

# Invoices

SGCH may invoice tenants for costs such as water use or repairs and maintenance charges.

## What is this invoice?

The invoice enclosed is for an outstanding debt that you owe SGCH.

The invoice will tell you what the debt is for. For example, it may be for:

- water charges
- end of tenancy charges
- repairs and maintenance charges.

## How can I pay this invoice?

*Centrepay:* Centrepay is a voluntary bill-paying service which is free for Centrelink customers. Use Centrepay to arrange regular deductions from your Centrelink payment. You can start or change a deduction at any time. The quickest way to do it is through your Centrelink account online.

Please use your bank agent number and write a reference, for example, “water bill”.

*Bank branch:* SGCH gives you a deposit book with your lease pack. You can pay your rent at any branch of the bank indicated on your deposit book using your bank agent number (located on your rent statement and in your deposit book).

*Direct Debit /EFT:* Set up a single payment through your bank account. Ensure you use your bank agent number and identify the payment as debt by including the invoice number located at the top right corner of the invoice. Please use the SGCH account details listed at the bottom of the invoice.

*In person:* All our offices have EFTPOS facilities. You can also pay by money order or cheque at any of our offices.

## What will happen if I don't pay?

If you do not pay the invoice within 21 days, SGCH may apply to the NSW Civil Administrative Tribunal (NCAT) seeking a formal order for you to pay this debt.

If you are having problems paying this invoice please contact our Income Recovery Officer on 9585 1499 to discuss an affordable repayment plan.

For further information about our Debt Management or Water Charging Policy, or details on our Internal Appeal and Complaints process please visit our website at [www.sgch.com.au](http://www.sgch.com.au) or contact our office.

You can also seek independent advice about your rights by contacting the Department of Fair Trading at [www.fairtrading.nsw.gov.au](http://www.fairtrading.nsw.gov.au) or on **13 32 20**.

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