

# Payments once you move in



## Rent

The amount of rent and the different ways you can pay were explained to you at your allocations interview and sign-up meeting. They are also described in your *Moving in to Your New Home* handbook.

Paying your rent is absolutely critical to keeping your tenancy. Rent needs to be paid on time and in full. Centrepay is the simplest method for doing this and is the preferred method where possible. Your Housing Coordinator can provide advice and help with setting up Centrepay deductions.

Rent is set at 25-30% of your household income depending on the type of property you live in and the program it falls under. The Rents team will request evidence of your household income and let you know the rent based on these details.

If you are having difficulty paying your rent, please let your Housing Coordinator know as soon as possible. Help is available to plan how you can manage your rent payments so please reach out – do not just stop paying rent or your tenancy will be at risk.

**Contact us immediately if you are having trouble paying your rent.  
The sooner we know the sooner we can put plans in place to help.**

### WHAT HAPPENS IF I FALL BEHIND IN PAYING RENT?



We will make contact to remind you that your rent is overdue.



If the rent remains unpaid, we will again try to contact you and will send a letter warning that you are in breach of your tenancy agreement. This is serious and should not be ignored.



If the rent is still not paid and we have not heard from you, we will send you a notice to end your tenancy and move out of your property, unless you repay your debt immediately. This notice will result in court action if you do not contact us to make arrangements to pay off the debt.

### 3 QUICK TIPS:



Make sure your Payment I.D. number is on ALL payments so they go to the right account.



We do NOT accept cash payments for rent or non-rent charges at any of our offices so a direct debit, bank transfer or Centrepay deduction is needed.



Remember to set up your rent payments straight away to avoid going into rent arrears.



# Utility Charges

You are responsible for paying the utilities for your home such as water usage and electricity.

## PAYING YOUR WATER BILL

- You will receive your first water bill within 30 days of Foundation Housing receiving it from the water authority. We will post you the original bill as well as an invoice from Foundation Housing.
- You need to pay your water bill by the due date on the bill.
- There are a range of options for paying these water charges. See the 'Paying your water bill' section on the Foundation Housing website for more information.
- If you are having difficulty paying the bill, please speak to your Housing Coordinator to discuss payment options.
- Foundation Housing will let the Water Corporation know new tenant details when you move in.

## ELECTRICITY

Before you move into your home, be sure to connect the electricity and put it into your name. Electricity usage bills will then be sent directly to you from the electricity company.

It is important that these bills are paid in full so that your power remains connected.

## HOW TO PAY YOUR WATER BILL

- 1** The Water Corporation offers a range of different payment options including direct debit and online payments. They can also provide repayment plans and extend payment dates if you need help paying your bill.
- 2** Please let your Housing Coordinator know immediately if you are having trouble making water payments.
- 3** Please visit [www.watercorporation.com.au/Help-and-advice](http://www.watercorporation.com.au/Help-and-advice) or call 1300 369 645 to discuss your options.