

1. Purpose

The purpose of this policy is to outline how the Housing Trust will charge tenants for water usage.

2. Policy Statement

All residents are responsible for water usage charges at their property when there is a separate water meter. Housing Trust charges residents for water usage in accordance with the *Residential Tenancies Act 2010* and the relevant Ministerial Guidelines and this policy.

3. Properties with separate water meters

Housing Trust will charge tenants who live in properties with separate water meters for the actual water usage as per the invoice received from the water authority. Sydney Water calculates the account based upon their charge per kilolitre used.

Water charges will be added to the tenant's account each water billing cycle.

Housing Trust may make adjustments to water accounts in cases of overcharging from the water authority arising from problems with faulty water meters or other billing problems.

4. Common area water usage

Housing Trust will pay the water usage for all common areas.

5. Reviewing water usage charges/part billing

A resident's water charge may need adjustment in the following cases:

- Residents entering or exiting a property
- Residents transferring
- Residents obtaining succession of tenancy

The following calculation applies in these circumstances:

Water charge amount before adjustment – Residents water usage amount from latest bill = Difference credited or debited to resident's actual water usage amount.

6. Financial hardship

Housing Trust will manage debts including arrears, tenant charges, and other charges promptly and fairly. Housing Trust will work with the tenant to provide affordable repayment options, taking into account the size of the debt and a tenant's capacity to repay. Housing Trust will also ensure that tenants are referred to appropriate support services, including financial counselling.