

FINANCIAL RESPONSIBILITIES

Factsheet

Your financial responsibilities

As a tenant of Homes North you are responsible for the following charges:

Rent Payments

- You are required to **pay your rent in advance**, as per your Residential Tenancy Agreement. This may be weekly or fortnightly.
- If your rent is not paid in advance and you fall behind in your payments, you will be in rent arrears. This has **serious consequences** that could result in legal action to recover the debt through NSW Civil and Administrative Tribunal (NCAT), or the loss of your home if rent payments continue to fall behind. **If you are struggling to pay the rent, come and talk to us before you stop rent payments. We want to help you stay in your home.**

Water Usage Payments

- Payments towards your water bill (usually \$17.00 per fortnight), can be added to your rent payment and paid through Centrepay. You are responsible for paying for the water you use in your Homes North property.
- Homes North will send an invoice for water usage, and a copy of the water rates notice from the local council. You are required to pay any outstanding amounts within 21 days of receiving the debit note.
- **If your water charges are not paid within 21 days of the invoice due date you will be in arrears.** To prevent this it helps to make regular automatic payments towards water usage.
- Your non-rent account could be in credit if you have made advance payments; this will be held for future charges.

Bond Payment

- Bonds are a security deposit held at the Department of Fair Trading.
- The Bond amount is usually 2 weeks market rent, however this may vary if you are an affordable housing tenant.

- Bonds can be paid in full or you may be given the opportunity to make fortnightly payments towards your Bond.
- Bonds can also be paid through Centrepay with your fortnightly rent payments.

Repairs to property

- You are responsible to pay for any damage you cause to your property. (see Repairs and Maintenance Factsheet.)
- Homes North will send an invoice with a copy of the contractors invoice. You are required to pay any outstanding amounts within 21 days of receiving the invoice.
- If you disagree with these charges contact your Housing Manager within 14 days to discuss the matter.
- Payment bank account details will be on the covering letter, or you can contact your Housing Officer to pay through Centrepay.
- **If your repairs bill is not paid within 21 days, or you have not entered into a repayment plan, this has serious consequences.** Please contact us if you are struggling to pay for repair charges and we can negotiate a repayment plan.

How to pay

If you are receiving a Centrelink payment, all your financial responsibilities to Homes North can be paid through Centrepay. Centrepay is free and is the easiest and most convenient way to pay your rent, water usage and bond payments.

Direct Debit/Internet Banking

To set up a recurring direct debit payment from your bank you will need Homes North BSB and account details. You will also need to quote your Tenancy Reference No. in the Reference field. **Please request these from your Housing Officer.**

Want to know more?

- 📍 Contact your local office
- 🌐 Visit: homesnorth.org.au
- 📞 Emergency after hours: 1300 662 721