

FACT SHEET: Water Charges

HFHA's water charging policy is to ensure tenants water usage is charged in a fair and equitable way across our social housing portfolio.

What is a water charge?

Your water charge is the cost of the water that you use in your home. HFHA can charge tenants for water usage under the [NSW Community Housing Water Charging Guidelines](#).

How will I be charged?

HFHA will charge for water usage weekly along with rent charges

The flat rate water charge is based on the number of people living in the property and charged weekly at the same time as your rent. It starts at a minimum of \$5.00 and is capped at \$10.50 per week. A cap means the maximum charge will not go higher than the cap amount.

Tenants will pay a flat rate, that has been calculated to be equal to or less than the actual water usage for that property. If a tenant has paid more than they use, following an annual review a tenant will be credited the amount they were overcharged.

What are the flat rate water charges?

The water charge per household is as follows:

Household Size	Water Charge Per Week
1 Person	\$5.00
2 People	\$7.00
3 People	\$9.00
4 People + (MAX)	\$10.50

What if I have concerns, I'm paying more than my actual water usage?

HFHA will undertake at minimum, an annual review of tenant charges in accordance with our policy and [NSW Community Housing Water Charging Guidelines](#) to ensure you are not being overcharged.

If you are concerned you are paying more than actual water usage for your property, you may request:

- A review of your water charges against actual water usage charges for your property

If a tenant is found to have paid more than the actual water usage charge, a refund will be issued to the tenant as either credit on the rent or non- rent account.

What about charges for water used in Common Areas?

Charges for common area water usage are not included in the flat rate charges. HFHA pays for the common area water usage in multi- unit properties.

When undertaking the annual review of water charges for multi-unit properties, HFHA deducts 10% from the actual water usage to account for the common area water usage. HFHA then pays for this cost.

What happens if there are changes to my household?

If there are changes to your household, make sure you let HFHA know as soon as you can. The household water charge will be adjusted. Refer to [HFHAs Changes to a Household Policy](#).

How do I pay for water usage charges?

Every tenancy has a rent account and a water account. HFHA recommends tenants pay their water charges fortnightly with their rent.

You can pay for water charges,

- **Using Centrepay** as an automatic deduction
- **Direct bank deposit** from your bank
 - Account name: Habitat for Humanity
 - Bank Name:
 - BSB:
 - Account number:

What if I am having trouble paying my water charges?

If you are concerned about your rent or water charges or are struggling to make payments, please call us on **8324 0800** and speak to your Housing Manger.

We can talk to you about repayment plans and/or recommend specialist support. HFHA partners with support services who can provide you with support and assist you to better manage your money.

Water and the Environment

HFHA is committed to environmental sustainability and managing water use wisely in our homes. Water usage will be monitored on a regular basis to avoid waste and excess use. Our commitment includes responding promptly to repair requests to fix leaking taps and pipes.



We build **strength, stability, and self-reliance** *through shelter.*

We encourage our tenants to be mindful of water usage and report any leaks to our repairs team. To find out more on steps you can take in your home to be water wise, visit sydneywater.com.au.

In Addition, HFHA tenants are required to comply with any water restrictions put in place by the local water authority.

How can I make an Appeal or Complaint?

Appeals and complaints about water charges can be lodged over the phone, mail, in person or [via online form](#) on our website www.habitat.org.au. If you have any queries about water charges or would like to appeal a charge made to your account, the first step is to contact your Housing Manager on **xxxx yyyy**.

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