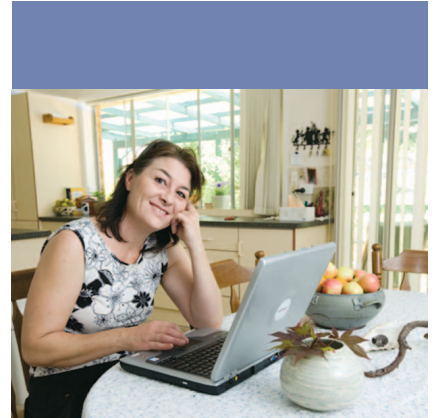


Fact sheet

May 2012

Payment options for clients



There are a number of easy ways to pay your rent, water, repairs and other bills.

Housing NSW's preferred payment methods are: online, BPAY, Australia Post or Centrelink deductions.

Online (available 24/7)



On the Housing NSW website, www.housing.nsw.gov.au, select the Payment Options button and then select the 'Pay now' link.



This will take you to a secure online page. You will need to register your banking details the first time you pay. Once registered, allocate the amount you wish to pay for each account (e.g. Rentstart Bond Loan, rent, water) and follow the instructions to complete the transaction. You will need your payment reference number (PRN) to make payments, which is found on your payment card or your quarterly statement from Housing NSW.



BPAY®

BPAY gives you the option of paying your accounts by telephone or by 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. Sometimes you can set up regular payments through BPAY. Check if you can do this with your bank or credit union.

To pay rent, water and other tenancy related charges you will need to use the Housing NSW Biller Code 334292 and relevant payment reference number (PRN).

To repay a Rentstart Bond Loan you will need the Housing NSW Bond Loan Biller Code 203570 and relevant PRN.

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 for your future reference. If you are paying more than one account, you will need to complete a separate transaction for each account.



You can pay your Rentstart Bond Loan, Housing NSW rent and other accounts in person at any Australia Post Office with your payment card. You need to tell Australia Post staff which account you are paying.

Centrelink deductions

If you receive an income from Centrelink, the easiest way to make a payment to Housing NSW is through Centrelink Deductions.

This free scheme allows you to have your payments automatically deducted from your pension or allowance, and you can stop payments at any time.

To use Centrelink deductions complete the relevant form, available

at your local Housing NSW office, and return it to us. When we receive your application, we will advise Centrelink that you wish to join the scheme. They will then write to let you know when your payments will commence.

Direct debit*

The direct debit scheme allows you to have your rent and water charges paid directly from your bank or credit union account. Payments may be deducted weekly or fortnightly and will be processed from your account on a Thursday.

The bank or credit union requires ten working days to process the request. The deductions will start on a Thursday after two full rental weeks have passed.

Your bank or credit union will advise us if there are insufficient funds in your account to make your payment. If you do not have enough money in your account, you will be charged a dishonour fee.

To use the scheme, complete and return the *Direct Debit Request* form available at your local Housing NSW office.

***Note: Direct Debit is not a payment option for Rentstart Bond Loans.**

Use this box to record your payment reference numbers for your information

Rent PRN	
Water PRN	
Repairs PRN	
Former Debt PRN	
Bond Loan PRN	

Payment options for clients

Are all your questions answered?

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

- contact your local Housing NSW office
- phone 1300 HOUSING (1300 468 746)
- visit 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
	Dịch vụ Phiên dịch và Thông dịch Miễn phí Điện thoại 131 450