

## Water Service Charges

### Overview

This policy explains how we will charge for water services and meet our legal duties.

### Scope

This policy applies to SGCH Homes Victoria and its subsidiaries (**we, our and us**).

### Properties with separate water meters

Renters in properties with separate water meters are responsible for paying water bills issued directly by the local water provider. These bills will reflect the renter's water usage.

Renters must notify the water company that they are the new occupant upon moving in. Renters can also ask the water company if they are eligible for any concessions.

### Properties with bulk water meters

We will charge a standard weekly service charge for water usage in properties with bulk water meters where we pay for water usage. The maximum water usage charge for social housing renters with bulk meters will be \$5.40 per household per week. The standard charges are set out in the below table.

Property type	Service charge
Bedsit	\$3.20 per week
1 bedroom	\$3.30 per week
2 bedrooms	\$4.70 per week
3+ bedrooms	\$5.40 per week

There will be no maximum charge for affordable housing renters.

Bulk water charges will be added to the renters account on a weekly basis.

We will review the percentage and maximum amount from time to time to make sure it is consistent with Housing Victoria's weekly standard charges for bulk metered households.

### Common area water usage

We will pay water services for all common areas.

### Payment of water service charges

Any payments for water must be specified as water payments at the time of payment at the bank or be made using our Centrepay code for water service payments.

If a water service charge remains unpaid for more than 21 days from the date it is charged to the renter's account, we may issue a breach of duty and take action through the Victorian Civil and Administrative Tribunal (VCAT) to recover the unpaid charges.

### Renters transferring properties or exiting our housing

If a renter is transferring to another property with us or exiting our housing, they must tell the water company. For renters with bulk water meters, we will charge for water usage up to the end of the rental agreement.

## Hardship

We will assist renters who are experiencing financial hardship – refer to our Financial Hardship policy for more information.

## Appeals and complaints

If a renter has a concern about water service charges, they should contact their Tenancy Manager in the first instance.

Renters cannot appeal our decision to charge them for water. However, if a renter thinks they are being charged incorrectly or we are not applying this policy correctly, they can appeal to us - refer to our Appeals, Complaints and Feedback policy for more information. Renters can also apply to VCAT if they believe they have been overcharged.

## Relevant legislation, regulations or standards

- [Residential Tenancies Act 1997 \(Vic\)](#)
- [Residential Tenancies Amendment Act 2018 \(Vic\)](#)

## Related documents/ resources

- [Housing Victoria: Utilities](#)
- Policy: Appeals, Complaints and Feedback
- Policy: Financial Hardship
- [Victorian Civil and Administrative Tribunal \(VCAT\)](#)

## Policy information

Version:	1
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