

Water Charges

Bridge Housing charges tenants for water usage in line with Bridge Housing's Water Charging Policy. Our policy meets the requirements of the Ministerial Guidelines for Community Housing Water Charging.

How is water usage charged?

How Bridge Housing charges for water usage depends on whether you have a separate water meter or a shared water meter.

Your water charges are placed against a non-rent account attached to your tenancy.

If you live in a property with a shared water meter

If you live in a property with a shared water meter (e.g., units with a common meter for the whole block) you are charged 3% of your total household rent for water. Charges are capped at \$6.50 per household per week.

Below is an example of fixed water charges:

Mr & Ms Jones pay rent of \$195 per week. Their water charge is calculated at 3% of \$195. They are charged \$5.85 per week for water. In total, they pay \$200.85 per week for rent and water.

If you live in a property with a separate water meter

If you have a separate water meter (e.g. you live in a house or unit with an individual meter) you are charged for the actual water usage on a quarterly basis.

If you live in an affordable housing property

If you live in an affordable housing property, the water charging policy applies and there is no cap of \$6.50 per week if you have a shared water meter.

How do I pay for water usage charges?

You can pay for water charges via Centrepay as an automatic deduction or direct bank deposit.

You are charged water usage against a non-rent account attached to your tenancy. If you are charged a fixed rate you must pay your water charges with your rent payments. If you are charged quarterly, you can make payments on a weekly or fortnightly basis or quarterly.

If a water charge remains unpaid for more than 14 days from the date it is charged, Bridge Housing may take action through the NSW Civil and Administrative Tribunal (NCAT) to recover the unpaid water charges.

Special Circumstances

Bridge Housing will consider waiving a portion of the water charge for tenants with separate water meters if you or a household member has a medical condition or disability that requires significantly more water than usual. For further details contact your Housing Manager.

Appeals & Complaints

Bridge Housing respects and values the views of all customers. Appeals and complaints about water charges can be lodged over the phone, mail, in person or via a form. If you have any queries about water charges or would like to appeal a charge made to your account, the first step is to contact your Housing Manager on **8324 0800**.