



Rent Payment Deductions – important information from Housing ACT

What are Rent Payment Deductions?

Rent or other housing payments can be automatically deducted from a bank, building society or credit union account.

Rent or other housing payments also can be automatically deducted from Centrelink payments.

Bank Direct Debit

Bank Direct Debit is a way of making rent and rent arrears payments to Housing ACT directly from a bank, credit union or building society. This means no more standing in queues.

How can I apply?

Submit an application. Forms are available from the Applicant Services Centre, or you can contact your Housing Manager and ask for one to be sent to you.

What happens next?

We check and process the form. You will receive written confirmation from us detailing when the deductions are to commence, amount to be deducted and frequency of deduction (eg., weekly or fortnightly). In the meantime, continue to pay the rent until the automatic deductions start.

How often will payments be deducted from my account?

You can choose to pay either weekly or fortnightly. The payments will be processed from your account on a Thursday.

Can I vary my payments?

You may change your bank, credit union or building society account details and the frequency of payments at any time. To change any details please advise your Housing Manager. We will notify the financial institution and will issue a letter confirming the details of the variation. You must nominate the pay day when the variations are to commence.



Can I stop the rent deductions?

Yes, you can stop the payments from the next pay day, if you have given at least three (3) days notice. To do this please contact your Housing Manager. We will advise in writing when the request to terminate payments has been processed.

ANSWERS TO COMMON QUESTIONS ABOUT BANK DIRECT DEBIT

Who tells the financial institution the amount to deduct from my account?

We advise your financial institution the amount to be deducted. The amount will be the required rent payment, plus arrears instalment if relevant.

What happens if my rent changes?

When we advise that your rent is to change, we will also tell your financial institution so they can take out the new amount of rent from the appropriate pay day.

How long before deductions start?

Deductions should start within three (3) weeks of signing up.

What information will I get from Housing ACT about these payments?

We will send a statement of account every three (3) months listing the market rent, rental rebate and the payments made through your account. You may ask for a balance or statement of account at any time. For all other rent enquiries please contact your Housing Manager.

Can I use the scheme if I have rent arrears?

Yes.

Will Housing ACT know about the balance of my bank account?

No.



What happens if there are insufficient funds in my account to make a payment?

Your financial institution will not make the payment and may charge you a dishonour fee. You may need to make a manual, catch-up payment if there is a dishonoured payment.

Confidentiality

Your information will be treated as confidential

Centrelink Deductions

Centrelink Deduction is a way of making rent and other payments to Housing ACT directly from Centrelink payments. This means no more standing in queues. The scheme is completely free and is our preferred option for making payments.

Who can use this payment method?

People receiving Centrelink payments.

How can I apply?

Fill in a Rent Deduction Authority form and send it to your Housing Manager. Forms are available from Housing ACT.

What happens next?

We check that the amount to be deducted and the date the deductions are to start are correct and advise Centrelink. Centrelink will then start deducting payments from your pension/allowance and send them to Housing ACT. Centrelink will inform you when this happens.

How do I stop my Centrelink deductions?

Tell Housing ACT or Centrelink, complete a Termination Authority form and payments will be stopped. Forms are available from Housing ACT and Centrelink. Housing ACT requires at least three (3) days notice.

ANSWERS TO COMMON QUESTIONS ABOUT CENTRELINK DEDUCTIONS



Who tells Centrelink the amount to deduct from your pension/allowance?

You fill in the amount (usually the required rent payment) to be deducted each fortnight on the Rent Deduction Authority form. Housing ACT will advise Centrelink. You can ask for a change at any time.

What happens if my rent changes?

When we advise that your rent is to change, we will also tell Centrelink. Centrelink will then start sending the new amount. Centrelink will notify you when this happens.

How long before deductions start?

This will depend on your Centrelink Payment Date. Talk to your Housing Manager to work out the start date.

Can miscellaneous debts be paid through the scheme?

Yes. A separate deduction authority form must be completed for these payments.

What information will I receive from Housing ACT about my rent account?

You may request a balance or statement of your account at any time.

Confidentiality

Your information will be treated as confidential.

Further Information

For more information, contact your Housing Manager or telephone the Community Services Directorate on 133427.



For more assistance on Housing ACT matters, please telephone 133 427.

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