
Factsheet



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.

Using BPAY: BPAY lets you pay your accounts by telephone or by internet banking. To use BPAY, you need to register for internet or phone banking with your financial institution. You can find your BPAY biller code and BPAY customer reference number on the invoice, or your rent statement

Using BPOINT: You can make an instant payment directly to us any time through our BPOINT page using a MasterCard or VISA debit card.

Direct Debit /EFT: Set up a single payment through your bank account. Ensure you use your allocation number and identify the payment 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: You can also make a payment at our office using your debit card. Cash or credit card is not accepted.

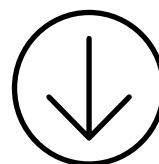
What will happen if I don't pay?

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 1800 573 370 to discuss an affordable repayment plan.

For further information about our Debt Management or Water Charging Policy, or details on our Internal Appeals and Complaints process please visit our website at 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 or on 13 32 20.



CONTACT US
1800 573 370
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