



COMMUNITY HOUSING LTD
GROUP OF COMPANIES

FACT SHEET 14

WATER CHARGES

In September 2012 Ministerial Guidelines were released that allow Community Housing Providers to charge for water usage after developing a water charging policy.

The residential Tenancy Act 2010 (s139) states "A tenant under a social housing tenancy agreement must pay to the landlord any charges, determined in accordance with guidelines approved by the appropriate minister, in respect of water usage by the tenant".

In accordance with the above guidelines and section of the Residential Tenancy Act Community Housing Limited will from **15th May 2013** be applying water charges as per the following:

Properties with separate water meters

No change will take place for these tenants as they are already invoiced for the actual water usage. Usage will be invoiced to the tenants' non-rent account. Payment is to be made within 28 days of the date of the invoice; failure to pay the account on time could result in action being taken through the NSW Civil & Administrative Tribunal.

Properties with shared water meters

An amount of 2.5% of the tenant's rent will be charged for these tenancies. The amount charged will be capped at a maximum charge of \$6 per week. This will be added to the tenant's ledger as a utility charge and will be seen as a separate invoice.

Community Housing Limited will monitor the accounts received on a quarterly basis to ensure that over billing does not occur. If there is an over charge then Community Housing Limited will create a credit note or a refund for that difference to each tenancy in that property.

Examples:

If your household rent is \$150 per week you will be charged 2.5% of that amount, that being \$3.75 per week.

A second scenario would be if your household weekly rent is \$300 per week then 2.5% per week water charge is \$7.50, however you would only be charged the cap amount of \$6.00.

Common area water usage

This section of the water usage will be paid for by Community Housing Limited and set at 10% of the total water usage account.

Special Allowance

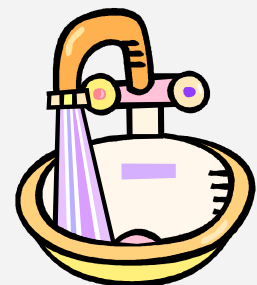
Some tenants of properties that are separately metered may be able to apply for a special allowance due to such circumstances as (a) the tenant or a household member being on home based dialysis, (b) having a medical condition or disability that requires significant water usage and (c) the household contains six (6) or more children. Application is to be made in writing with supporting documentation.

Complaints

Complaints regarding water charges can be completed as per the Community Housing Limited complaints policy.

Appeals

Any tenant wishing to appeal the decision of water usage percentage charging or water usage allowance should firstly follow the Community Housing Appeals Policy and if still not satisfied with the decision then he/she may raise it with the Housing Appeals Committee (HAC). For further information on how to appeal the decision please contact your local office.



Any Questions

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 or visit our website

www.chl.org.au