



This fact sheet is for residents whose tenancy was previously managed by Link Housing. For more information, please visit our new website: linkwentworth.org.au

Link Wentworth requires all tenants to pay for their water usage. This is in accordance with the Residential Tenancies Act 2010. There are different arrangements in place depending on whether you are one of the public housing tenants who transferred across to Link Wentworth on 3 December 2018 or whether you are one of Link Wentworth's other tenants.

If you transferred to Link Wentworth on 3 December 2018...

If you transferred to Link Wentworth on 3 December 2018 and the property you live in has its own water meter you will have to pay for the actual amount of water you use. The water meter shows how much water you use.

If you transferred to Link Wentworth on 3 December 2018 and the property you live in does not have its own water meter you will be charged a percentage of your rent (not including Commonwealth Rent Assistance). The maximum amount you will pay is \$8.95 a week.

If you are one of Link Wentworth's other tenants...

If you live in a property that has its own water meter, you will pay for the actual amount of water you use. Link Wentworth will send you a water charges invoice and the amount will be added to your account after Link Wentworth receives the water bill.

If you live in a property that does not have its own water meter, Link Wentworth will take 5 percent off the total water usage bill for the property and then share the remaining costs across all of the households living in the block of apartments or complex of townhouses taking into account the number of people in each household.

For example, if you live in a block of units and there is a total of 20 people living in the block, the bill, after the 5 percent deduction for common area usage, will be divided by 20, and then be multiplied by the number of people in individual households.

If you end your tenancy

If you end your tenancy you will have to pay water charges that are still outstanding at the end of the tenancy. These will be adjusted to take into account when you left.

How will I pay for water usage charges?

You can pay your water charges in any of the following ways:

- If you transferred to Link Wentworth from FACS on 3 December 2018, you can pay your weekly water charge using your Rent Card, OR you can make regular payments through Centrepay. Call Link Wentworth for a Centrepay Deduction Authority Form if you want to choose this option.
- All other Link Wentworth tenants can pay their water usage charges when they receive a bill/statement from Link Wentworth. Make sure you pay it within 21 days from when you receive the bill, OR you can make regular payments through Centrepay. Call Link Wentworth for a Centrepay Deduction Authority Form if you choose this option. Many tenants find this easier.

What if my water bill is suddenly really high?

If there is a sudden increase in water usage and the bill for the property is very high, your Housing Manager will contact you to discuss.

What if I go away for a while?

Even if you are away from home for a while you will still have to pay for water charges.

Are there any reductions in the amount I pay in some situations?

Link Wentworth may reduce water charges in some cases such as:

- If a tenant or other household member is on a home dialysis machine,
- If a tenant or a household member has a medical condition or disability that requires them to use significantly more water than usual,
- A household has more than 6 approved household members.

If you think you might be eligible for a reduction in what you pay talk to your Housing Manager.

What if I am not happy with the water charges policy?

You cannot appeal the decision to charge for water usage in community housing properties unless you live in a property where there is a shared water meter. In this situation, if you think your water charges have not been worked out fairly you should speak to your housing manager to discuss and work towards a resolution.

If you live in a property with a separate water meter and you don't agree with what the water meter says, you can speak to your Housing Manager.

If you need more information, please contact Link Wentworth on 9412 5111 or email enquiries@linkwentworth.org.au

Do you need a translator? TIS National provides access to phone and on-site interpreting services in over 150 languages. Call 13 14 50. linkwentworth.org.au