

# ARE YOU A FIRST HOME BUYER?

THE NORTHERN TERRITORY GOVERNMENT HAS  
INCREASED THE ASSISTANCE AVAILABLE TO  
FIRST HOME BUYERS.



## HOW DO THE VOUCHERS WORK?

From 1 October 2016, the Northern Territory Government gives eligible first home buyers who have successfully applied for the Home Renovation Grant up to \$10 000 for eligible home renovations. Up to five (5) different eligible businesses can be used for the renovations, meaning you can get up to five (5) vouchers. The total value of vouchers will be worth up to \$10 000.

## HOW WILL THE PROCESS WORK?

First home buyers need to obtain quotes from Territory businesses for renovations they would like to do on their home and then apply online to receive their voucher/s. The Home Renovation Grant team will then contact each chosen Territory business to confirm if the business agrees to participate in the Home Renovation Grant program and assess the business's eligibility.

The voucher/s will then be sent electronically to the first home buyer. Once the work is completed the first home buyer must pay the Territory business using the unique voucher/s issued to them and any additional funds that may be required.

## WHEN DO I NEED TO APPLY FOR THE HOME RENOVATION GRANT?

As an eligible first home buyer you have three (3) months to apply for the grant from the settlement date of the purchase of your property.

## CAN I APPLY IF I PURCHASED MY PROPERTY PRIOR TO 1 SEPTEMBER 2016?

No. This scheme is only open to eligible first home buyers who entered into a contract of purchase for an existing residential property in the Northern Territory on or after 1 September 2016.

## CAN I APPLY BEFORE SETTLEMENT OF THE PROPERTY?

Yes. First home buyers can apply as soon as they enter into a contract of purchase for the property. However, the application will not be approved until after the purchase of the property has been completed.

## CAN I APPLY FOR MULTIPLE VOUCHERS?

Yes. First home buyers can apply for up to five (5) vouchers. An application for the Home Renovation Grant must still be submitted within three (3) months of settlement (whether for one or more vouchers).

## DO I NEED A MINIMUM NUMBER OF QUOTES?

No. You can get as many or as few quotes as you like; however, it is recommended that you obtain at least three (3) quotes so you can make sure you get value for money. Once you have decided which local business or businesses you would like to use for your renovations, the preferred quotes must be included in your application for the Home Renovation Grant.

## WHAT DO I NEED TO DO TO GET A VOUCHER?

As the first home buyer, you decide what type of works you want done on your home and contact a Territory business for a quote. You then need to apply for a voucher online. If your application is approved you will receive a unique voucher. Make sure you read the Terms and Conditions before applying.

## CAN I START WORKS ON MY HOME BEFORE I RECEIVE MY VOUCHER?

Works must not start on your home until your application has been approved.

## WHERE WILL I GET THE VOUCHER FROM?

We will email or mail the voucher to you. Each voucher will have a unique serial number that is linked to a specific home and specific quote. You will be issued with your voucher once your application is approved.

## WHEN DO I NEED TO USE THE VOUCHERS?

Eligible works must be completed within six (6) months of the date the relevant voucher was issued, so it will be important to consider what work is achievable within that time. You will need to agree on a timeframe with your preferred business and it should be included in your quote. If a voucher is about to expire you will need to contact us to apply for an extension.

Works must not start on your home until your application has been approved.

## HOW WILL PAYMENT WORK?

Once the work is completed you will need to sign the voucher and hand it to the business as payment. The business will then apply to us to redeem the voucher.

## HOW MUCH ARE THE VOUCHERS WORTH?

The total value of the voucher/s can be between \$500 and \$10 000 exclusive of GST. The maximum eligible amount may be made up of the sum of multiple vouchers but cannot exceed \$10 000 (including the allowance for household goods).

## WHAT IS THE HOUSEHOLD GOODS ALLOWANCE?

First home buyers can use up to \$2000 of the \$10 000 Home Renovation Grant towards the purchase of household goods. A renovation is a necessary pre-requisite to receive up to \$2000 to purchase household goods. The \$2000 amount does not attract GST.

## WHAT ARE HOUSEHOLD GOODS?

Eligible household goods are new items such as white goods, brown goods, furniture, curtains, blinds, manchester, kitchenware, barbeques and similar items generally found in a home.

## DO THE HOUSEHOLD GOODS I PURCHASE WITH THE VOUCHER HAVE TO RELATE TO THE HOME IMPROVEMENT I'M DOING?

No. As long as you are doing an eligible home improvement, you can purchase any eligible household goods up to \$2000 using the Home Renovation Grant. For example you can upgrade your garden and purchase a new fridge, or paint your house and purchase new curtains. You just need to make sure both activities are eligible under the Home Renovation Grant Terms and Conditions.

## CAN I PURCHASE THE HOUSEHOLD GOODS ONLINE?

No. The household goods must be purchased from a Territory business. To find out exactly what we mean by Territory business, please refer to the Terms and Conditions.

## HOW DO I PURCHASE THE HOUSEHOLD GOODS?

An eligible first home buyer may receive an upfront payment for the purchase of the household goods or use their own funds and apply to be reimbursed.

## DO I HAVE TO PROVIDE RECEIPTS FOR THE HOUSEHOLD GOODS?

Yes. First home buyers must present their receipts for household goods when applying for the Home Renovation Grant to be reimbursed.

If you received an upfront payment for the purchase of household goods, you must provide us with copies of your receipts within 90 days of receiving the funds.

Household goods purchases cannot have occurred prior to 1st home purchase contract date.

## CAN THE VOUCHERS BE USED FOR HOME IMPROVEMENTS TO UNITS?

Yes. The vouchers can be used on eligible houses or units.

## CAN I EXCHANGE THE VOUCHER FOR CASH?

No. The vouchers cannot be exchanged for cash.

## I RENT THE HOME THAT I LIVE IN, AM I ELIGIBLE?

No. The vouchers are only for first home buyers.

## CAN VOUCHERS BE POOLED TO MAKE REPAIRS TO COMMON AREAS IN A BLOCK OF UNITS?

No. Each voucher is unique to the property/home and the first home buyer; therefore you cannot pool vouchers with other first home buyers to do repairs to common areas in a block of units. You are however able to undertake works on the exterior of your units individually such as replacing doors, air conditioners, fans or garden maintenance.

## IS THERE A LIMIT ON THE TOTAL VALUE OF RENOVATIONS?

No. There is no limit on the total value of renovations you intend to undertake; however the maximum value of the grant is \$10 000.

## CAN I GET A VOUCHER FOR THE PURCHASE/SUPPLY OF THE GOODS ONLY AND DO ALL THE INSTALLATIONS/RENOVATIONS MYSELF?

No. You are not eligible for a voucher if you are purchasing the goods and installing them yourself, regardless of where the goods were manufactured. 'Labour' for the purposes of the program refers to improvement services carried out by a Territory business at your home.

Goods and materials costs for the eligible renovations are capped at 50% of the maximum eligible amount. In other words, no more than 50% of the value of your voucher can go towards goods/materials.

## CAN I USE A FAMILY MEMBER'S BUSINESS TO DO THE WORKS ON MY HOME?

No. There are specific provisions against using a related business, including a family member's business or a business completing works on an employee's home. For further details please refer to the Terms & Conditions.

## DO I NEED TO REGISTER MY BUSINESS TO PARTICIPATE?

No. There is no pre-registration process for businesses. Once we have received an application from a first home buyer, we contact the business to get their consent to conduct due diligence, ascertain eligibility as a Territory enterprise and record their details.

## CAN THE BUSINESS I CHOOSE USE SUB-CONTRACTORS?

Yes. An eligible Territory business can choose to outsource and/or subcontract all or part of the works. However, the third-party business must also be an eligible Territory business.

## WHAT IF I HAVE RECEIVED A VOUCHER AND NOW I WANT TO CANCEL IT?

You will need to phone us on 1800 193 111 or email [homer renovation.grant@nt.gov.au](mailto:homer renovation.grant@nt.gov.au) to request that your voucher be cancelled.

If a new voucher is required after the previous voucher has been cancelled, you will need to re-apply for a new voucher. The new or amended application will need to be re-assessed and remains subject to the program Terms and Conditions (including the time limit of three (3) months to apply for the grant).

## HOW CAN I BE ASSURED OF QUALITY?

You should carefully consider which business you choose, just as you would at any other time. It is recommended that you get three (3) quotes to ensure you are getting the best value for money. The Northern Territory Government is not responsible for the quality of the work. It is therefore essential that you do your own due diligence on the business.

## WHO DO I TALK TO IF THERE IS A PROBLEM WITH THE WORKS?

The Department of Trade, Business and Innovation is not responsible for resolving any disputes between first home buyers and businesses. First home buyers and businesses go through normal dispute resolution processes. The relationship is between you and the business, and disputes are resolved in the same way as if there were no vouchers involved.

The Terms and Conditions contain information on where to go in cases where you are unable to come to a resolution between yourselves.