

WATER CHARGES

Factsheet

Tenants of Homes North are responsible for paying for the amount of water used at their home (water usage). This is set out in the Residential Tenancies Act 2010. Homes North will pay for other charges (supply of service, sewerage).

Water meters

The property you are living in has a water meter which measures your water usage. However, if you live in an older unit/apartment your property may have a shared water meter, in which case your usage is calculated according to the rent you pay.

The local council is responsible for reading your water meter. Homes North receives a bill from the council quarterly and we determine from the bill your water charges.

New tenants and their water usage

- Tenants starting a new tenancy with Homes North are encouraged to commence regular payments towards water charges until Homes North receives the first bill from the local council.
- Homes North will then compare the amount you have paid with your actual usage since you moved in.
- Any credit or debit will be placed on your non-rent account.
- The charge for water usage is due at the time of billing.

- If you are unable to pay the bill on time, speak to your Housing Manager about paying installments.

Who to contact if you disagree with the amount of water charges?

- If you think we made an error or a wrong decision about your water usage or water allowance request, you should contact your Housing Manager.
- If you are not happy with the decision, we will review it again.
- If you want us to review the decision, please visit our website at homesnorth.org.au and see our Appeals process.

Copies of Homes North appeals forms are available in your local office.

You can read more about our water charges in [Section 4 of our Water Charging Policy](#)

Want to know more?

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