Helping homeowners manage the cost of ownership

Owning property comes with ongoing costs that continue long after purchase.

These costs are typically:

- unavoidable
- tied to the property itself
- predictable, but rising over time

Examples include rates, levies, insurance, and other property-related charges.

At the same time, many homeowners haven't reviewed their mortgage in years. Not because they're disengaged, but because refinancing often feels complex, time-consuming, or unlikely to make a meaningful difference.

Offsets exist at the intersection of these two realities.

They are not a subsidy or a government program.
They are one way a homeowner may be able to manage part of their ongoing ownership costs - *if and only if* a genuinely better mortgage outcome exists.

How to interpret the estimate

The estimate shown on the Sold website is intentionally simple.

It is:

- a rough annual indication
- based on typical ongoing lender payments
- calculated using a small percentage of your loan size

It is not:

- a quote
- a promise
- a guarantee

The estimate answers one question only:

> **"Is this even worth exploring?"**

If the number feels immaterial, there's no reason to go further.

What happens if you choose to explore it

If you decide to continue, the process is deliberately low-pressure.

1. **A voluntary mortgage review**
   Your existing loan is reviewed against current lender pricing, features, and policy settings.

2. **A clear comparison**
   You'll see whether a refinance would:
   - reduce your costs
   - improve flexibility or structure
   - outweigh switching costs

3. **A simple decision**
   - If it clearly improves your position, you choose whether to proceed.
   - If it doesn't, nothing changes.

In many cases, the outcome is simply confirmation that your current setup already makes sense.

How offsets work in practice

If a refinance proceeds and an offset applies:

- the relevant lender-paid amount is credited to **you as the homeowner**
- the credit is applied against an eligible ownership cost
- participation is individual and voluntary

Importantly:

- it does **not** change how rates or levies are set
- it does **not** affect budgets, maintenance planning, or service delivery
- it does **not** rely on other owners or households participating

The offset reduces what *you* need to pay.
Nothing changes for the organisation that issued the charge.

How the offset may appear

If an offset applies, it typically appears as a **separate credit line** alongside the relevant charge.

For example:

- the gross amount is shown as usual
- the offset appears as a negative amount
- the net amount payable is reduced

The format and timing may vary depending on administration systems, but the intent is transparency - not complexity.

Common questions

Does this affect a council or owners corporation budget?
No. Budgets, planning, and billing remain unchanged.

Does this affect other homeowners?
No. Participation is individual.

Is this guaranteed?
No. Offsets depend on loan eligibility, lender policy, and whether a refinance genuinely improves your position.

Is this the same as a cashback or discount?
No. Cashbacks are one-off incentives.

Offsets relate to ongoing lender payments that may be applied against ownership costs if a refinance proceeds.

What if I recently refinanced?
In many cases, nothing further will stack up - and that's fine.

A note on intent

Offsets are not about encouraging people to refinance.

They exist to help homeowners answer a practical ownership question:

> **"If I'm already paying a mortgage, is there a smarter way to manage my ongoing ownership costs?"**

Sometimes the answer is yes.
Often, it's no.

Either way, the goal is clarity.