

HOW TO MAKE RENT OR NON-RENT PAYMENTS

FACTSHEET

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Evolve Housing residents are encouraged to always keep their rent account in advance by paying directly through Centrelink. By doing this, residents will avoid the risk of owing debt.

Rent payments: maintain it every fortnight to keep it in advance

Residents must pay two weeks rent when they start their tenancy, and then continue paying rent either weekly or fortnightly. Rent payments must be always maintained two weeks in advance.

Non-rent payments: must be paid within 21 days of billing

If all non-rent debt payments cannot be paid on time, you must contact your Housing Manager and arrange payment of your debt by instalments.

Payments should be made directly

We encourage residents to pay their rent and other charges directly through Centrepay deduction. The Centrepay Multiple Deduction Format Payment (MDFP) option allows you to nominate rent, water and other payments to be paid from your Centrelink payment directly to Evolve Housing. Residents need to complete the MDF form (Resident consent form) found on Evolve Housing's website or through our office.

Evolve Housing offer the following payment options:

- Centrepay - the MDFP option.
- Payway card - two cards are available one for rent and one for non-rent (water and other charges).
- EFTPOS - pay using your debt or credit card at our head office or ring your Housing Manager and pay over the phone.
- Direct Debit - ask your Housing Manager to assist you in setting up a direct debit from your bank account.
- Cheque - send a cheque to our head office address: 9-13 Argyle Street, Parramatta, 2150. Make sure you enclose your name and residential address along with your account number.

How to use your Payway card:

- BPAY: pay over the phone using your Payway card
- Direct Debit: use your Payway card to set up your direct debit online as a one-off or re-occurring payment.
- Online with a credit card, visit www.payway.com.au

Further information

For more information please contact:

Phone: 1800 693 865

Email: myevolve@evolvehousing.com.au

Translation service

If you need help with interpreting or translation, phone the All Graduates Translating and Interpreting Service on 1300 652 488. They will phone the housing organisation and interpret for you for free.

