



Housing ACT Fact Sheet

Payment Options

Background

Housing ACT tenants are required by their Tenancy Agreement to pay rent fortnightly in advance. When a tenancy is started, all tenants are automatically sent a book of pre-printed rent payment vouchers to use when paying at Government Shopfronts, and an Australia Post Payment Card to use when paying at any Post Office or Agency.

In addition to the rent, tenants may also have to pay for other costs associated with their tenancy, for example, to repair damage to the property or to replace lost keys. Where Housing ACT does this work for a tenant, that tenant must repay the cost of the work to Housing ACT. These costs are commonly called sundry debts. When a sundry debt is created, tenants are automatically sent an Australia Post Payment Card to use when paying the debt at a Post Office or Agency. If a tenant wishes to pay at a Government Shopfront, a book of pre-printed payment vouchers can be sent on request.

When making payments of rent or sundry debts, tenants must ensure that they use the correct payment reference number to distinguish between the different types. There are different numbers for the different types of payments.

Manual Payment Methods

Cash Payments (including cheque, money order)

(i) ACT Government Shopfronts can accept cash or cash equivalent payments during normal office hours. You will need to present a payment voucher showing details of your name, address and payment reference to the cashier. Shopfronts are located at the four major town centres in Canberra. Make sure that the voucher shows the correct payment reference, rent or sundry, for the type of payment you are making.

(ii) Australia Post Offices and Agencies can accept cash or cash equivalent payments during normal office hours. You will need to present your Australia Post Payment Card to the cashier. Any Australia Post outlet nationally can accept payments. Make sure that you are using the right card for the type of payment you are making. You will have been sent different cards for rent or sundry payments.

(iii) Your Financial Institution can usually offer a periodic payment service to pay regular bills. You should check carefully whether there are any fees for this service from your bank, building society or credit union.

Internet / Telephone Payment Methods

Internet Payments

You can make your payments using your credit card over the internet at the ACT Government website at www.act.gov.au. Go to the Services and Payments section and follow the prompts.

BPAY® payments

You can arrange with your bank, building society or credit union to pay bills over the phone. For *BPAY®*, the payment reference numbers are different from the numbers you use elsewhere. The numbers are on the *BPAY®* letter that Housing ACT sent you, or on your Australia Post Payment card.

Automatic Payment Methods

(i) Centrelink deductions for rent or sundry payments can be made directly from your regular Centrelink payments. All you need to do is complete a once-only Authority Form, and Housing ACT will take care of the rest. There is a separate Fact Sheet called Rent Payment Deduction that gives all the details on this option.

(ii) Bank Direct Debit of rent or sundry payments can be made directly from your account at your Financial Institution. All you need to do is

complete a once-only Authority Form, and Housing ACT will take care of the rest. There is a separate Fact Sheet called Rent Payment Deduction that gives all the details on this option.

Further Information

For more information, telephone 133427,

or visit the Applicant Services Centre.

Applicant Services Centre

Nature Conservation House
Cnr Emu Bank & Benjamin Way
Belconnen Town Centre
(Open 9:00am to 5:00pm Mon to Fri)

ENGLISH	If you need interpreting help, telephone:
ARABIC	إذا احتجت لمساعدة في الترجمة الشفوية ، إتصل برقم الهاتف :
CHINESE	如果你需要传译员的帮助，请打电话：
CROATIAN	Ako trebate pomoć tumača telefonirajte:
GREEK	Αν χρειάζεστε διερμηνέα τηλεφωνήστε στο
ITALIAN	Se avete bisogno di un interprete, telefonate al numero:
PERSIAN	اگر به ترجمه شفاهی احتیاج دارید به این شماره تلفن کنید:
PORTUGUESE	Se você precisar de ajuda de um intérprete, telefone:
SERBIAN	Ако вам је потребна помоћ преводиоца телефонирајте.
SPANISH	Si necesita la asistencia de un intérprete, llame al:
TURKISH	Tercümana ihtiyacınız varsa lütfen telefon ediniz:
VIETNAMESE	Nếu bạn cần một người thông-ngôn hãy gọi điện-thoại:

TRANSLATING AND INTERPRETING SERVICE

131 450

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