, Statements of compliance, Payments, Information, Reports, My actions, and My organisation. Below the navigation bar, there is a user login status: "You are logged in under:". The main content area displays a grid of tiles. The "Statements of compliance" tile is highlighted with a red border. Other tiles include: Tenant demographic assessments, Dwellings, Payments, CPI Information, Forms, Legislation, Reports, My actions, and Organisation.

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Filter: **All SOCs Apply Filter

You are logged in under:

Statement of compliance (SoC)

This page provides a list of filtered statements of compliance.

[Submit new SoC](#) [Search SoCs](#)

Statement of compliance reference	NRAS year	Dwelling ID	Amount	Status
	N2008-2009			Processed

[View SoC](#)

OR

5. At the **Welcome screen**, select **Statements of compliance>Submit new statements of compliance**.

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You are logged in under:

Hi Participant Welcome to the NRAS Portal

- List of statements of compliance
- Search statements of compliance
- Submit new statements of compliance**

Tenant demographic assessments

Dwellings

6. The **Submit a new Statement of compliance** screen is displayed.

7. Read the information on the screen and if you are ready to proceed select the **Start** button.

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You are logged in under:

Submit new statement of compliance

A statement of compliance can be submitted for NRAS dwellings using this system.

To submit a Statement of Compliance, you will need to:

- **Continue until the statement of compliance is submitted:**
You must complete it in one session.
- **Prepare any evidence required:**
NRAS conditions are associated with each Dwelling. If you do not meet these conditions, you must attach evidence to support your reasons. We recommend that you have this evidence ready before starting this process.

[Return home](#) [Start](#)

8. The Select Dwelling screen is displayed.



The NRAS year field is a mandatory field and will default to the current claiming NRAS year.



Click **Advanced** to display additional search fields.



The dwelling ID search field is not case sensitive, all other fields are.

If required, select a different **NRAS Year** and enter any other search criteria required.

9. Click **Run search**.



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Submit new statement of compliance

1 Select dwellings 2 Generate statements of compliance 3 Preview statements of compliance 4 Conditions 5 Review statements of compliance 6 Finish

1. Select dwellings

To comply with NRAS requirements for a statement of compliance, the following filters have been applied to the results list below.

- Dwelling Status of 'Active' during the selected NRAS Year.
- A statement of compliance has not been already submitted for this dwelling within the selected NRAS Year.

Search dwellings

Advanced Basic

Dwelling details

NRAS year: N2017-2018	Dwelling ID: <input type="text"/>
Dwelling reference: <input type="text"/>	Status: Active
Building floor: <input type="text"/>	Street: <input type="text"/>
Suburb: <input type="text"/>	State: Please Select
Postcode: <input type="text"/>	

[Clear search](#) **Run search**

Results matching the entered search criteria will be returned.

Selected	Dwelling ID	Dwelling reference	Address	Registration ID	
N	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	Select

Select all

Select

[Cancel](#)

Continue

10. Select dwelling(s) you wish to submit a claim for by clicking the **Select** button associated to the Dwelling.



Selecting the **Select all** button will automatically select up to 20 records.



The **Select** button will appear as **Deselect** once selected. To deselect the Dwelling, click on the **Deselect** button.

Selected	Dwelling ID	Dwelling reference	Address	Registration ID	
Y	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	Deselect

Y

Deselect

[Cancel](#)

Continue

11. Click **Continue**. The **Generate statements of compliance** screen displays.

12. Click the **Generate a statements of compliance** button.



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You are logged in under:

Submit new statement of compliance

1
Select dwellings

2
Generate statements of compliance

3
Preview statements of compliance

4
Conditions

5
Review statements of compliance

6
Finish

2. Generate statements of compliance

Dwellings (1)

Selected	Dwelling ID	Dwelling reference	Address	Registration ID	
Y	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	Deselect

Back
[Cancel](#)
Generate statements of compliance

The **Preview Claims** screen displays.

13. If you would like to add a Statement of Compliance reference to your claim/s, select **Actions>Update statement of compliance** and add the Statement of compliance reference for each claim.

Statement of compliance reference:
Enter Statement of compliance reference here

NRAS year:
2015-2016

Organisation name:
[REDACTED]

Start date:
01/05/2015

End date:
30/04/2016

[Discard changes and close](#) **Save and close**



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Submit new statement of compliance

1 Select dwellings 2 Generate statements of compliance 3 **Preview statements of compliance** 4 Conditions 5 Review statements of compliance 6 Finish

3. Preview statements of compliance

Dwelling ID	Address	Dwelling reference	Estimated incentive	Actions
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

[Cancel](#) **Continue**



If there is any issue with your claim, you will receive an error message on this screen and you will need to follow the instructions on this message.

14. Click **Continue**.

The **Conditions** screen displays.



If you need to add reasons why any of the dwelling conditions or regulatory requirements have not been met, select **Actions>Update conditions**, select the 'Not met' checkbox and then enter your reasons in the 'Reason field'.

Submit new statement of compliance

Progress bar: 1. Select dwellings (✓), 2. Generate statements of compliance (✓), 3. Preview statements of compliance (✓), 4. Conditions (4), 5. Review statements of compliance (5), 6. Finish (6).

4. Conditions

There are NRAS conditions that must be met for tenants and dwellings. Did you meet all the conditions listed on this page? If not met, please indicate below.

Please add evidence for conditions on the review screen

Dwelling ID	Address	Conditions	Not met	Actions
11111111	111111111111		N	Update conditions View conditions

Statement of compliance conditions details
Reason:

Update condition

Dwelling ID: 11111111

Address: 111111111111

Conditions:


Not met

Reason: Enter reason for non compliance with regulatory requirements or dwelling conditions here.

[Discard changes and close](#) [Save and close](#)

- 15. Select **Save and close**. The entered reasons will be displayed in the expanded section of the Conditions screen.
- 16. Check the **I certify...** checkbox and then select **Continue**.

Please add evidence for conditions on the review screen

Dwelling ID	Address	Conditions	Not met	
 [REDACTED]	[REDACTED]	[REDACTED]	Y	Actions▼

Statement of compliance conditions details

Reason: Enter reason for non compliance with regulatory requirements or dwelling conditions here.

I certify that I have met the conditions list above unless indicated by 'Not met' and that any information or reason provided is true and accurate..

[Cancel](#)

17. The **Review** screen displays. Review the List of Dwellings for which you are claiming an incentive.
18. Read the 'Statement of Compliance' and agree to the conditions of allocations ticking the '**I agree**' check box.
19. Click the **Submit Statements of compliance** button.

Submit new statement of compliance



5. Review

The following statements of compliance will be submitted.

Dwelling ID	Address	Dwelling reference	Estimated incentive
[Redacted]	[Redacted]	[Redacted]	[Redacted]

Attachments

[Add attachment](#)

The statement of compliance must include the following for the NRAS year:

- (a) a statement that at all times during the year, any tenant or tenants were eligible tenants, or details of any way in which this requirement was not met;
- (b) details of the rent charged during the year;
- (c) a statement that each charge of rent for the rental dwelling during the year was at least 20% less than the market value rent for the dwelling, or details of any way in which this requirement was not met;
- (d) details of any period during the year in which the dwelling was vacant;
- (e) whether or not there is an investor for the dwelling and, if there is an investor, the contact and other details of the investor required by the approved form;
- (f) a statement that at all times during the year the approved participant complied with landlord-tenant, building, and health and safety laws of the State or Territory and local government area in which the dwelling is located, or details of any way in which such laws were not complied with;
- (g) a statement that at all times during the year the approved participant complied with consumer protection laws in relation to the dwelling, or details of any way in which such laws were not complied with;
- (h) a statement that at all times during the year the approved participant complied with the approved participants code of conduct, or details of any way in which this requirement was not met;
- (i) a statement that all special conditions of the allocation for the dwelling have been complied with during the year, or details of any way in which this requirement was not met;
- (j) a statement that none of the circumstances covered by the general conditions of the allocation happened during the year, or details of any happenings of those circumstances.

I agree

[Back](#) [Cancel](#)

[Submit statements of compliance](#)

20. The **Finish** screen displays listing all information for all claims submitted.

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Submit new statement of compliance

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6. Finish

Statements of compliance listed below have been successfully submitted.

Dwelling ID	Address	Dwelling reference	Estimated Incentive
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

Back Cancel Home

21. Click **Home** to return to the beginning of the **Submit a Statement of compliance** workflow.

Logging out of the NRAS Portal

1. To log out of the NRAS Portal click **Logout**.

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