

factsheets&forms

Keeping you current with all the latest information.



Water Usage

All community housing tenants, whose water usage is metered by Sydney Water, are responsible for paying for the water that their household uses.

The process for sending and paying bills with Affordable Community Housing is:

1. A bill from Sydney Water is received by Affordable Community Housing (either forwarded to us from the landlord, landlord's agent, the tenant or by Sydney Water direct).
2. Affordable Community Housing pays the bill to Sydney Water
3. An invoice from Affordable Community Housing is sent to the tenant for payment. Tenants have a number of payment options including:

- paying in the office by EFTPOS or credit card; or
- cheque or money order; or paying it at the bank (on a separate deposit slip from your rent)

Please do not pay the bill directly to the Post Office.

Each bill will be added to an account separate from your rent. This is called your non-rent account. If the bills are not paid, they will continue to add up, not only making it more difficult for you to clear, any re-housing application will not be considered until debt is cleared.

PAY OFF YOUR BILL BY CENTREPAY!

Most tenants now pay rent to Affordable Community Housing through the Centrepay direct deduction scheme. Centrepay was introduced in 2000 as a free, simple and hassle-free way for our tenants to pay their rent. For people who receive a Centrelink benefit, the rent is deducted from their benefit and sent directly to our bank account.

The balance of the benefit is sent by Centrelink to the tenant's bank account as normal. Tenants say that this certainly is a better idea than trying to re-organise an already tight budget when the dreaded bill arrives! If you want more information about Centrepay, please contact your housing manager.

Tough new water restrictions!

[sydney water wise](#)

Tough, new mandatory water restrictions across Sydney apply now.

The following mandatory water restrictions will apply:

- A ban on sprinklers and watering systems – at all times
- A ban on hosing hard surfaces, including vehicles, paths and buildings – at all times
- You can only use a hand-held hose to water gardens on Wednesday and Sunday before 10am and after 4pm ONLY, a broom to sweep paths and a bucket to wash vehicles. Sydney Water has formed water patrols to monitor the restrictions, offer water saving advice to customers and to issue fines to those who break the rules.

Fines of \$220 will apply people who ignore the restrictions. ACHL tenants are also encouraged to contribute indoors by turning off taps, using the half flush on toilets and only using washing machines with full loads. Please contact our office if you need any further information.