Family & Community Services
Housing NSW

Fact sheet

May 2010

Water usage charges

If you are a tenant of Housing NSW or the Aboriginal Housing Office you are required to pay a weekly water charge in addition to your weekly rent.

How we work out your charges

If you live in a home without a separate water meter you pay a percentage of your rent as a water usage charge. A maximum weekly charge applies.

If you live in a home that has a separate water meter you pay for water based on your actual usage. Each time we get a bill from your water authority, we adjust your water charge, based on your latest actual water usage.

If you used less water or more water than you were charged for during the latest billing period, we will adjust your weekly water charge to allow for that.

New tenants start off paying a percentage of their rent as the water usage charge then move to one of the following.

- If you are living in a property without a separate water meter, you will continue to pay a percentage of your rent as a water usage charge.
- If you are living in a property with a separate water meter you will move to paying for your actual water usage once your household's water usage has been established.

Health, disability and large household allowances

Housing NSW will consider granting a water usage allowance in certain circumstances. You may be considered for a water usage allowance for:

- health or disability reasons, on production of medical evidence. The medical evidence should include information about the amount of additional water required because of the medical condition or disability
- a large household of six or more people.

What if I disagree with Housing NSW's decision?

If you believe we have made a wrong decision about the amount of your percentage water charge or your application for a water allowance, you should first discuss your concerns with a client service officer. You can also ask to have the decision reviewed. To do this fill in the *Review of Decisions* form available at your local Housing NSW office or our website **www.housing.nsw.gov.au**

Are all your questions answered?

If all your questions have not been answered in this fact sheet:

- contact your local Housing NSW office

or

- call 1300 HOUSING (1300 468 746)

or

- go to the Housing NSW website **www.housing.nsw.gov.au**

It is illegal for an officer of Housing NSW to ask for money or favours or other benefits of any kind in exchange for helping you with your housing needs.

It is also illegal for you or anyone else to offer money or favours or other benefits of any kind to an officer of Housing NSW in exchange for helping you. If you have any information regarding this, please contact Business Assurance on 1300 HOUSING (1300 468 746). Housing NSW may refuse the provision of further housing services to anyone who has engaged or sought to engage in corrupt or illegal conduct.

Translation service

Arabic	خدمة الترجمة الخطية والشفهية المجانية اتصل على الرقم 131 450
Chinese	免費的翻譯傳譯服務 致電 131 450
Russian	Служба бесплатного письменного и устного перевода Позвоните по номеру 131 450
Spanish	Servicio Gratuito de Traducción e Interpretación Llame al 131 450
Vietnamese	Dịch vụ Phiên dịch và Thông dịch Miễn phí Điện thoại 131 450