

METRO COMMUNITY HOUSING CO-OP LTD
NOTICE TO TENANTS REGARDING WATER USAGE CHARGES

As a result of the Ministerial Guidelines for Community Housing Water Charging which came into effect on 1 November 2012, new arrangements are now in place for the payment of water usage by Metro tenants. The key changes are:

- 1) Tenants who reside in capital properties with “shared” meters will now be charged for water usage. Water usage charges will be capped at 4% of your assessed rent.

Tenant’s contributions to water usage cannot exceed the actual water usage charges billed by Sydney Water. Payments from tenants will be reconciled against the actual water charges on a quarterly basis and any payments that exceed the Sydney Water authority charges will be refunded upon request or transferred to your rent account if you indicate this as your preference.

Tenants in unit complexes, duplexes or shared properties will not be responsible for water usage charges relating to common areas.

- 2) From 1/11/2012 all Community Housing tenants have the option of paying their water usage charges in fortnightly instalments. Tenants who wish to pay by instalments will generally need to make payments at the same time rent is paid. All Payments will be recorded as a credit in your non-rent account.
- 3) Where there is sufficient history of average water usage – generally a minimum of 4 previous water usage accounts from Sydney Water, instalments will be based on an average usage amount.

New tenants will be charged 4% of their assessed rent until we can do an averaging across the previous four billing periods.

Where a property is separately metered, the amount received from tenants will be recorded in their non-rent account and reconciled against the actual water usage charges when the Sydney Water bill is received by Metro every quarter.

Tenants whose fortnightly payments do not fully cover the water usage charge shown on the Sydney Water account at the end of each quarter, or tenants who choose to pay water usage in a lump sum rather each quarter will be required to pay all Sydney Water usage charges within 30 days of the date they are invoiced.

Allowances may be made for tenants to pay a reduced amount in relation to water usage charges in certain situations. These circumstances could include:

- tenants on very low incomes, such as Youth Allowance,
- tenants in homes with a large household size,
- households where a household member uses a dialysis machine,
- households where the tenant or a household member suffer from a medical condition that require high water usage.

Tenants should contact their Housing Officer to discuss any concerns about the application of the Water Usage charging policy. Tenants have a right of appeal and can exercise their right to complain in accordance with the Metro Community Housing Complaint Policy.

I,(insert name), am a tenant of Metro Community Housing
 at.....(insert address).

I confirm that I wish to:

- a) Continue to pay water usage charges every quarter when invoiced by Metro Community Housing. I understand Metro will provide me with a copy of the Sydney Water bill to confirm the actual water usage at my property. I understand that Water usage charges must be paid within 30 days of the date I am invoiced.
- a) Pay my water usage charges by fortnightly instalment, and pay any additional monies owing for water usage within 30 days of receipt of the invoice from Metro accompanied by the Sydney Water bill.

(please cross out the option you do not choose):

If I opt to pay by instalments I agree that if I have a non-rent credit at the end of the quarter (ie water usage bill is for lesser amount than amount held in Water usage Account) I want any credit remaining in my water usage account to:

- i) Remain in the non-rent account
- ii) Be transferred to my rent account

Signed:

Dated: