

2.2.7 Water Charges



Preamble

Women's Housing Company (WHC) is a community housing association as part of the social housing system in NSW. WHC provides long term housing for single women and medium term housing through support partnerships.

WHC guarantees the following of all landlord responsibilities as stated in the NSW Residential Tenancy Act 1987.

Women's Housing Company always needs to weigh up benefits to applicants and tenants versus organisational viability.

We believe that as long as Women's Housing Company can operate as a financially viable organisation we are in the best position to provide quality housing services to our target group.

POLICY

Women's Housing Company **charges costs for water usage** to those tenants living in properties with a separate water meter.

This is done out of financial necessity as the organisation spends a large amount on water charges every year.

We will pass on water charges to tenants only when a separate meter reading clearly identifies individual tenant's usage on the water bill.

This may change if the Government includes community housing into Reshaping Public Housing policy directives.

PROCEDURE

For all properties with individual water meters, tenants are provided with an explanation that water usage charges are tenant responsibility.

Women's Housing Company will pay the water bill when it arrives at our office.

The finance team takes a photocopy of the invoice received highlighting the tenant's water meter and water usage. A debit note issued by Women's Housing Company will be attached with a letter requesting the tenant to pay.

Tenants can make payments in part or full or negotiate part payments.

Payments need to be made with the deposit book or any other negotiated method as per **2.2.2.2 Rent Payment Options**.

Tenants are requested to make the water usage payments on a separate deposit slip to their rent, or with a reference via internet banking to simplify the allocation process of the payments.

If a water repayment amount has been negotiated with a housing worker, the latter is responsible to make an entry in the payment instruction section within the TMS database recording the details of such negotiation.

This allows the finance team to identify additional payments beyond the regular weekly or fortnightly rent payment.

The finance team will allocate the payment towards reimbursement of the water usage. The finance team will issue monthly non-rent debt reminder letters.

Date developed: 2004

Date/s policy was ratified and/or changed by Board: 31/1/05; 28/8/07

Note: Procedures are designed to guide the implementation of a policy and will be updated on a regular basis as part of ongoing best practice service improvement.