

Payment options

April 2009



Fact sheet

Interpreter Services

If you have difficulty understanding English, contact the Translating and Interpreting Service (TIS) on 131 450.

The Translating and Interpreting Service will telephone Housing NSW for you at no cost.

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

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 call 1300 HOUSING and select Option 2. Housing NSW may refuse the provision of further housing services to anyone who has engaged or sought to engage in corrupt or illegal conduct.

There are four easy ways to pay your rent, water, repairs and other bills – online, by BPAY®, at Australia Post or through the Rent Deduction Scheme.

Online



On the Housing NSW website,
www.housing.nsw.gov.au,

select



and then select 'Pay now'. This will take you to a secure online page. You may need to register your banking details the first time you pay. Once registered, allocate the amount you wish to pay for each account (ie. rent, water) and follow the instructions to complete the transaction. You will need your rent payment reference number (PRN) to make all payments. The PRN is found on your tenant payment card or your quarterly statement from Housing NSW.

BPAY®



BPAY gives you the option of paying your accounts by telephone or via Internet banking 24 hours a day, 7 days a week. To use BPAY, you need

to register for Internet or Phone Banking with your bank or credit union. Some banks and credit unions allow regular payments to be set up through BPAY. Check with your bank or credit union if you can set up regular rent or water payments.

When using BPAY you will require the Biller Code for Housing NSW (334292) and a PRN relating to the account you wish to pay (ie. rent, water). Your PRNs are found on your quarterly statement or by contacting Housing NSW. You can record your PRNs on the space provided on this fact sheet. If you are paying more than one account you will need to complete a separate transaction per account.

Australia Post



You can pay rent and other accounts in person at any Australia Post Office with your Tenant Payment Card. You need to tell Australia Post staff which account you are paying.

Rent Deduction Scheme (RDS)

If you receive an income from Centrelink, you are encouraged to have your Housing NSW payments automatically deducted from your pension/allowance.

To use RDS, complete an Authority for Rent Deduction form available at your local Housing NSW office. For more information about RDS, refer to the *Rent Deduction* fact sheet available on our website.

Other payment options may be available. Please talk to us for further details.

Need more information?

- > Visit www.housing.nsw.gov.au
- > Phone Housing NSW on 1300 HOUSING (1300 468 746)
- > Visit your local office.

Rent PRN

Water PRN

Repairs PRN

