

WATER CHARGES

FACTSHEET

All residents are responsible for water usage charges at their property. Evolve Housing may charge all Residents for water usage in accordance with the Residential Tenancies Act 2010 (RTA), the relevant Ministerial Guidelines and this policy.

Water meters

If the property you are living in has a water meter which measures your water usage we will pass the usage charge to you.

The water company is responsible for checking your water meter and Evolve Housing receives a bill from the water company quarterly.

Shared water meters in units/apartments

If you live in a unit/apartment, your property has a shared water meter in the building. This means you will be charged differently from properties that have a separate water meter.

The money you need to pay for your water usage is calculated based on your rent. Before we send your water bill to you, we will also calculate your building's water usage and we will reduce the total amount by twenty per cent (20%). The left over amount is then divided between the number of apartments in the building so that the money you owe is directly related to your water usage.

You can read more about our water charges on Evolve Housing's website (see Water Charges Policy).

Allowances for health, disability & large households

- Evolve Housing may give you an allowance if you have health problems, a disability or live in a large household of six or more people.
- You can request for an allowance by speaking to your Housing Manager.
- Tenants with a shared water meter are not eligible for the large household allowance.

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 want us to review, please visit our website www.evolvehousing.com.au and fill out an Appeal Form.

Further information

For more information or answers to any questions, please visit or contact:

Address: Henry Dodd House

9–13 Argyle Street, Parramatta NSW 2150

Phone: **1800 693 865**

Email: myevolve@evolvehousing.com.au

Website: evolvehousing.com.au

Translation service

If you need help with interpreting or translation because English is not your first language, phone the All Graduates Translating and Interpreting Service on **1300 652 488**. They will phone the housing organisation and interpret for you for free.