

FAQs – NSW Water Usage Charges

My property has separate water meters

For tenants living in properties with separate water meters, CHL will charge for the actual water usage, which could be 3, 6 or 12 monthly depending on the water authorities.

My property has a shared water meter

For tenants living in properties with shared water meters, CHL will calculate water usage charges as a percentage of their total rent.

How is my water usage calculated?

Water usage charges are calculated as a percentage of the total household rent. Tenants will be charged up to 5.5% of their total rent or be capped at \$10.30 per household per week.

What if the household income changes?

CHL will regularly review its accounts to ensure it does not collect more from tenants than it pays for in the water bills it receives from the water authority.

A reconciliation will be performed every 6 months prior to rent reviews to ensure the percentage charge to tenants accurately reflects the amount paid to the water authorities by CHL.

Why am I being charged water now?

To ensure transparency and fairness to all tenants across NSW and consistent with s139 (2) of the Residential Tenancies Act 2010, Community Housing Limited will calculate water charges with reference to:

- Actual water use (where a property has a separate water meter)
- The income of the household, or
- Rent payable by the tenant (with or without rent rebate).

How do I know what percentage I am being charged?

The water charge will be on a sliding scale up to 5.5% of tenants rent or capped at \$10.30 per household per week.

Every six months you will be informed of the percentage charged on the rent outcome letter at the end of the rent review process.

When does this start?

In line with the current rent review the new water charges will apply from 28th January 2023.

How can I get more information?

If you have any questions about the information in this Fact Sheet or on any other housing related matter, please contact your nearest Community Housing Limited Office, call our contact centre on 1300 245 468 or visit our website www.chl.org.au

Customer Feedback and Appeal of Decisions

CHL welcomes its customers to query any decisions it makes and/or ask questions about our work practices. If a customer wishes to provide feedback to CHL and/or believes a decision made by CHL is incorrect, they can lodge customer feedback and/or an appeal using the CHL Customer Feedback Policy or the CHL Appeals Policy.